

MISSOULA PARKING COMMISSION.

**REQUEST FOR PROPOSAL (RFP)
RFP 17-0001**

**PARKING ACCESS AND REVENUE CONTROL SYSTEM (PARCS) AND
MOBILE LPR ENFORCEMENT**

**PRE-PROPOSAL CONFERENCE CALL
(ATTENDANCE RECOMMENDED)
2:00 p.m. (MST) on August 24, 2017
(866) 691-4535
Conference ID: 66794**

**DEADLINE FOR RECEIVING PROPOSAL
Missoula Parking Commission
Attn: RFP 17-0001
128 W Main St
Missoula, MT 59802
12:00 P.M. (M.S.T.) on September 14, 2017**

**CONTACT PERSON
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SECTION I - BACKGROUND

Introduction

The Missoula Parking Commission (MPC) is inviting Offerors, to submit a written Request-for-Proposal (RFP) response to provide equipment, implementation assistance, technical support, training, and maintenance for implementation of a new Parking Access and Revenue Control System (PARCS) and a new Mobile LPR (MLPR) enforcement system with vehicles priced separately for the city of Missoula. The implementation will be in downtown Missoula, Montana and will be completed in phases. The PARCS for the implementation shall accept credit and debit card payments (VISA and MasterCard only). Three Pay-on-Foot devices shall be provided as a part of this procurement and three Mobile LPR systems with cameras and computers (vehicles may be procured separately) for enforcement of on-street and off-street parking. The successful Proposer shall provide a remote, hosted solution that is fully integrated with the current T2 system for ease of reporting. The successful Proposer shall meet all PCI and EMV compliance regulations necessary for the standard operation of the smart PARCS technology.

The MPC reserves the right to select one or more firms to meet the implementation needs of this project.

Background

Overview

The MPC is the city department responsible for parking operations, maintenance, and enforcement within Missoula's central business district (CBD) and around the University of Montana. The MPC oversees 15 parking facilities in the downtown core, the Residential Parking Permit Program (RPPP), meter collections, maintenance and enforcement, and the issuance of permits for disabled, commercial, and loading zone spaces. The MPC has established itself as more than just an organization that provides parking for vehicles. The MPC is striving to be an active and collaborative partner with other organizations to develop and promote strong parking, transportation alternatives and transportation demand management strategies.

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Jurisdiction

The MPC's jurisdiction includes two basic areas:

- The Central Business District, including the area downtown where the meters are located
- The Residential Parking Permit Program (RPPP), adjacent to the University of Montana

Organization

The MPC is governed by a Board of Directors consisting of five members with four-year terms. The Board members are recommended by the Mayor and approved by the City Council and are required to be residents of the City. The Parking Commission works in coordination with the City Council to further the transportation and economic goals of the City, especially the downtown.

The City of Missoula's parking organization is "vertically integrated" under the leadership of the MPC Director. (i.e., on-street, enforcement, off-street operations and planning are managed as one unit). The Director reports to the MPC's Board, and the position also serves as an ex-officio board member of the Missoula Downtown Association. The MPC Director also takes counsel and advisement from the Missoula Redevelopment Agency (MRA).

The MPC is comprised of eleven full-time equivalent (FTE) employees and one half-time employee under the following operating and service entities;

- Administrative Group (4 FTE)
- Parking Enforcement Group (3 FTE)
- Parking Operations / Maintenance Group (3 FTE)
- Booth Attendants (1.5 FTEs)

The parking Operations/Maintenance and Administrative groups are the largest sections each with approximately 36% of the staff, while the Enforcement Group comprises approximately 28%. Each Group has clearly defined tasks and responsibilities under the leadership of a supervisor who reports to the MPC Director.

Summary of Program Accomplishments

- Participation and funding support for the Greater Missoula Downtown Master Plan by the MPC was a significant and important investment that is paying positive dividends for the agency and the downtown. The investments made by the MPC are helping keep Master Plan momentum alive and are helping to stimulate new economic development opportunities.

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- The significant community engagement process has created strong momentum and a consensus for action.
- Creating positive downtown parking customer service enhancements are being enhanced by investments in new parking technology.
- The strategic decision to reinvest parking system revenues to support downtown development projects is an important practice that will have long-term positive impacts on the downtown.
- By adopting a more strategic approach to downtown access management, the MPC is positioned to be a more engaged and effective downtown community member as well as being an active partner in community and economic development.
- The MPC employs a progressive strategy to supporting an integrated approach to parking and transportation alternatives.
- The MPC developed a strategic parking management plan and has effectively implemented its strategic plan action items and has thus adopted a leadership position within the downtown community.
- The investment in the new Park Place garage is the largest and most significant project-to-date for the MPC. The timing of this multimillion-dollar design and construction project, during the heart of a major recession, helped to generate local jobs and boost the local economy when it was most needed. The MPC's quality management and fiscal prudence over many years has resulted in this important investment in downtown Missoula; an investment that reflects the organization's growing focus on being an engaged and contributing community partner in the area of economic development.
- Another major project that has recently been completed is the upgrading of on-street meter technology with modern parking pay stations and a sophisticated parking software system.
- The MPC is currently in the process of upgrading its off-street parking access and revenue control systems as well as evaluating new mobile license plate recognition technology to improve the efficiency and effectiveness of their parking enforcement program.

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SCHEDULE OF EVENTS

Milestone	Date
RFP Issue Date	August 10, 2017
Pre-Proposal Conference Call (Participation Recommended)	August 24, 2017
Last Day to Submit Questions	August 30, 2017
Questions Answered	September 5, 2017
RFP Responses Due	September 14, 2017
Evaluation Panel Meets and Makes Selection Recommendation	September 28, 2017
Formal MPC Approval	October 5, 2017
Contract Issued	October 31, 2017
Vendor starts work	November 1, 2017
Installation Completed	May, 2018

The MPC reserves the right to amend this schedule as necessary.

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Agreement Term

The firm(s) selected for this implementation will be expected to offer adequate personnel and equipment needs to complete the terms in this RFP. If for any reason either party to the agreement wishes to terminate the agreement early, the terminating party must give 30 calendar days' notice of termination in writing to the other party.

SECTION II – SOLICITATION TRANSPARENCY POLICY

Beginning on the date the solicitation is issued and until the date the contract is awarded or the solicitation withdrawn, all persons or entities that respond to the solicitation for the Replacement of PARCS and acquisition of Mobile LPR Enforcement system for the Missoula Parking Commission including their employees, agents, representatives, proposed partner(s), subcontractor(s), joint venturer(s), member(s), or any of their lobbyists or attorneys, (collectively, the Proposer) will refrain, from any direct or indirect contact with any person (other than the designated contact representative) who may play a part in the selection process, including members of the evaluation panel.

This policy is intended to create a level playing field for all Proposers, assure that contracts are awarded in public, and protect the integrity of the selection process. PROPOSERS THAT VIOLATE THIS POLICY SHALL BE DISQUALIFIED.

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SECTION III - PROPOSAL FORMAT

RFP RESPONSE SUBMITTAL

- a. Submittals shall be received no later than 12:00 pm (MST) August 4, 2017, at the following location:
Missoula Parking Commission
Attn: RFP 17-0001
128 W Main St
Missoula, MT 59802
- b. Offeror must submit an original and five (8) hard copies of the RFP response plus one electronic copy in PDF Format on either a flash drive.

INTRODUCTION

The following guidelines are provided to ensure the equitable evaluation of competitive sealed proposals. Proposals should be prepared as closely as possible in accordance with the instructions outlined in this section. Offeror is advised to read this RFP in its entirety. Failure to read and/or understand any portion of this RFP shall not be cause for waiver of any portion of the RFP or subsequent contract.

