Roanoke – Blacksburg Regional Airport

Equipment Specification

RFP Number 19-008

Access and Revenue Control System

April 15, 2019

On behalf of Roanoke – Blacksburg Regional Airport (ROA), Interflight Parking Company (Interflight), invites you to submit a proposal for the installation of a new access and revenue control system for the parking facility at the Roanoke – Blacksburg Regional Airport. This Request for Proposal (RFP) is part of a competitive process designed to serve our client's best interests and to provide vendors a fair opportunity to offer their products and services for consideration.

The objective of this RFP is to install a new fully functioning access and revenue control system at the parking facilities identified in this RFP. As such, vendors must include all necessary civil, electrical, mechanical and administrative services as well as equipment and other hardware necessary to deliver a fully functional system. This includes, but is not limited to, loops, electrical and communication wiring both in the facilities and to the parking office, servers, computers, equipment movement and installation, conduit, concrete work, wire terminations, training, testing, programming, set-up services and two months of support service. The installation of the system at this facility will be awarded to a single vendor.

This document outlines the scope of the project as well as the process and timeline we expect all vendors to follow to collect additional information on the project and to submit a proposal to participate in the project. The information contained in this document defines the necessary steps for the Vendor to follow to have Interflight accept a proposal for consideration.

We will consider the following factors for selection; price, the vendor's ability to service and support the equipment, equipment features and reliability of product and experience with similar installations of the same size.

All local, state and federal laws, electrical and building codes must be adhered to by the selected vendor.

All proposals must be consistent with the format outlined below. Proposals must consist of itemized pricing for each equipment and/or software module as well as the services necessary to deliver a functioning system. In addition, proposals must include the cost to remove and dispose of old equipment.

Electronic proposals for this project are due **Friday, May 17, 2019 at 3:00 PM EST.** Vendors must also furnish two (2) copies of its proposal to Interflight.   Please note: if there are any discrepancies between the provided copies of the completed RFP, Interflight reserves the right to use the most favorable version as Vendor's response. Proposals received after the designated time will not be opened and will be removed from consideration. Telephoned and faxed proposals *__will not__* be accepted. All hard copy proposals should be mailed to:

Ethan Spiegelberg   cc: *Tim Milliron, General Manager*
Interflight Parking Company, LLC   *Interflight Parking Company, LLC*
5500 S. Howell Drive #371158   *5202 Aviation Drive*
Milwaukee, WI 53237   *Roanoke, VA 24012*
espiegelberg@interflightparking.com   *tmilliron@interflightparking.com*

Communications with Interflight Parking Company (IPC)

IMPORTANT: In order to preserve the fairness to all parties participating in the RFP process, you are not authorized to communicate with ROA & Interflight personnel regarding the status of this RFP, ROA & Interflight's decision, or other questions related to the RFP process other than as expressly permitted by this Section. Violation of this Section may be grounds for ROA & Interflight to disqualify a Supplier. All communications related to this RFP must be directed to the following contact:

Ethan Spiegelberg	**Cc:**	**Tim Milliron, General Manager**
Interflight Parking Company, LLC		**Interflight Parking Company, LLC**
5500 S. Howell Drive #371158		**5202 Aviation Drive**
Milwaukee, WI 53237		**Roanoke, VA 24012**
414-747-4561 / espiegelberg@interflightparking.com		**540-362-0630**
		tmilliron@interflightparking.com

Questions. Any questions regarding this RFP must be submitted in writing to Ethan Spiegelberg by email to espiegelberg@interflightparking.com by April 29, 2019 at 5:00 PM EST. Interflight reserves the right, in its sole discretion, to select the questions to which it will respond, the questions that will be edited, and the questions and responses it will share with other suppliers. Due to the number of suppliers participating in the RFP, questions will not be taken or answered in any other manner.

Existing Business. This RFP does not restrict your day-to-day business or banking communication with Interflight or ROA to facilitate pre-existing business matters. Any communications regarding this RFP outside the approved Interflight process specified in this RFP must not be authorized or binding.

Interflight will contact all vendors about the status and outcome of the RFP process after completing its review process for all suppliers. Interflight and ROA also reserve the right to conduct a bidder's conference or to visit Supplier locations as part of this RFP process.

Oral, telephone, electronic, fax, or telegraphic bid modifications of the proposal will not be accepted.

All bid prices will be completed in ink or typed and must give actual cost of each product in line item pricing, lump sum discount will not be accepted. Proposals that are incomplete, conditional or obscure may be rejected as informal.

All work to be performed must be authorized in writing by either Interflight or ROA prior to commencement of such work.

Information to be presented with the proposal must include: company qualifications; references and experience; personnel qualifications and experience; proposed equipment and software; project schedule; a proposed five-year standard maintenance contract; proposed warranty language.

Any offer by the Vendor must retain open and irrevocable for a period of 120 days from the deadline date for submitting proposals stated above.

Interference of the Bid Process by any Vendor, employee of the Vendor, persons with vested interests, and/or persons with associated interests of the vendor will disqualify the Vendor's proposal.