Proposals shall be deemed responsive if they meet all of the requirements outlined in Attachment C – Proposal Requirements Checklist.

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QUALIFICATION CRITERIA

To be considered responsive, the Offeror must provide all materials outlined in Attachment C (within the 10 double sided or 20 single sided page maximum, excluding the cover page, letter transmittal, table of contents and marketing brochure appendices.) Offeror's proposal shall relate specifically to the following items for evaluation and selection purposes:

Experience and Qualifications Criteria	Points
One Firm offering all equipment, installation, testing, warranty, and maintenance on a single server with consolidated reports	200
Location of Spare Parts Inventory	25
Location of Manufacturing facility	25
Location of maintenance technicians	50
References	100
Ability to provide functionality as required by specifications	200
Nature and impact of exceptions/clarifications to RFP	100
Training program	50

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Core reports	100
Proposed installation plan	50
Price	100
Total Points	1,000

PROPOSAL FORMAT

The written proposal shall be signed by an individual authorized to bind the Offeror. The proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the company and who may be contacted during the period of the contract. All fees quoted in the proposal shall be firm and fixed for the full trial period and any extension. Failure to follow this format could render the submittal as non-compliant and subject to rejection.

The proposal shall contain the following:

- A. Cover page (*excluded from the 25 single sided page limit*)
- B. Letter of Transmittal (*1 single-sided page, excluded from 25 single sided page limit*)

Proposer shall provide a one-page Letter of Transmittal that is signed by an individual authorized to bind the Offeror. The Letter of Transmittal shall include the name of the Proposer, contact person, title, address, telephone number, facsimile number, and e-mail address of the individual with authority to contractually bind the company and who may be contacted during the period of the contract.

- C. Table of Contents (*excluded from the 25 single sided page limit*)
- D. Proposal (*25 single-sided pages*)

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I. Technical specifications

The technical specifications section shall include the specific specifications of the equipment proposed for the Missoula Parking Commission implementation. This includes, but it not limited to: entrance lane equipment, express exit lane equipment, cashier terminal, barrier gates, inductive loops, operating system, back office software, credit card processing, alarms, status reporting, enforcement compatibility, audit capability, Mobile License Plate Recognition equipment and possibly vehicles, etc. Please be as specific as you can with the PARCS equipment specifications so that the MPC can understand the full capabilities of the Offeror's system.

II. Approach and schedule for implementing the desired PARCS technology

The approach and schedule should define how the Offeror intends to implement the system, from selection through ongoing maintenance and operations. The approach should include, at a minimum:

- a) Implementation schedule – milestones from contract signing through delivery, installation, initial operability, and ongoing maintenance.
- b) Installation steps – responsible parties and specific installation steps for proposed equipment.
- c) Operations and Maintenance – ongoing maintenance, life expectancy, process for receiving replacement parts, location of replacement facility, typical parts delivery schedule.
- d) Software and Management – backend software, reporting capabilities, ongoing management functionality, ability to remotely manage, access, and modify meter programming, etc.
- e) Warranty options and information – provide warranty information for years one and two, and the options for extended warranties through year five. Please provide warranty language.
- f) Testing Plan – proposed Test Scripts for testing of equipment/system once installed. Test Plan shall include:
 - i. Individual device testing
 - ii. Operational Demonstration Testing of entire system
- g) Training plan – plans for providing training for operation, programming, maintenance, testing, parts replacement, management and back end software, wireless communication.
- h) Credit card processing – methods and approach to handle the credit card processing component of the ongoing operations.
- i) Marketing and education – plan for assisting the MPC with initial marketing, education, and rollout of the new equipment.

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- III. Total cost to MPC including fees initially collected for implementation and collected for ongoing maintenance and operations by the Proposer

Please describe the costs associated with implementation, ongoing operations and maintenance, credit card processing fees, service call fees, replacement parts, add-on features, etc. Please be as specific as possible and provide all known costs associated with the implementation, operation, and maintenance of the PARCS, inclusive of any monthly service fees. Please fill in the cost estimation worksheet as completely as possible related to the proposed equipment and implementation approach.

- IV. Approaches to innovation and uniqueness

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 other prospective offerings. This could include, but is not limited to add-on features, unique interface components, advertising or marketing ability, etc.

- V. Product Brochures (*included as an appendix, excluded from previous page limitations*)

OFFEROR RESPONSIBILITY

It is the responsibility of each Offeror before submitting a proposal to:

- Examine thoroughly the Proposal document and other data identified in the Proposal document.
- Consider applicable laws that may affect cost, progress, performance, or furnishing of the work.
- Study and carefully correlate Offeror's knowledge and observations with the Proposal document and other related data.
- Promptly notify the MPC of all conflicts, errors, ambiguities, or discrepancies which an Offeror has discovered in or between the Proposal document and such other related documents.

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IV. SCOPE OF WORK and SUBMITTALS

1.01 SECTION INCLUDES

A. Part 1 - General

1. References (1.02)
2. Definitions (1.03)
3. System Description (1.04)
4. Submittals (1.05)
5. Quality Assurance (1.06)
6. Delivery and Storage (1.07)
7. Project/Site Conditions (1.08)
8. Project Sequencing (1.09)
9. Acceptance Testing (1.10)
10. Warranty (1.11)
11. Post Warranty Software Support Services (1.12)
12. Post Warranty Maintenance Services (1.13)
13. Consumables (1.14)

B. Part 2 – Products

1. Software (2.01)
2. Power (2.02)
3. Communications (2.03)
4. Equipment and Subsystems (2.04)
5. Patron Processing Procedures (2.05)
6. Equipment and Subsystem Performance Standards (2.06)
7. Source Quality Control (2.07)

C. Part 3 – Execution

1. Examination (3.01)
2. Installation (3.02)
3. Field Quality Control (3.03)
4. Instruction and Training (3.04)
5. Equipment Protection (3.05)
6. Equipment Locations (3.06)

- D.** Section 11 12 11 contains the requirements for replacement of the Missoula Parking Commission (MPC) existing Parking Access and Revenue Control Equipment (PARCS) and the acquisition of a Mobile License Plate Recognition (MLPR) system for the

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enforcement of on-street and off-street parking, and an Asset Management Software application. The replacement shall not only utilize the industry's latest technological advancements to control access and revenue for the parking facilities but shall improve the overall management, system efficiency, revenue accounting, revenue security, and customer service aspects of the parking operations at the MPC. This project shall implement hardware and application software that will provide the MPC a PARCS that will meet a minimum useful life of at least ten (10) years subsequent to the system's final acceptance. Locations where PARCS equipment will be installed are listed in following sections of this specification.

- E. This project will replace the existing access and revenue control systems at all MPC owned public and employee parking facilities. In addition, this project will control lease holder access and parking.

1.02 REFERENCES

- A. Codes and Regulations:
 - 1. Local Codes: Comply with State and Local codes as applicable.
- B. Information Security Standards and Requirements:
 - 1. Payment Card Industry Data Security Standard (PCI DSS), latest version at the time of Contract Award
 - 2. Payment Application Data Security Standard (PA DSS), latest version at the time of Contract Award
 - 3. EMV standards

1.03 DEFINITIONS

- A. Definitions of terms used in these specifications are located in the General Requirements and as follows:
 - 1. Acts of God – Those events which are outside of control of humans and for which no one can be held responsible and which cannot be prevented. Acts of God include, but are not limited to, severe weather phenomena such as hail, flooding, extreme drought, hurricanes, tornados, tropical storms, fire, earthquakes, and lightning.