Under the terms of the Bid 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 bid process to their advantage by any means other than fulfilling the terms of the Contractual Documents."

From the date of receipt of this RFP by each Vendor until a binding contractual agreement exists with the Selected Vendor and all other Vendors have been notified or when Interflight Parking rejects all proposals, informal communication regarding this procurement must cease.

Any failure to adhere to the provisions set forth above may result in the rejection of a Vendor's proposal or cancellation of this RFP.

Any Vendor may withdraw its bid at any time before the date and time established for the opening of bids as stated above.

We will use the following timeline to manage the RFP process. Please take special notice of the planned Pre-bid Site Walk and Proposal Submittal dates:

Issue RFP	Monday, April 15, 2019
Pre-Bid Site Walk	By appointment until April 30, 2019
Project and RFP Questions submitted to Interflight	By April 30, 2019 @ 5:00PM EST
Interflight distributes answers to questions	By Friday, May 3, 2019 @ 5:00 PM EST
Proposals due	Friday, May 17, 2019 @ 5:00PM EST
Vendor Presentations (if applicable)	By Friday, May 24, 2019
Award Project	Pending approval by Roanoke Airport
Project Completion	**60 days within final approval**

Evaluation

Interflight and ROA will determine which Vendor provides the most favorable combination of access and revenue control installation system in the most cost-effective manner by using an "Evaluation of Proposals." Interflight and ROA together will evaluate the Vendor's bids. The recommendation and award will be based upon the factors listed below:

1. The relevant qualifications and experience of the Vendor necessary for the satisfactory design, manufacture, installation and testing of the access and revenue control system.
2. The relevant qualifications and the experience of key personnel committed to this project and their understanding of access and revenue control systems.
3. The relevant qualifications and experience of proposed subcontractors or similar installations.
4. The Vendor's understanding of the nature of the project, enhancements which are recommended, or exceptions taken, and warranty and maintenance agreement language.
5. The cost of the basic access control and revenue control system at each identified location.

Pre-Bid Site Visit

All prospective bidders are encouraged to visit the site in order to familiarize themselves with the site layout and its related components. It is each vendor's responsibility to schedule a visit with the Interflight Parking General Manager. All qualified vendors should contact the General Manager, Tim Milliron @ 540-362-0630 or tmilliron@interflightparking.com to schedule a time to visit the site.

Disclaimer

This document is a Request for Proposals (RFP).

During the process of securing information relative to this bid, it is understood that information, which is proprietary to Interflight and ROA, or to the Vendors, will be exchanged. Information regarding Interflight Parking and its related companies is proprietary, and will not be shared, published, or otherwise disclosed outside the Vendor's company without the express written consent of Interflight and ROA. Equally, Interflight and ROA pledge to guarantee the confidentiality of proprietary information provided by the Vendor, and that the aforesaid information will be made available only to Interflight's employees or agents who require access to same in fulfillment of their participation in this process. Said proprietary information will not be shared, published or otherwise disclosed without the express written consent of the Vendor.

Interflight and ROA reserve the right to reject any or all proposals received. Non-acceptance of a proposal will mean that one or more others were deemed more advantageous to Interflight or that all proposals were rejected. Vendors whose proposals are not accepted will be notified after a binding contractual agreement between Interflight and the Selected Vendor exists or when Interflight rejects all proposals.

Interflight and ROA intend to select a Vendor on the basis of proposals received in response to this RFP and any other information it obtains from other sources regarding the Vendor, including the site visitations by Interflight and ROA. A single vendor will be selected to implement the systems at the new facility.

There will be no appeal of the decision of Interflight and ROA.

The selection of a Vendor and award of a bid will be subject to the successful negotiation and execution of a contract between ROA and the selected Vendor. The laws of the State of Virginia will govern all contracts.

The Project

This document requests proposals from qualified vendors to provide equipment and services to design, purchase, install, setup, test and maintain an access control and revenue control system at the parking facility at the Roanoke – Blacksburg Regional Airport. Testing of the system must be coordinated with Interflight and ROA.

The installation project is scheduled to start in May 2019 with an expected completion date of June 30, 2019.

The proposed system must support the following parking operational technologies and services:

1. Barcode machine readable tickets / *QR Readers at entry point to support entry from a bar code, validation or access card system.
2. Ticket in / Credit Card out (In lane credit card pay station)
3. Vehicle count system
4. Ability to manage the Long Term, Short Term and Overflow facility from the parking office located at the exit plaza
5. High speed real time central credit card processing
6. Ability to support remote work stations
7. Ability to Interface with NetPark or similar featured Reservation/Validation/Loyalty System
8. License Plate Inventory (LPI)

No part of the currently installed system should be reused in the implementation of the proposed system. This includes gates, loops, ticket dispensing devices, ticket and card readers, computers, software, etc. This project is intended to be a completely new system.

The vendor's proposal must include the necessary installation, purchasing, and training services to implement a fully functional access and revenue control system. The proposal must also include the services and hardware necessary to maintain the equipment for the **two year** "Warranty Period" after the Go-Live date. In addition, each proposal must include pricing and a description of the approach to maintain the system for an additional five (5) years.

A critical objective the system must communicate in real time to a Facility Management Program with access in the parking office/or call center. An administrator at the parking office/or remote call center must have complete control of the new system.

Finally, the System must provide or interface with a robust Reservation/Validation/Loyalty program with a consumer facing web and mobile app capability.

Scope of Work – Phase One

1.0   Technical Requirements

Introduction

There are two phases to this project.

Phase One consists of upgrading the existing 3M equipment to the newest technology available. The requirements contained within this RFP describe the needs of the parking facility at the Roanoke – Blacksburg Regional Airport. The parking facility at ROA has approximately 1872 spaces in three lots. The facility is primarily transient airport parking with both long-term and short-term parking.

System Requirements

The equipment proposed by each vendor must provide the functions and capabilities identified below. These are minimum requirements. All credit card processing systems and devices must meet current and be adaptable to future PA-DSS, FACTA and PCI compliance standards and practices.

All revenue control devices must have the same site/facility code so that patrons can utilize any device to settle their parking fee for any facility. This will also hold true with all site/facility codes for the access control system.

***PHASE 1 proposals may include the reuse of existing loops and wiring and gates if applicable. If proposed that way, please insure to include the cost of the remaining equipment in Phase 2 of the proposal.

A. **LOT EQUIPMENT**

1. **"Long Term" (Including Overflow Lot)**
   - Three (3) ticket dispensers with intercom and QR Readers
   - Five (5) barrier gates with arms
   - LPR system with cameras (Overflow lot in Phase one and main lot in Phase Two)
   - High and low voltage surge protection on all devices
   - Saw cut loops or utilize existing
   - Lot full signs (Phase Two of Project)
   - Count system
   - PA-DSS, FACTA and PCI compliant credit card software and hardware PA-DSS ver. 3.2 or 3.3
   - Installation services
   - Site construction services (if applicable)
   - Electrical services (if applicable)
   - Current configuration is three (3) in and three (3) out / New configuration is two (2) in and two (2) out with center lane reversible

2. **"Short Term"**
   - Two (2) ticket dispensers with intercom and QR Readers
   - Two (2) barrier gates with arms
   - High and low voltage surge protection on all devices
   - Saw cut loops or utilize existing
   - Lot full signs (Phase Two of Project)
   - Count system
   - PA-DSS, FACTA and PCI compliant credit card software and hardware PA-DSS ver. 3.2 or 3.3
   - Installation services
   - Site construction services (if applicable)
   - Electrical services (if applicable)
   - Current configuration is three (3) in and three (3) out / New configuration is two (2) in and two (2) out with center lane reversible

3. **"Main Exit Plaza"**
   - Three (3) barrier gates with arms
   - Two (2) Exit verifiers with credit card and receipt capability with QR Readers
   - Integrate with existing AVI system
   - One (1) fee computer with real-time high-speed processing capability
   - Two (2) handheld devices for credit card processing

- High and low voltage surge protection on all devices
- Saw cut loops or utilize existing
- Lot full signs (Phase Two of project)
- PA-DSS, FACTA and PCI compliant credit card software and hardware PA-DSS ver. 3.2 or 3.3
- Installation services
- Site construction services (if applicable)
- Electrical services (if applicable)

4. **"Crossover ST to LT"**
   - Two (2) barrier gates with arms with QR Readers
   - High and low voltage surge protection on all devices
   - Saw cut loops or utilize existing
   - Installation services
   - Site construction services (if applicable)
   - Electrical services

5. **"Parking Management Office" / IT Department**
   - Facility Management Software
     - Revenue
     - Access
     - Count
     - Frequent Parker
     - Account Payable / Receivable Software
     - Central Credit Card processing software (PA-DSS, FACTA and PCI compliant credit card software) PA-DSS ver. 3.2 or 3.3
     - One (1) Facility Management Workstation with license

   "IT Department"
   - Facility Management Server / Computer
   - Facility Management Printer
   - (1) Facility Management Workstation with license
   - Surge protection
   - Battery back-up
   - Management of the new system shall be software based and must not require any propriety management hardware (servers, storage facilities, etc.). All server and data storage management software must be compatible with VMWare ESXi 6.0.0 and will be installed on a Microsoft Windows Server which will be provided by the Commission. All data pertaining to the system shall be stored and maintained on premises. Data backups will be maintained by the Commission and shall be stored within the Commission's infrastructure. The respondent must provide specification estimates with their proposal including, but not limited to, minimum and recommended server specifications, disk space

requirements, and network infrastructure requirements. The respondent must provide all applicable network diagrams with their proposal and will coordinate all network infrastructure and configuration with the Commission's IT manager. Respondent must provide support contract information and software licensing information, including a projected schedule of fees, for a term of no less than five years after the completion of the project. Respondent must also provide end user and administrative training. System administration will be the responsibility of the Commission upon completion of the project