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2. APS – Automated Pay Station: a strategically located computerized PARCS device that is used to process patron exit payments prior to returning to their vehicle; an APS can be configured to accept credit cards (VISA and MasterCard), cash, coins, or a combination thereof; can be used as a method for promoting expedited exiting; commonly referred to as: *Pay-on-Foot Station (POF)*.
3. Asset Management Software – A software application to assist the Owner in managing, maintaining, monitoring, and replacing various assets
4. Backlit: An electronic static message sign that displays an illuminated message, such as “OPEN/CLOSED” to patrons by shining a light through opaque colored filters that illuminate to display the message.
5. Barrier Gate – An automated gate utilized by the system to control ingress into and egress from a parking facility.
6. Cashier Station – a computerized device located in a staffed cashier booth at an exit lane that facilitates multiple methods of exit from a parking facility; commonly referred to as: *cashier terminal*.
7. CBEMA – Computer and Business Equipment Manufacturers Association: The CBEMA curve illustrates the acceptable under-voltage and over-voltage conditions that most equipment can sustain for a period of time.
8. CCI/CCO – Credit Card In/Credit Card Out: an express parking transaction whereby a patron inserts a credit card into an entry station to gain access into a parking facility. Upon exit the patron inserts the same credit card into the exit station. The system matches the entry event with the exit event, calculates the appropriate parking fee, and charges the credit card. Upon positive authorization of the credit card, the barrier gate raises and patron exits the facility.
9. CCTV – Closed Circuit Television: a combination of video cameras, infrastructure, recording devices, and monitoring stations that allow an entity to remotely monitor a device, area, facility or operation for security, operations, or a

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combination thereof.

10. CD-ROM – Compact Disk – Read Only Memory: an optical disk used to store data that once created, cannot be erased or filled with new data.
11. Change Control Plan – The Contractor must provide a Change Control Plan that tracks the implementation of application or software changes.
12. Contract Documents – The Contract Documents executed by MPC and the Contractor outlining the requirements for the Work to be performed as it relates to the implementation of the Parking Program.
13. Contractor – The individual, partnership, firm, or corporation primarily liable for the acceptable performance of the Work contracted and for the payment of all legal debts pertaining to the work who acts directly or through lawful agents or employees to complete the Work.
14. Crash – A system failure in which the Parking Program system cannot properly process revenue transactions.
15. Dynamic Signage – signage capable of displaying varying text and/or graphics to relay specific messages to patrons via a matrix of LED lights. Dynamic signage can be used for various applications including displaying the method of payments accepted at a specific lane, the number of available spaces in a facility/level, or providing guidance to patrons
16. EMV – The standards required by the Europay Mastercard Visa (EMVco) regarding the requirement for owners to accept the new “Chip and PIN” credit cards.
17. Entry Station – a computerized device located in an entry lane that facilitates multiple methods of entry including issuing a magnetically encoded or barcode parking ticket, ingesting and reading a magnetically encoded or barcode access card or credit card, reading an AVI transponder, reading a proximity access card, or reading a contactless credit card; commonly referred to as: *ticket issuing machine*

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or *TIM*.

18. Exit Station – a computerized device located in an express exit lane that facilitates multiple methods of exit from a parking facility including ingesting and reading a magnetically encoded or barcode parking ticket, ingesting and reading a magnetically encoded or barcode access card or credit card, or reading a proximity access card or credit card fob via RFID. The exit station uses the data from the inserted or detected media to validate exit privileges or calculate and process the associated parking fee; fees can be paid via credit card, or exit is granted via access card or validated/pre-paid magnetically encoded ticket; commonly referred to as express exit terminal or exit verifier.
19. FMS – Facility Monitoring System: A system that provides operational and performance information of the system components
20. GUI – Graphical User Interface: A program interface that takes advantage of a computer's graphics capabilities in an attempt to make the program user-friendly and intuitive to use.
21. IDF – Intermediate Distribution Frame: a room that interconnects and manages the telecommunications wiring between a MDF and field devices or workstations.
22. IP – Internet Protocol: IP is a network layer protocol in the Internet protocol suite and is encapsulated in a data link layer protocol (e.g., Ethernet). As a lower layer protocol, IP provides the service of communicable unique global addressing amongst computers.
23. ISO – short for International Organization for Standardization: An international organization comprised of national standards bodies from around the world. ISO is the world's largest developer and publisher of standards.
24. LAT – Lane Acceptance Test: a test of a Contractor's installed equipment at the lane level to ensure that the equipment meets the intent of these Functional Specifications. LATs are conducted on all entry lanes and

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exit lanes.

25. LCIP – Lane Control Interface Processor: The computer processor used for communication between the Servers and the lane equipment.
26. LED – Light Emitting Diode: a type of light commonly used for dynamic signage.
27. LPN – License Plate Number
28. Major Deviation – Any deviation or failure of a LAT or Site Acceptance Test procedure that affects fee calculation accuracy, transaction count accuracy, exception count accuracy, active ticket inventory accuracy (system vs. actual), revenue processing, calculations, or reporting.
29. MDF – Main Distribution Frame: a cable rack that interconnects and manages the telecommunications wiring between itself and any number of IDFs. Generally, the MDF connects private and public lines to an internal network.
30. Minor Deviation – Any deviation or failure of a LAT or Site Acceptance Test procedure that does not affect fee calculation accuracy, transaction count accuracy, exception count accuracy, active ticket inventory accuracy (system vs. actual), revenue processing, calculations, or reporting.
31. MPC – an abbreviation for the Missoula Parking Commission.
32. NEMA – National Electrical Manufacturers Association: An association that develops standards related to the generation, transmission, distribution, control, and end-use of electricity.
33. N-Factor – a term used to quantify the accuracy of the Optical Character Recognition (OCR) for an automated license plate reading system including LPR, where “N” represents the number of characters on any given license plate. If all characters are interpreted correctly by the OCR then it is said to be an “N read”. If all but one character is read correctly then it is said to be an “N minus one” or “N-1” read,

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etc.

34. NEC – National Electric Code: part of the National Fire Code, the NEC is a standard for the safe installation of electrical wiring and equipment.
35. Normal Conditions - Normal conditions are considered to be equipment malfunctions, parts usage under normal wear and tear, and performance of scheduled services.
36. Normal Weather Conditions - Normal weather conditions are applicable to weather conditions that are common to the Missoula, Montana region such as rain, driving/tropical rain, strong thunderstorms, drought, freezing temperatures, snow, hail, ice, and high winds, among others.
37. ODBC – Open Database Connectivity: In computing, ODBC provides a standard application software programming interface method for using database management systems. ODBC is intended to infer an independence from programming languages, database systems, and operating systems.
38. ODT – Operational Demonstration Test: a test of a fully installed system to monitor the system during normal operating conditions and ensure that the system is functional over a defined period of time in a manner consistent with the intent of these Functional Specifications.
39. OTDR – Optical Time Domain Reflectometer: an instrument that analyzes the light loss in an optical fiber in optical network trouble shooting
40. PA DSS – Payment Application Data Security Standard: a set of comprehensive data security requirements and parameters for computer applications that process credit card payments.
41. Pay-on-Foot Station (POF): a computerized device that facilitates payment of parking fees prior to a patron returning to their vehicle.
42. PARCS – Parking Access and Revenue Control System: A

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combination of equipment, subsystems, and supporting infrastructure that allows an entity to accurately calculate, collect, track, and report revenues for parking within one or more facilities. A PARCS also monitors and controls ingress and egress to and from those facilities.