B. **GENERAL**

- The proposed system must be able to perform in and withstand the climate conditions of Roanoke, VA.
- The proposed system must have the ability to add hardware devices in the future without a major upgrade to the hardware or software within five (5) years from the date of acceptance of the system.
- All equipment installed on this project must be ADA compliant and UL approved.
- The access and revenue control equipment color will be determined by Interflight Parking.
- The technology must be an online real time system utilizing the following technology
  1. Machine readable barcode tickets
  2. AVI access
  3. LPR Credentialing
  4. Optical QR Scan
- The system must support ticket in / credit card out
- The parking operations will have unattended credit card lanes at the exit.
- High and low voltage surge suppression must be included in the installation, as well as UPS battery backup for all computer related equipment for both the location and the parking office.
- All credit card processing at exit terminals, fee computers, entry terminals, etc. must be completed at a central computer using high speed communication connections with a processing time **under 10 seconds.**
- The credit card system must be able to interface with ROA's credit card clearinghouse which is currently Elevon. Any proposer utilizing a third-party clearinghouse for credit cards must disclose the clearinghouse being utilized. Clearinghouses that charge a per transaction fee ***will not*** be accepted
- All necessary credit card components in the access and revenue control system and processes must comply with all PA-DSS, FACTA regulations and credit card PCI rules and practices including (Visa/Mastercard's CISP program, Discover's DISC program and American Expresses DSOP program) PA-DSS ver. 3.2 or 3.3

- During the warranty period, vendor will perform all programming related to rate changes at no charge
- All ticket dispensers, exit terminals, access readers must be armed before a transaction is started. In lanes where ticket dispensers, exit terminal, fee computers and card reader reside in the same lane, once a ticket is dispensed or a card swiped, the other device must be disabled immediately so that the system cannot be manipulated. This must take place within 0.05 sec.
- The proposal must be inclusive of all costs to install a functional access, vehicle count and revenue control system; items included: concrete islands, electrical conduit, loops and wire pulls, both power and communication bollards, etc.
- Surface conduit will not be accepted
- Vendor will be responsible for running all power lines from identified junction boxes, panels, load centers to the equipment and verifying that there is sufficient power to maintain a fully fictional system
- All lots must be able to communicate, in real time, to a Facility Management Computer which will be located in the parking office at the exit plaza.
- All area of pavement, earth, and curbs disrupted during the project must be returned to an acceptable condition that is approved by a Roanoke Airport Representative
- All sealant used to seal loops shall be a grade that can withstand the various extreme climates of Roanoke, VA
- All sealant used to seal loops shall be a grade that will not be affected by the winter weather chemicals applied by the Roanoke Airport Commission
- Within the new system, most patrons will continue to use a ticket as a credential to gain access to the facility and make a payment. The ticket style in the new system will be a barcode. License Plate Recognition technology will read each vehicles license plate at entry and associate it with the ticket. A fully integrated QR-code reader within the entry station will read NetPark loyalty and reservation credentials, verify validity with NetPark through a NetPark-supplied Internet-accessible API, and allow access if NetPark deems the credential to be valid. Prospective vendors will provide information on other booking and loyalty programs with which they have integrated, as well as other credentials such as NFC and Bluetooth. In addition to the ticket issuer, LPR camera and QR code reader, the entry lane equipment will also have an intercom at each entry station, a LCD screen that can display video, a speaker that can play pre-recorded audio or an intercom operator's verbal communication, and an overhead CCTV camera so that the operator can view the lane and respond to patron requests. The vendor will provide new Uninterruptable Power Supplies (UPS's) for each entry (and remote lot exit lanes) lane to provide

battery backup. Garage entry lane UPS's will be placed in electrical rooms, with one UPS per lane. Remote lot UPS's will be in-lane at remote lots.

- The entry plazas will feature monument style variable messaging signage in each entry point provided by the PARCS vendor, including software and 10 pre-developed messages, such as "Open" "Closed" "Pre-paid Only" "Reservations" "Full", etc.

C. <u>SYSTEM</u>

- Entry stations and exit stations devices must have IP intercoms to provide communication between the parking office
- Vehicle count system must have the ability to gather lane counts at the parking office through the facility management software.
- The system must utilize barcode technology
- The Facility Management Software (FMS) must be able to support remote workstations
- Each lot will communicate to the Facility Management Computer located in the parking office at the exit plaza
- Password protection must be part of the FMS, as well as any remote workstation
- The system must report the following counts to the facility management computer:
    1. Entries (Ticket, card access, and total vends) by facility, by lane
    2. Exits (Ticket, automated exits, card access and total vends) by facility, by lane
    3. Total Exits by facility, by lane
        - Card Reader Vends by facility, by lane
        - Total Gate Vend (entry and exit) by facility, by lane
    4. Differential Count by facility

- All gates must have one mechanical counter to show total lane travel
- Back out alarm must be reported to the facility management PC when an illegal ticket is issued
- The system must report all transaction, alarms, and incidents to the FMS system activity screen with the following information
    1. Time
    2. Date
    3. Transaction Type
    4. Location/Device/Lane
    5. Description
    6. Amount

- The new access and revenue control system must have the ability to interface with remote signage

D. **INSTALLATION REQUIREMENTS**

- The Vendor must be responsible for power connections to the equipment and must make all necessary communication connections from the islands and lanes to the central server. Vendor will be responsible for running all power lines from identified junction boxes, panels or breaker boxes to the equipment. All such communication and conduits may require is the responsibility of the vendor to ensure for such provisions and any associated cost. Vendor will also be responsible for installing ground loops as part of the scope of work.
- The vendor must be responsible for the bolt down and mounting of the revenue equipment
- All site work must include but not limited to, islands/cement work, electrical wire pulls and conduit run, equipment mounting, etc. must follow all national, state, county, and local codes, as well as manufacturers installation requirements.
- All communication longer than 20' must be fiber optic
- The successful vendor must be responsible for obtaining all permits required to complete the installation of a fully functional system
- All areas of pavement, earth, and curbs disrupted during the project must be returned to an acceptable condition that is approved by a ROA Representative

2.0   EQUIPMENT/HARDWARE

A. Entry Stations

- LCD or LED display
- Alert parking office in the event of malfunction or low tickets / low paper
- Ability to report a back out or illegal tickets or lane travel alarm to the facility management PC
- Each machine must contain an intercom /phone dialer to communicate to the parking office during and after business hours
- Capability to communicate with facility management computer and 3rd party (Net-Park) reservation, validation and loyalty programs
- Dispense a barcode ticket
- QR Reader
- The dispenser must have the capability to dispense tickets automatically or by push button
- Ability to buffer transaction in the event of a communication failure. Minimum of 2,000 transactions
- Ability to arm before a transaction can begin in the lane, as well as the ability to be disabled/locked out if another device is utilizing the same lane.
- A dispensed ticket must have the following information visible and encoded on the barcode
  1. System Ticket Number
  2. Rate Code
  3. Device Number
  4. Time

5. Date
6. Facility
7. Facility code
8. License plate

B. Exit Terminal

- LCD or LED display
- Alert parking office in the event of malfunction or low receipts/tickets/paper rolls
- Meet PA-DSS, FACTA and PCI compliance standards and practices
- Ability to report a back out alarm to the facility management PC
- Each machine must contain an intercom /phone dialer communicate to the parking office or remote monitoring center after business hours
- QR Reader
- Capability to communicate with facility management computer
- Ability to read a barcode ticket and calculate fee
- Ability to accept voucher/validation
- Ability to be armed before a transaction can begins in the lane, as well as the ability to be disabled/locked out if another device is utilizing the same lane.
- The receipt when dispensed must have the following information visible
  1. Transaction Number
  2. Rate Code
  3. Device Number
  4. Time
  5. Date
  6. Facility Name
  7. Tax
  8. PA-DSS, FACTA and PCI compliance standards and practices PA-DSS ver. 3.2 or 3.3

C. Barrier Gates

- Direct drive or belt
- Low voltage operation
- Minimum of three vend inputs (transient, contract, and miscellaneous)
- Ability have a three-loop configuration
- Ability to support up to a 12' gate arm with optional LED lighting
- Ability to support a straight or folding arm
- Auto rebound / safety edge
- Ability to operate as a free gate
- Ability to support multiple devices in one lane example; (card reader and ticket dispenser, fee computer, AVI, QR Reader, LPR device and exit terminal)
- This device must have the ability to arm other devices such as ticket dispensers, card readers, exit terminals, fee computers, etc., before a transaction can be started.

- In lanes where two devices reside, the device not processing the transaction must be disabled immediately so that the system cannot be manipulated. This must take place within 0.05 sec
- Gate Arms

D. **Fee Computers**

- Central credit card processing capability
- Machine readable / Optical scan
- EMV readers for credit card transactions
- Meet PA-DSS, FACTA, and PCI compliance standards and practices
- Accept validations/vouchers
- Local reporting and central reporting capability
    - Daily lane report
    - Rate report
    - Credit card report by CC type
    - Validation
    - Time Card Report
    - Non resettable totals
        a. Transaction
        b. Validation
- Ability to communicate to Facility Management Computer in Parking office
- Integration of License Plate Inventory for processing lost tickets
- A processed ticket must have the following information printed on it
    1. Entry and Exit Time
    2. Entry and Exit Date
    3. Facility Name
    4. Transaction Number
    5. Cost of Parking
    6. Device Number
- Ability to read the information on the barcode ticket and calculate the fee based on the rate
- Ability to print a patron receipt on demand or automatically with the following information in compliance with PA-DSS, FACTA, and PCI standards and practices
    1. Entry and Exit Time
    2. Entry and Exit Date
    3. Facility Name
    4. Transaction/Receipt Number
    5. Cost of Parking
    6. Tax
    7. Device Number