43. PC – Personal Computer: a microcomputer designed for individual use for such applications as word processing, data management, or financial analysis.
44. PCI DSS – Payment Card Industry Data Security Standard: a set of comprehensive requirements and parameters for enhancing payment card account data security to help facilitate the broad adoption of consistent data security measures on a global basis.
45. PDF – Portable Document Format: a document-encoding process developed by Adobe that maintains page layout, fonts, and graphics and can include many other features such as hyperlinks
46. PIN – Personal Identification Number: A number selected by a user to gain access to certain areas of the system.
47. Preventative Maintenance - This type of maintenance includes but is not limited to scheduled inspection, testing, necessary adjustment, alignments, lubrication, parts cleaning, replacement of consumables, communication system maintenance, server administration, database administration, and application support of the hardware and software.
48. PSCS – Parking Space Count System: a combination of vehicle detection devices, dynamic signage, and supporting infrastructure that allow for the automated counting of vehicular ingresses and egresses to and from a parking facility, level within a facility, and zone within a level. The resultant count is displayed on operational workstations as well as a series of dynamic signs to inform patrons of the location of available parking; a subsystem to a Parking Program.
49. PSMS – Parking Space Management System: a combination

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of vehicle detection devices, variable message signs, and supporting infrastructure that allow for the automated detection of vehicular presence in individual parking spaces within a parking facility. The resultant facility, level, zone, and/or aisle counts are displayed on operational workstations as well as a series of VMS to inform patrons of the location of available parking spaces; a subsystem to a Parking Program.

50. QA/QC – Quality Assurance/Quality Control: The quality processes and quality checks used to ensure the system and its components comply with the Contract requirements.
51. RAM – Random Access Memory: A type of computer data storage utilizing integrated circuits that allow stored data to be accessed in any order, i.e. at random. Any piece of data can be returned in a constant time, regardless of its physical location and whether or not it is related to the previous piece of data
52. RFI/EMI – Radio Frequency Interference / Electromagnetic Interference: Radio Frequency and Electromagnetic Interference are phenomena that occur when the radio frequency of electromagnetic field of one device disrupts, degrades, or impedes another device.
53. Remote Payment Device – A revenue control device that is not a part of a PARCS lane that includes a barrier gate device. These devices may be a multi-space meter, a handheld cashier device, a handheld citation computer, etc. These devices shall process a patron transaction and communicate with the server in real-time.
54. Site Acceptance Test: A test of a Contractor's installed equipment at the site or facility level over a defined period of time to ensure that the equipment meets the intent of these Functional Specifications.
55. SNMP – Simple Network Management Protocol: SNMP forms part of the internet protocol suite and is used in network management systems to monitor network-attached devices for conditions that warrant administrative attention.

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56. SQL – Structured Query Language: a database computer language designed for the retrieval and management of data in relational database management systems, database schema creation and modification, and database object access control management.
57. TCP/IP – Transmission Control Protocol/Internet Protocol: The Internet Protocol Suite (commonly known as TCP/IP) is the set of communications protocols used for the Internet and other similar networks.
58. TIA – Telecommunications Industry Alliance: Associations that helps develop standards for the telecommunications and electronics industries.
59. TIM – Ticket Issuing Machine: a PARCS device located in an entry lane that issues pre-printed tickets on credit-card sized ticket stock, with either a magnetic stripe, a series of hole-punches, or bar codes to record entry information for subsequent parking fee calculation at a cashier terminal; used in the existing Parking Program.
60. UL – Underwriters Laboratories, Inc.: UL is a U.S. not-for-profit, privately owned and operated product safety testing and certification organization. Based in Northbrook, Illinois, UL develops standards and test procedures for products, materials, components, assemblies, tools and equipment, chiefly dealing with product safety. UL is one of several companies approved for such testing by the U.S. federal agency OSHA. OSHA maintains a list of approved testing laboratories, known as Nationally Recognized Testing Laboratories.
61. UPS – Uninterruptible Power Supply: A UPS is a device that maintains a continuous supply of electric power to connected equipment by supplying power from a separate source when utility power is not available; also known as a continuous power supply or a battery backup.
62. Unusual Conditions – Unusual conditions are those conditions other than normal conditions that are out of the control of the Contractor. These events include willful or careless damage to the equipment including patron

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accidental damage as well as Acts of God.

63. VPN – Virtual Private Network: a network that is constructed by using public wires to connect nodes. For example, the Internet may be used as the medium for transporting data. These systems use encryption and other security mechanisms to ensure that only authorized users can access the network and that the data cannot be intercepted.
64. Work – Services or goods to be provided by the Contractor per the Contract.

1.04 SYSTEM DESCRIPTION

- A. The objectives of the PARCS project include, but are not limited to:
 1. All proposals shall include a database-focused software application and appropriate hardware devices including handheld computers, lane and gate equipment, Cashier terminals, and POF devices. Proposals shall include electronic cash drawers, ticket dispensers, barrier gates, barcode readers, and receipt printers; onsite installation of all components; onsite training for all components; on site and web-based training for all components; technical support and future software/upgrades; as well as appropriate deployment assistance to ensure the system is properly implemented.
 2. The PARCS shall be a fully integrated parking management software system that shall manage access and revenue control data in the same T2 Systems system as permit and enforcement data.
 3. The system shall be comprised of multiple types of devices including but not limited to: remote payment devices, PARCS lanes, and provide web access for patron interface. These devices shall interact and provide data for one database located on the centralized server or in an off-site hosted environment.
 4. The PARCS shall provide accurate information provided in both “canned” reports and ad-hoc reports through a user friendly query.
 5. The software shall be modular and include managers for tracking the following, at a minimum: customers, properties,

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- lanes, POF devices, etc.
6. The PARCS shall fully integrate to the existing T2 system such that all transactions and financial reporting shall be produced by the T2 system. Separate reporting systems may be accepted.
 7. The system shall be configurable to include the following minimum requirements: fine accumulations/escalations, late fees, permit configuration and values – sale and return with options for prorating over time, and lot definitions.
 8. The system shall provide inventory management of all products.
 9. The system shall minimize manual processes while providing for all non-transient permit holders and departments to manage their personal accounts through web applications
 10. The system shall transmit files of receivables and post payments to customer accounts
 11. The system shall provide real-time data for parking utilization to allow MPC to better manage parking lot utilization.
 12. The system shall provide batch-level integration between other systems/applications such as payroll, etc.
 13. Achieve a PCI DSS compliant environment and maintain the cardholder environment consistent with ongoing compliance
 14. Accurately calculate appropriate fees
 15. Accurately document the revenues generated by the parking operations
 16. Increase efficiency of operations and maintenance
 17. Provide flexibility in timing and formatting of the pertinent operational and management reports
 18. Provide flexibility in rate configurations for all parker types
 19. Ensure flexibility for any future need to update, upgrade, and/or expand the system readily (additional lanes, additional facilities, new products, etc.)
 20. Provide an intuitive and user-friendly interface for MPC, its personnel, and the clients/patrons.
 21. The new parking management software shall be browser based and run on the latest version of Internet Explorer
 22. Contractor shall provide a hosted server environment.
 23. Provide access for hotel use
- B. The objectives of the MLPR project include, but are not limited to:

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1. The MLPR shall be designed with an open architecture in order to provide integration to third party applications.
 2. Provide flexibility in offering new capabilities to promote parking and other MPC services in a web-enabled environment.
 3. Enhancing the ability to accurately track required financial and statistical information
 4. Increase efficiency of operations
 5. Provide flexibility and capability to user in the timing and formatting of the pertinent operational and management reports
 6. Ensure flexibility and scalability for any future need to update, upgrade, and/or expand the system readily, such as:
 - a. Equipping multiple vehicles with LPR capability
 - b. Monitoring information in real-time from a command center through an interactive dashboard
 - c. Expansion to incorporate images and information captured by static LPR cameras located within the MPC infrastructure
 7. Provide an intuitive and user-friendly interface for the MPC and its personnel
 8. Provide business intelligence tools for better managing parking system and forecasting results of potential modifications or additions of programs
- C. The objectives of the Asset Management Software project include, but are not limited to:
1. Increase efficiency
 2. Lower maintenance costs
 3. Reduce unplanned downtime
 4. Improve decision making
 5. Support regulatory compliance
 6. Maximize return on assets
 7. Protect against loss of stolen assets
 8. Gain better control of the asset base
 9. Improve asset history
 10. Improve lifecycle planning.
- D.
- E. During the life of the new MLPR, the MPC may add additional locations, streets, or parking facilities that will provide additional public parking. The proposed MLPR shall be upgradeable,

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scalable, and modular in design such that it can support all of the future needs of these additions.