E. <u>AVI System</u>

1. 9' to 12' read range readers
2. Must be able to integrate with revenue control system
3. Must be able to vend a barrier gate
4. Must be able to accommodate an AVI sticker or hang tag
5. Must have the ability to support passive and active tag

F. Pay on Foot

1. Two pay on foot Pay Stations to be installed in the terminal
   A. One to accept cash and credit
   B. One to accept credit card only

3.0   SOFTWARE

The software should be a Windows based parking management software system which must include access, revenue, and count, FACTA and PCI ver. 3.2 or 3.3 compliant credit card software at a minimum. Each location's software must have the ability to communicate in real time to the Parking Office or remote monitoring center. Below are the minimum reporting requirements for this system

A. <u>Reporting</u>

- Below are the minimum revenue reports required for the access, count, and revenue system. Please include samples of all reports in your proposal.
  1. Daily device revenue report
  2. Transaction report
  3. Daily lane report
  4. Active access card holder report
  5. Card transaction report by date
  6. Credit card report
     - By CC type
     - By Lot
     - By Device
  7. Validation report
  8. Non resettable totals
     - Cash report
     - Transaction report
     - Validation report
  9. Count statistics report
  10. Duration of stay report with ability to breakdown by 30-minute increments
  11. Entry/exit report by facility and parker type
  12. Parking Fee Report
  13. General Totals Report

14. Daily Revenue Report
15. Transaction Report
16. Revenue Alarm Report
17. Outstanding Ticket Report
18. Detailed activity reports on sales inventory, and statistical data by parker type
    - Rate stratification report
    - Ticket tracking
    - The (FMS) must have the ability to retrieve buffered transaction once communication is restored
    - Integrated reporting with Net-Park or other 3rd party provider to include validation, reservation and loyalty transactions

B. Counts

- The system must have the ability to provide the following counts.
    2. Transient Entries & Exits
        - Automated by facility
    3. Monthly Entry & Exits by facility
    4. Total lane travels
        - Total entries by facility
        - Entries by parker type
        - Total exits by facility
        - Exits by parker type by facility

    5. Differential Counts
        - By facility
        - By parker type within facility
    6. All gates must have a visible mechanical counter to record total lane travels
        - All counts must be reported to the central computer in real time
    7. Transactions totaled by Net-Park or other 3rd party provider

C. Access Control

The access control system for the project must have at a minimum the following features with reports:

- Car Pooling
- Debit (by dollar amount, by use)
- Credit Card on file
- Card Status Report
- Card Activity Report
- Active Card Report

- Access Groups
- Reader Groups
- User Change Report
- Holiday Report
- Frequent Parker
- Ability to assign a revenue rate to a reader group
- Integrated reporting

D. Credit Card

- All credit card processing must be able to interface with the ROA credit card processing clearinghouse.
- The credit card system must meet all PA-DSS, FACTA and PCI ver. 3.2 or 3.3 compliance standards.
- At all devices where credit cards are accepted, credit cards must be processed. Batch credit card processing will not be accepted
- EMV Readers can also be used

4.0   CONTENT REQUIREMENTS

A. Required Equipment Hardware
The Vendor must deliver the hardware that will be needed to deliver a fully functional system including; gates, ticket dispensers, exit terminal, fee computers, QR Readers, etc.

B. Required Software Components
The Vendor must deliver the software that will be needed for a fully functional system including; credit card processing, revenue reports, transaction reports and integration with Net-Park.

C. Installation
Proposer must provide a detailed description of the installation process including the services that will be performed as part of the installation.

D. Training
The Proposer must budget at least thirty hours (30) of training time over a one-month period, followed by another fifteen hours (15) of refresher training to be scheduled within three months of acceptance. Per day pricing for additional training must also be included

E. Site Construction
The successful bidder will be responsible for providing the necessary work to ensure a fully functional system is delivered. All area of pavement, earth, and curbs disrupted during the project must be returned to an acceptable condition that is approved by a Roanoke Airport Representative.

F. Electrical

The electrical cost must include communication and control wiring pulls to each device, communication wire pulls to parking office, any power required and intercoms to make the system functional. Electrical must meet all local and national electrical codes. All communication runs over 20' shall be fiber optic. It is the contactor's responsibility to verify that there is sufficient power to deliver a fully functional system.

G. Sales Tax

If it applies, State of Virginia and City of Roanoke must be included on this proposal

H. Freight

Proposer must include all freight charges to deliver the new system on site

I. Base Section Notes

All items must be priced per unit, and the bidder must commit to the unit prices for a period of (2) two years.

J. Software Upgrades

Upgrades necessary to correct problems or deficiencies must be provided at ___no charge___ for a period of five (5) years. Upgrades to the software that provide new capabilities and compliance must be provided to the owner/operator for five (5) years, including but not limited to PCI, FACTA, PA-DSS compliance

K. Spare Parts

Each equipment system will be unique in design and therefore each will have different internal components. Proposers must provide itemized pricing for spare parts in the template below. Proposers must determine the type and quantity of spare parts that are essential for maintaining the system.