- F. The parking and other control equipment components provided by the Contractor shall operate as a complete system. Each equipment component shall perform its function in relation to other components. As such, each component shall be compatible with all related components. All components shall be compatible with the geometric circumstances of the facility or place where they are installed.
- G. The Contractor shall bring any deficiencies or discrepancies in these specifications that they believe may exist to the attention of the MPC in their Proposal. No deficiency or discrepancy in these Functional Specifications shall relieve the Contractor of the responsibility to provide a satisfactorily performing, reliable system.

1.05 SUBMITTALS

- A. All MPC comments, responses, and approvals of submittals shall be submitted by MPC to the Contractor. Should the Contractor's resubmittal not incorporate the appropriate comments or otherwise fail to meet the submittal requirements, the submittal cycle shall continue until the Contractor produces an acceptable submittal that is approved by MPC.
- B. Submittal schedule (with submittal timing) for all submittals, including those proposed by the Contractor that are not listed in the Contract Documents, to be included in the Contractor's Proposal.
- C. Submittals shall include the following:
 - I. Shop drawings for review and approval for all field equipment prior to the manufacture or procurement of the equipment. Shop drawings shall include, equipment dimensions, cut out locations for electrical and communications connection points, and manufacturer cut sheets of all Contractor-supplied and third party components incorporated in the various devices (including manufacturer, model number, etc.).
 - II. Sample set of reports that are fundamental and readily available with the Parking Program as part of the Proposal.

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After coordinating with MPC on report layout for all standard and custom reports, the Contractor shall submit a sample format of each report for final approval 45 calendar days prior to the initial installation of equipment at MPC.

- III. Submit manuals 45 calendar days prior to the respective system or subsystem's installation unless otherwise noted. MPC shall review the structure and contents of the manuals. MPC shall return comments to the Contractor within 14 calendar days, and the Contractor shall incorporate all comments into a revised user's manual before installation. The Contractor shall submit the revised manuals for approval prior to commencing system installation. Contractor shall not commence system installation without receipt of written approval of all documents by MPC. The Contractor shall submit the following manuals in both hardcopy and electronic (PDF and Microsoft Word) format:
- a) Parking Program users manuals
 - b) Parking Program subsystems manuals
 - c) Maintenance manual
 - d) Sales Staff manual
 - e) Cashier's manual
 - f) Audit manual
 - g) Training manuals – including workbooks, lecture notes/overheads, and manuals to be used in live training sessions
- IV. Submit a Phasing Plan with the Proposal for the transition from the existing system to the new Parking Program. The Phasing Plan shall be a complete plan for implementation, training and testing and shall include provisions for the new Parking Program to operate concurrently with the old system until implementation is complete. Phasing Plan to include:
- a) Milestone dates in the form of a Gantt Chart Schedule
 - b) Narrative description of phasing to decommission each lane, install new field devices, perform LAT, and activate for public use
 - c) A lane switchover approach
 - d) Training timing as system is activated
 - e) Decommissioning strategy for existing Parking equipment that maintains all critical systems and

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- f) functionalities throughout the switchover process
 - f) Contractor recommendations that benefit the overall project schedule and switchover process

- V. As-Built Documentation: The Contractor shall submit as-built documentation of all systems and components installed as part of this project. As-built documents shall include depiction of the actual installed conditions of all equipment and cabling components. In addition, As-built documentation shall include configuration settings of each system upon the completion of any acceptance test. Contractor shall update the most recent As-built documents submitted as further changes occur in the field or as a result of a patch or upgrade to an installed system.

- VI. Change Control Plan: The Contractor shall submit a change control plan that will provide assurance to MPC that all application changes are provided to MPC under a controlled environment and with the prior knowledge and approval by MPC.

- VII. Disaster Recovery Plan: The final documentation shall include a disaster recovery plan. The plan shall provide the step-by-step procedures for disaster recovery for each point of failure. These procedures shall be comprehensive.
 - a) The first steps shall be in diagnostics. The remaining steps shall provide procedure for resolution in order to bring the system back to full operational status.
 - b) Should disaster occur immediately following, or as a result of, a patch or software update the disaster recovery plan shall return the system to the software version in effect prior to the patch or update being applied.
 - c) Points of failure shall include each component and sub-components in complex units, such as servers.
 - d) The disaster recovery plan shall include requirements for and location of spares.

- VIII. Testing procedures shall test all system functionalities that are described in these Functional Specifications as well as any other functionalities performed by the system (e.g. standard functionalities) that are not specifically described

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within these Functional Specifications. The test procedures document shall be submitted for review and comment 45 calendar days prior to a required test. Fourteen calendar days after receipt, review comments shall be returned to the Contractor by MPC. The Contractor shall incorporate MPC's review comments into the Test Procedures. This revised document shall be resubmitted for verification that all comments have been incorporated. The approved document shall be bound and termed the Test Procedures Document. One bound copy shall be an original, containing original signatures of the test observers and this copy shall become MPC's record copy. No test shall commence until the finalized Test Procedures Document is received. The Contractor shall develop all test procedures for the tests that are listed below:

- a) Lane Acceptance Test
 - b) Site Acceptance Test
 - c) Operational Demonstration Test
- D. The following pages contain a submittal listing of required Contractor submittals and the timing for the respective submittal. Failure to meet these milestones, or a mutually agreed upon schedule with the MPC may result in delays in the project.

Contractor Submittal	Submittal Timing
Notice of Contractor's withdrawal from manufacture, distribution, or support	120 calendar days prior to withdrawal
Notice of refusal to extend maintenance agreement	120 calendar days prior to withdrawal
Request to begin Site Acceptance Test	30 calendar days prior to completion of LATs
Manual - Manufacturer's recommended maintenance procedures manual	45 calendar days prior to implementation
Manual – Parking Program user manuals	45 calendar days prior to implementation
Manual - Cashier manual	45 calendar days prior to implementation
Manual - Audit manual	45 calendar days prior to implementation
Manual – Sales staff user manual	45 calendar days prior to implementation
Manual - LPR user manual	45 calendar days prior to implementation
Screen layout	30 calendar days prior to implementation
Means for remote scoring of LPR system	30 calendar days prior to implementation
Naming conventions for field devices	30 calendar days prior to installation

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Test Procedures – Lane Acceptance Test	45 calendar days prior to test start
Test Procedures – Site Acceptance Test	45 calendar days prior to test start
Test Procedures – Operational Demonstration Test	45 calendar days prior to test start
Manual - Instructional training manuals (workbooks, lecture notes, user manuals)	45 days prior to the respective training class
Instructional Training course outline	45 days prior to the respective training class
Failover & Failback procedures (Disaster Recovery)	45 calendar days prior to implementation
Report Formats and layout for all reports	45 calendar days prior to the first equipment installation
Interface File Specifications	Six weeks prior to implementation
Software Documentation	Six weeks prior to implementation
Data Dictionary	Six weeks prior to implementation
Manufacturer Specifications of components in the event of industry withdrawal	60 calendar days prior to withdrawal
Written evaluation of software modification's impact on Parking Program	Seven calendar days prior to installing modification
Original CD's of 3rd Party Software and Documentation	Prior to acceptance testing
Proposed Instructional Training Schedule	Prior to system implementation
Phasing Plan	Proposal
Sample set of standard reports	Proposal
Proposed data archiving method	Proposal
Shop drawings - UPS units	Proposal
Shop drawings - Entry Station	Proposal
Shop drawings - Cashier Station	Proposal
Shop drawings - Express Exit Stations	Proposal
Shop drawings - Entry/Exit Vehicle Detection Devices	Proposal
Shop drawings - Barrier Gates	Proposal
Shop drawings - Lane Open/Closed Lights	Proposal
Shop drawings - Dynamic Signage	Proposal
Shop drawings - Dynamic Signage controller	Proposal
Shop drawings - Proximity card reader	Proposal

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Shop drawings - PSCS vehicle detection devices	Proposal
Shop drawings – Pay-on-Foot device	Proposal
Shop drawings – Remote Payment device	Proposal
Shop drawings - Intercom base station	Proposal
Shop drawings - Entry Station display screen	Proposal
Shop drawings - Express Exit Station display screen	Proposal
Shop drawings - Patron Fee Display	Proposal
Shop drawings - Communication Network Components	Proposal
Shop drawings - Validation re-encoder	Proposal
Shop drawings – handheld citation computer	Proposal
PA DSS Report of Validation	Proposal
Credit Card Processing Subsystem Flowchart	Proposal
Identification of generation of software	Proposal
Software interface documentation	Proposal
Preventative Maintenance Plan	Proposal
Illustrations, drawings, and explanations of proposed Permitting system	Proposal
Illustrations, drawings, and explanations of proposed enforcement system	Proposal
List of clearinghouses for which the Contractor has a certified interface	Proposal
Color Illustrations (photo or scale drawing) of Ticket Dispenser and Close-up of Ticket Dispenser Display	Proposal
Close-up, Color Illustration (photo or scale drawing) of proposed exit station's patron display	Proposal
Color Illustrations (photo or scale drawing) of proposed Pay on Foot (POF) Station and Close-up of POF Station's Display Panel	Proposal
Close-up, Color Illustration (photo or scale drawing) of proposed cashiers station including screen shots	Proposal

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Close-up, Color Illustration (photo or scale drawing) of all proposed electronic signs that will be provided as a part of the contract	Proposal
Close-up, Color Illustration (photo or scale drawing) of all proposed remote payment devices that will be provided as a part of the contract	Proposal
Description of Asset Management Software Application	Proposal
Perpetual Software Licenses	When software is installed
Parking Ticket Specifications	Within 30 Days of Contract Award
Parking Program System Design Document	Within 90 Days of Contract Award
Outstanding Punch List items w/estimated completion date	Weekly after the completion of the first LAT
As-Built Documentation	Prior to Final System Acceptance

1.06 QUALITY ASSURANCE

- A. All Parking Program components and their installation shall comply with all laws, ordinances, codes, rules, and regulations of public authorities having jurisdiction over this part of the work. It shall be the responsibility of the Contractor to meet these and all other current technical, performance, and safety standards that are applicable to all components and to the entire system, even when not specifically referenced. It shall be the Contractor's responsibility to obtain any and all permits that are required to complete this work.
- B. The Parking Program shall be an open-architecture system where all interfaces (hardware and software) conform to national and International Organization for Standardization (ISO) standards.
- C. All materials and equipment shall be listed, labeled or certified by a nationally recognized testing laboratory to meet Underwriters Laboratories, Inc. (UL), standards where test standards have been established. Equipment and materials which are not covered by UL Standards will be accepted provided equipment and material is listed, labeled, certified or otherwise determined to meet safety requirements of a nationally recognized testing laboratory.

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Equipment of a class for which no nationally recognized testing laboratory accepts, certifies, lists, labels, or determines to be safe, will be considered if inspected or tested in accordance with national industrial standards, such as NEMA, or ANSI. Evidence of compliance shall include certified test reports and definitive shop drawings.

- D. Housings of the components exposed to weather shall meet NEMA 4 standards or better to be moisture-proof and shall provide sufficient protection so that the components continue to function without moisture, dust, heat, or extreme cold related interruption.
- E. The Contractor's application software shall conform to PCI DSS standards and be PA DSS certified. The Contractor shall submit the most recent PA DSS Report of Validation as part of their Proposal.

1.07 DELIVERY AND STORAGE

- A. Contractor shall be responsible for insuring all shipped items. Any items damaged during shipping shall be replaced and shipped to MPC, by expedited means if requested, at no additional cost to MPC.
- B. Contractor shall provide the staging and storage area for the equipment. MPC shall provide the Contractor with a designated storage/staging area for equipment that will be installed within the next week. The Contractor shall propose in the Proposal the square footage of area required, and what is planned to be stored in the area. MPC shall determine the exact location after Contract Award. It is the Contractor's responsibility to protect the equipment from theft and damage until final acceptance including installation of fencing, locks, and any other security provisions. Should the stored equipment be stolen or damaged prior to final acceptance, the Contractor shall replace the equipment at no additional cost to MPC.
- C. After equipment is installed, costs (time and material) for repair or parts replacement, components, etc., damaged or rendered unserviceable due to apparent and provable misuse, abuse, vandalism or negligence by MPC employees or the using public are excluded as a cost incurred by the Contractor. Also excluded from the costs incurred by Contractor are damages due to Acts of God

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that occur after installation.

1.08 PROJECT/SITE CONDITIONS

- A. Environmental Conditions: All field equipment and components shall be fully protected from the ambient environment when installed in the proper housing provided by the Contractor. Operation of the equipment shall not be effected in any way by Normal Weather Conditions. In addition, operation of the equipment shall not be effected in any way by the conditions listed below:
1. Ambient Temperatures: -20°F to 120°F (with addition of solar loading)
 2. Humidity: 0% to 95% (non-condensing)
 3. Rain: Blowing rain with 80 mph gusts
 4. Dust: Blowing dust and fine sand
 5. RFI/EMI: MPC standard environment

The equipment shall be electromagnetically compatible with other equipment at the MPC including radio frequency emissions. The equipment shall not be susceptible to noise induced from the emissions of Electro Magnetic Interference (EMI) of high power radar, navigation aids, and radio

- A. Environmental conditions shall not inhibit the system from performing in accordance with the Contract Documents. The Contractor shall provide a system such that environmental conditions in a cabinet shall not cause failure of the installed electronics.
- B. Electrostatic and electromagnetic forces within the environment, e.g., non-direct lightning strikes, or other types of power interference shall have no effect upon the integrity or operation of the Parking Program equipment. The Contractor's solution for preventing power interference shall be presented to MPC for approval prior to implementation. Lightning protection through surge arrestors or earthen ground rods or a combination thereof shall be provided and installed for the Parking Program equipment. The Contractor shall determine, based upon their system requirements, the appropriate lightning protection method to use for the location where the equipment is installed. Equipment shall be UL approved for use as part of a master labeled lightning protection system and marked in accordance with UL procedures.

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- C. Existing Conditions and Facilities: The MPC is a self-sustaining organization that is responsible for the management, staffing, maintenance and safety of all parking structures within the City of Missoula, MT.

The majority of the basic operational functionalities performed by the existing system (ticket issue, gate up, etc.) shall be upheld in the replacement system, however there are no customized or unique features, functionalities, or hardware from the existing system that will be implemented in the replacement application. As such, only a limited discussion of the existing system is provided.

1. Existing Communications

- a. The existing system consists of entry and exit lane controls communicating via a combination of copper wiring and fiber optic cabling to a central server currently located in the parking management office.

2. Existing Power

- a. The Contractor shall utilize the existing power infrastructure in the new Parking Program.