L. Maintenance Program

As part of this RFP, a detailed proposal for equipment and system maintenance must be submitted. Preventative Maintenance shall be performed under the warranty in the first two years.

M. Service

The bidder must define normal business hours, days, as well as holiday schedule. As part of this proposal the bidder must provide their published hourly service rate for normal business hours, holidays, weekends etc. The response time must be no more than four (4) hours when a service is requested during normal business hours.

N. Warranty

Bidder must provide a two-year parts and labor warranty. The warranty period will start once the equipment is installed, operational, and is approved in writing by ROA. The bidder also must provide extended parts and labor warranty for years

three, four, five, and six. During the initial two - year warranty period, the response time must be no more than four (4) hours when a service is requested during normal business hours.

O. Installation Schedule

Once a vendor is selected, they must provide an installation schedule based on the priority of the parking needs and operation. The schedule must include the time for the completing the project including but not limited to; start date, site construction, electrical, training, testing, etc. The successful vendor shall meet with the parking operator and the airport to determine the parking needs during installation

5.0 CONTRACT REQUIREMENTS

Contract

ROA and/or Interflight Parking may at its own election extend the warranty and maintenance period up to five years after acceptance of the systems. Pricing for extended maintenance and warranty must be listed as an option and the pricing will stand for five (5) years.

Schedule

The Vendor must coordinate the installation of the parking control system with Interflight Parking and ROA for the facility. Weekly meetings with ROA must also be conducted in order to review progress of the work schedule. Schedules of site work must be submitted in advance for approval. The parking lot(s) must remain operational at all times during installation. It is the vendor's responsibility to ensure minimal interference for the airport customers, which might require some off-hours work, such as at nights and weekends.

Permits

The Vendor must be responsible for obtaining all permits, such as electrical permits, necessary for the installation of the systems. The Vendor must be responsible for performing all testing procedures necessary to comply with the permits.

Insurance

The Vendor must maintain during the entire term of the project, including the warranty period, workmen's compensation insurance, comprehensive general liability insurance, and comprehensive automobile liability insurance in accordance with the following minimums:

Type of Insurance	Minimums of Liability
Workmen's Compensation	Statutory (including Employer's Liability)

Comprehensive General	$1,000,000 each person
Bodily Injury Liability	$1,000,000 each occurrence
Property Damage Liability	$1,00,000 each occurrence
Comprehensive Automobile	$1,000,000 each person
Bodily Injury Liability	$1,000,000 each occurrence
Property Damage Liability	$1,000,000 each occurrence

Comprehensive General Liability includes, but is not limited to: consumption or use of products, existence of equipment of machines on location, and contractual obligations to customers.

These policies will contain covenants requiring thirty (30) days written notice to Interflight Parking before cancellation, reduction, or the modifications of coverage. These policies will be primary and non-contributing with any insurance carried by the location and will contain a severability of interest's clause in respect to gross liability, protecting each named insured as though a separate policy had been issued to each. Said insurance coverage must name Interflight Parking, its directors, officers, and employees as additional named insured.

In the event that the Vendor fails to maintain and keep in force such insurance policies and coverage as herein provided, Interflight Parking will have the right to cancel and terminate this contract without notice. The Vendor must advise each insuring agency to automatically renew all policies and coverage in force at the start of and resulting from this contract until notified by the parties that coverage requirements are revised.

Certification for all the above insurance is to be delivered to the Interflight Parking or ROA within five working days of receipt of award notice. Failure to provide this information within this time limit may result in disqualification of the proposal.

Subcontractors

When subcontractors are involved in any part of the project, the Vendor's site supervisor must be on site to ensure compliance with all of the provisions of the Contract. It is also the responsibility of the Vendor to ensure compliance by its subcontractors to any and all provisions of this contract. All contractors shall be Virginia Class A contractor and shall submit their contractor's license with the proposal.

Documentation, Shop Drawings, and Manuals

Prior to acceptance of the system, the Vendor must provide Interflight Parking and ROA with as-built drawings showing the actual location of each piece of equipment and of each conduit and communication run from equipment to panels and parking office.

One month prior to system acceptance testing, the Vendor must submit for approval a draft of the Vendor's copies of operating manuals.

Training

Before acceptance of the systems by Interflight Parking, the Vendor must train parking management personnel, employees, and airport personnel in the use of the system, including proper use of all parking system equipment, data base management and report generation software, supervisor functions and capabilities, and the use of audit functions. Vendor must submit a schedule for training to parking management for approval one month prior to the start of acceptance testing. The Vendor must budget at least thirty hours (30) of training time over a one-month period, followed by another fifteen hours (15) of refresher training to be scheduled within three months of acceptance. Per day pricing for additional training must also be included.

6.0 PAYMENT TERMS

The payment terms for this project are as follows:

- 20% upon order of equipment
- This payment will be made at the time the Purchase Order is issued
- 30% upon shipment to the location
- This payment is made once the equipment is received
- 30% upon substantial completion
- This payment is made once Interflight Parking or ROA have determined the system is operational
- 20% upon commissioning of the system
- This payment will be made at a minimum of 30 days after completion pending the approval of the system by an Interflight Parking or ROA representative.

EQUIPMENT TEMPLATE

7.0 REQUIRED EQUIPMENT SOFTWARE/HARDWARE

A. "Long Term Entry including Overflow Lot"

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Ticket Dispensers w/ intercom*			
	Barrier Gates w/ arm			
	QR Readers			
	Saw Cut and Sealed Loops			
	High and low volt surge suppression on all			
	LED Full Signs			
	LPR System			
	Access and Revenue Equipment Sub Total			
1	Electrical (if applicable)			
1	Site Construction (if applicable)			
1	Installation			
	TAX			
	Project Total			

* PA-DSS, FACTA and PCI Compliance required PA-DSS ver. 3.2 or 3.3

B. "Short Term Entry"

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Ticket Dispensers w/ intercom*			
	Barrier Gates w/ arm			
	QR Readers			
	Saw Cut and Sealed Loops			
	High and low voltage surge suppression on all			
	LED Full Signs			
	Access and Revenue Equipment Sub Total			
1	Electrical (if applicable)			
1	Site Construction (if applicable)			
1	Installation			
	TAX			
	Project Total			

*PA-DSS, FACTA and PCI Compliance required PA-DSS ver. 3.2 or 3.3

C. "Exit Plaza and Terminal"

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Barrier Gates with arms			
	Exit Terminals with credit card * w/intercom			
	QR Readers			
	Fee Computers with real time credit card processing*			
	High and low voltage surge suppression on all devices			
	Count system			
	Saw cut loops			
	High speed credit card processing under 10 seconds			
	Two (2) Pay on Foot Units (one Credit only and One cash and credit)			
	Access and Revenue Equipment Sub Total			
	Electrical (if applicable)			
	Site Construction (if applicable)			
	Installation			
	TAX			
	Project Total			

* PA-DSS, FACTA and PCI Compliance required PA-DSS ver. 3.2 or 3.3

D. "Crossover LT to ST"

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Barrier Gates with arm			
	High and low voltage surge suppression on all devices			
	Saw cut loops			
	Access and Revenue Equipment Sub Total			
	Electrical (if applicable)			
	Site Construction (if applicable)			
	Installation			
	TAX			
	Project Total			

E. **"Overflow Exit"**

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Ticket Dispenser w/ intercom*			
	Barrier Gates w/ arm			
	QR Readers			
	Saw Cut and Sealed Loops			
	High and low voltage surge suppression on all			
	LED Full Signs			
	Access and Revenue Equipment Sub Total			
1	Electrical (if applicable)			
1	Site Construction (if applicable)			
1	Installation			
	TAX			
	Project Total			

*PA-DSS, FACTA and PCI Compliance required DA-PSS ver. 3.2 or 3.3

F. **"Parking Management Office at Exit Plaza "**

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
	Facility Management Software*			
	Revenue, Access, Count, Central Credit Card*			
	Remote workstations with license(s)*			
	Facility Management PC/Server*			
	Printer			
	Surge Suppression all devices			
	Battery Backup(s)			
	Master Intercom System			
	LPI system			
	LPI Hand Held Devices			
	QR Readers			
	Access and Revenue Equipment Sub Total			
1	Electrical (if applicable)			
1	Site Construction (if applicable)			
1	Installation			
	TAX			
	Project Total			

8.0 WARRANTY/PREVENTIVE MAINTENANCE

Refer to Section 4, letter N, Warranty — the first two years of warranty and support are included in your proposal. The following table must be used to indicate the proposal for the optional warranty in years three through six.

A. Warranty

Year	Long Term	Short Term
Year Three		
Year Five		
Year Five		
Year Six		

B. Preventative Maintenance

Describe the activities included in your proposal that constitute an effective preventative maintenance program on the access control and the revenue control system. This includes equipment and software maintenance.

Year	Long Term	Short Term
Year Three		
Year Five		
Year Five		
Year Six		

9.0 SPARE PARTS

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost

10.0 TRAINING

Referring to Section 4, letter D, please provide your proposed pricing for the 45 hours of total training. In addition, please provide the hourly rate for any additional training that may be requested

Qty	Description	Unit MSRP	Unit Proposal Cost	Total Proposal Cost
1	30 Hours of Training			
1	15 Hours of Training three months after System Start up			
	Hourly Rate for Additional Training not included in proposal			

PHASE TWO

Phase Two of the project will consist of the following once the reconfiguration of the main lot has been completed.

- All gates, ticket dispensers and exit verifiers will be unbolted and moved to their new locations.
- LPR System will be installed in the main lot. Exhibit A
- Lot will be reconfigured to include a central ingress / egress located on the southwest side of the lot. Exhibit B
- Install four (4) nested area gates with LPR camera or QR reader, to segregate the Premium/Short term Parking areas.

Quantity	Description	Unit MSRP	Unit Proposal Cost	Total Proposed Cost
16	LPR Cameras			
4	QR Readers			
1	Installation			
	Total Project Cost			