3. Parking Facilities

- a. The parking facilities are included in this project and are further depicted in Appendix 1:
- b. The existing parking spaces available in each facility are detailed in Figure 1.8.C.1.

Figure 1.8.C.1 - Existing Parking System Equipment and # Spaces

Name of Facility	Student Housing	Central Park 128 W. Main Street	Park Place 201 E. Front Street	Caras Lot 123 Caras Drive
# of gate arm sets	1	3	2	1

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# of entry lanes	1 – hourly & prox. card	3; 2 prox. Card only	2 – hourly and prox. card	1; Prox. Card only
# of exit lanes	1 – hourly & prox. card	3; 2 prox. Card only	2 – hourly and prox. card	1; Prox. Card only
Location of lanes	NE Corner of E. Front Street	W. Main St. Ryman St. Basement on Main St. Side	E. Front St. S. Pattee St.	Caras Drive
Lane Use	Lease & Hourly	Main Street = hourly Ryman = lease only Basement = lease only	Lease & Hourly	Lease only
Hours of Operation	Unknown at this time	M-F 8:00 – 6:00, excluding Federal Holidays	M-F 8:00 – 6:00, excluding Federal Holidays	M-F 8:00 – 5:00, excluding Federal Holidays
Hourly Spaces	~51	107	44	0
Lease Spaces	~91	170	291	148
Currently Has POF	Construction	No	Yes	No
Explore installing new POF	Yes	Yes	Yes	No

1.09 PROJECT SEQUENCING

- A. The Contractor shall propose sequencing in the Phasing Plan that achieves full implementation and acceptance of the Parking Program with minimal effect on beginning of on the daily operations in accordance with the Contract Documents.

1.10 ACCEPTANCE TESTING

- B. Acceptance testing shall serve to verify the functional performance of the system and its components to ensure adherence to these Functional Specifications. The Acceptance testing process shall not take away from or

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reduce the responsibility of the Contractor to provide a finished and fully functioning system that meets all requirements of these Functional Specifications. Each application software package, firmware, and hardware equipment component delivered by the Contractor shall undergo acceptance testing as part of the installation process. The acceptance testing of the Parking Program shall occur in the following sequence:

- I. Lane Acceptance Test
 - II. Site Acceptance Test
 - III. Operational Demonstration Test
- C. The Parking Program shall successfully pass each testing phase before the next testing phase commences. The LATs shall begin when the first equipment has been successfully installed; the Site Acceptance Test shall not begin until all LATs for that facility have been successfully completed; and the ODT shall not begin until all Site Acceptance Tests have been successfully completed. Tests shall not be excluded or conducted out of sequence without prior written authorization from MPC. Successful completion will be defined as when MPC has issued written notice of acceptance of each test to the Contractor.
- D. Thirty days prior to the anticipated completion of all LATs for a parking facility's implementation, the Contractor shall submit a written request for starting the Site Acceptance Test. A Site Acceptance Test shall be performed for each individual facility after all LATs for that parking facility have been successfully completed. Following successful completion of all Site Acceptance Tests, an ODT shall be conducted to assess the entire Parking Program installation as a system.
- E. The Contractor shall submit the proposed Phasing Plan as outlined in the submittal guidelines. Testing shall not disrupt the normal entering and exiting of vehicles from the parking facility areas regardless if the lane is connected to the existing Parking System.

1.11 WARRANTY (HARDWARE AND SOFTWARE SUPPORT) – YEAR 1-2

- F. The Contractor shall warranty all parts, materials, and

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workmanship following successful completion of the ODT for a period of at least 24 months. All-inclusive costs (parts, labor, maintenance, warranty repairs, Contractor travel time, Contractor expenses, associated shipping expenses, etc.) incurred during the warranty period shall be provided without additional cost to MPC.

- G. Costs (time and material) for repair or parts replacement, components, etc., damaged or rendered unserviceable due to apparent and provable misuse, abuse, vandalism or negligence by MPC employees or the using public are excluded as a warranty item. Also excluded from the warranty are damages due to Acts of God. For services that are excluded from the warranty, the Contractor shall provide Hourly Service Rates, by type, as defined below:
 - I. Regular Business Hours – 6:00 AM through 7:00 PM, 7 days a week
 - II. Irregular Business Hours – 7:00 PM through 6:00 AM, 7 days a week
 - III. Holidays – All MPC-Recognized Holidays
- H. MPC will not pay overtime charges.
- I. The warranty period on the Parking Program shall begin when the ODT has been successfully completed and MPC has issued written acceptance to the Contractor. The Contractor shall maintain all systems that are operating prior to starting the warranty period. Maintenance services shall be as defined within the Manufacturer's recommended maintenance procedures manual submitted with the Proposal as accepted by MPC.
- J. The Contractor shall maintain all systems throughout the warranty period. Maintenance services shall be as defined within the Manufacturer's recommended maintenance procedures manual submitted with the Proposal as accepted by MPC. All preventative maintenance shall be performed at non-peak periods during regular business hours.
- K. Software Support during the Warranty Period: In this section PARCS software shall refer to the proprietary Contractor's software.

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- I. The Contractor shall make available to MPC normal software improvement releases (updates) when they become available. Where software problems are identified and are agreed to be minor, that is not affecting revenue, reporting, or the entry/exit or payment functionalities, these problems shall be corrected in a new software release to be available to MPC within 3 months of notification. All upgrades or improvements to software shall be documented and approved, prior to implementation. The Contractor shall correct major software problems immediately on a priority basis not to exceed 48 hours. Major software problems are defined as those causing erroneous financial transactions, revenue loss, reporting errors, loss of entry/exit functionality, loss of payment functionality, system instability, or database corruption.

- II. All software patches and updates shall be provided free of charge during the warranty period; however, MPC shall have the option of implementing the updates or not. Seven calendar days prior to all software modifications, patches, updates, and upgrades, the Contractor shall provide accurate and complete documentation that describes:
 - a) patch/update release designation
 - b) proposed date and time of implementation
 - c) detailed description of what the patch/update accomplishes
 - d) full disaster recovery procedures that return the system to its pre-patch update condition
 - e) List of other installations where the patch has been previously installed, and contact information for those customers

- III. Contractor shall coordinate the testing and implementation of all patches and updates with MPC IT.

- IV. Contractor shall coordinate all remote and physical access into the Host Servers with MPC IT.

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- V. Contractor shall provide an off-site hosted agreement for the servers supporting the permitting solution.
- VI. The Contractor shall support upgrades to their application based on operating system patch and upgrade requirements (For example, if the system runs on a Microsoft operating system, the software shall be able to be patched according to the Microsoft patch and upgrade
- VII. The Contractor shall support upgrades to their application based on operating system patch and upgrade requirements (For example, if the system runs on a Microsoft operating system, the software shall be able to be patched according to the Microsoft patch and upgrade
- VIII. The Contractor shall commit to provide corrective patches and upgrades in the event security vulnerability or system availability issues are discovered within 30 days of discovery.

1.12 POST-WARRANTY SOFTWARE SUPPORT SERVICES – YEARS 3 THROUGH 5

- A. The Contractor shall propose a scope of work to provide post-warranty Software Support Services similar to the services provided during the warranty period, and as described in Paragraph 1.12.C, above. Services to be described in the scope of work include, but are not limited to:
 - 1. On-Site Software Support for both Parking Program and all 3rd party software applications
 - 2. Remote Software Support for both Parking Program and all 3rd party applications
 - 3. 24/7 Hotline Telephone Support
- B. Proposed scope of work shall be subject to modification and ultimate approval of MPC.
- C. The Contractor shall propose a total cost to perform software support services contained within the scope of work for the year following the warranty period as well as the subsequent three years

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(YEARS 3 THROUGH 5). These costs shall be included in the Total Proposed Base Price.

D. MPC will not pay overtime charges.

1.13 POST-WARRANTY HARDWARE MAINTENANCE SERVICES – YEARS 3 THROUGH 5 (ADDITIVE/ALTERNATE PROPOSAL ITEM)

A. The Contractor shall make components available for ten years after the Project acceptance.

B. In the event that the Contractor withdraws from the manufacture, distribution, or support of parking revenue control systems in the United States; or sunsets a hardware component, the Contractor shall provide MPC with the notice of such occurrence at least 120 calendar days in advance of withdrawal. In addition, the Contractor shall provide MPC with manufacturing specifications for all Contractor-manufactured components of the Parking Program, and MPC shall be provided the opportunity to purchase a suitable amount of spares of all discontinued components.

C. Spare Parts

I. The Contractor shall propose a list of spare parts (type and quantity) to be maintained on site. The list of all spare parts required to maintain the system under the submitted preventive maintenance program shall be clearly identified and included in the Proposal. In addition, the Contractor shall submit a price list for the proposed spare parts inventory that lists the cost of each part on the spare parts inventory.

II. The Contractor shall provide guaranteed component pricing for three years following Contract Award. These prices shall be valid prices for MPC to purchase the spare parts through a service agreement between MPC and the Contractor.

III. MPC reserves the right to order additional parts and manage the spare parts inventory as required to maintain the system.

IV. The proposed spare parts list is subject to the approval of MPC, and MPC reserves the right to modify the spare parts inventory throughout the term of the Contract. MPC shall provide a storage location of the spare parts, exact location

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to be identified by MPC after Contract Award. The Contractor shall have access to the spare parts inventory and shall have the responsibility of ordering replacement components or parts as components or parts are used prior to completion of the warranty. Contractor shall replace used spare parts immediately upon use.

- V. All equipment and parts shall be newly manufactured within the past 6 months and never installed in any other operational system other than for factory test purposes.
 - VI. When delivered to the MPC, an itemized list of manufacturer's part numbers, model numbers, pricing, supplier's address, supplier's telephone numbers, and any single source components shall be identified by the Contractor.
- D. Maintenance Program
- 1. The PARCS Contractor shall establish a Revenue Control System maintenance program and submit the proposed maintenance concept in their proposal. The maintenance program shall recognize the type and complexity of the Revenue Control System and individual items of equipment and shall not adversely impact the overall operation of the Owner. The maintenance plan shall include monthly or annual charges for maintenance of the system over a five (5) year period with the option to renew the maintenance program on an annual basis thereafter. The Owner may, at its discretion, elect to contract with the PARCS Contractor for ongoing maintenance after the warranty period has expired.
 - 2. Development of the Maintenance Program shall include preparation of a program plan. The Plan shall:
 - I. Establish minimum acceptable equipment performance,
 - II. Prepare a detailed maintenance concept document,
 - III. Establish who-what-when-where maintenance responsibilities,
 - IV. Perform design trade-off analyses,
 - V. Establish maintenance periods and schedules,
 - VI. Incorporate maintenance into sub-Contractor/vendor equipment and service contracts,

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- VII. Establish data collection, analysis, and corrective action system,
 - VIII. Show that the required routine and corrective maintenance has been performed, and
 - IX. Provide for the preparation of maintenance status and performance reports.
 - X. Provide for factory training for a minimum of three (3) owner personnel
 - XI. Provide names, addresses, and contacts for potential secondary sources of supply
3. At a minimum, the maintenance plan shall incorporate maintenance staffing, management and scheduling to be sufficient to support the Revenue Control System Host Computer, Revenue Control System Communications and the Revenue Control System Equipment and Systems for a schedule of 24 hours per day, 7 days per week (including holidays) and adhering to the Maintenance periods and not exceeding the minimum downtime or response times as defined herein. The maintenance plan shall include a schedule of personnel on site, as necessary, and personnel on-call to support the maintenance of equipment and system within the timeframes described.
4. The PARCS Contractor shall be responsible for maintaining the Revenue Control System equipment to be operational with no lane downtime for more than three (3) hours due to maintenance or equipment failure. The maintenance telephone response within thirty (30) minutes from the original page or telephone call and the repairs shall be made with an additional three (3) hours. Repairs shall be made within the following program and schedule:
- I. Authorization of factory trained Owner personnel to make repairs. Any such authorized repair shall not void or in any way have any adverse effect on the provided warranty of the equipment, or
 - II. Repair equipment within eight (8) hours from the initial contact by the Owner.
5. Each Proposer must state the number of qualified customer engineers in the Missoula, MT area. A special statement of qualification must be made addressing the background of

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technical support personnel trained on any of the devices in the PARCS equipment and peripheral devices. From time to time, the Successful Proposer shall permit on-site inspection of their facilities by the Owner's Auditor or designee to verify the up-to-date technical qualifications of their staff.

E. Maintenance Program Plan

The program plan shall describe how the PARCS Contractor will develop the Maintenance Program to meet the requirements of these specifications.

F. Maintenance Program Review

1. The Maintenance Program shall be scheduled to permit the PARCS Contractor and the Owner to review plan development. The formal review of the maintenance program shall be conducted at major program milestones. Reviews shall be conducted as an integral part of the PARCS Contractor's system engineering review and evaluation procedures. Formal review procedures shall be developed and scheduled in the Maintenance Program Plan.
2. As the program develops, progress shall be determined by the use of information such as predictions of maintenance problems and results of maintainability reviews and tests. The Owner shall be notified at least fifteen (15) days prior to each formal review to permit participation by the Owner. The minutes of these formal reviews shall be furnished to the Owner.

G. Maintenance Concept

1. The PARCS Contractor's maintenance program shall be based on predictive and preventive maintenance concepts in lieu of field maintenance practices. The object of the program shall be to limit all field work to exchanging complete items of equipment or replacement of modular components at the board level in the field.

H. Maintenance Plan Development

1. The PARCS Contractor shall submit a maintenance plan for

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review and approval to the Owner.

2. The plan shall address the maintenance concepts, preventive and emergency procedures, maintenance shop procedures and maintenance reporting procedures. The maintenance plan shall be submitted for approval to the Owner no less than thirty (30) days prior to the first opening date.

I. Maintainability Requirements

1. The PARCS Contractor shall submit in their proposal in a form such that will facilitate the system analysis and calculations for the maintainability values of the items/systems listed herein for the Revenue Control System. Standard calculations shall be used to support the maintainability values in hours or tenths of hours for each specified system assembly or system. The PARCS Contractor shall submit the level of maintainability in terms of Mean Time Between Failure (MTBF) and Mean Time To Repair (MTTR).

J. Preventive Maintenance

1. The PARCS Contractor shall develop preventive maintenance schedules designed to ensure optimum maintenance of the Revenue Control System to meet the performance standards and reliability requirements of these Technical Specifications. The proposed maintenance schedules shall be submitted as part of the maintenance plan. The PARCS Contractor shall notify the Owner when PARCS Contractor's personnel are onsite. PARCS Contractor shall maintain an ongoing log of all repairs and preventive maintenance activity. This log shall be made available to Owner personnel upon request, oral or written.

K. Corrective and Emergency Maintenance

1. The PARCS Contractor shall develop a corrective and emergency schedule designed to ensure optimum maintenance of the Revenue Control System to meet the reliability and maintainability requirements. The corrective and emergency schedule shall be submitted as part of the maintenance plan. A Weekly or Monthly on-call service

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personnel schedule shall be provided to Parking Operations and the Owner Communications Center.

2. The maintenance work shall be assigned on a fixed-schedule basis to meet the operational and traffic needs of the Owner. The schedule shall include seven (7) days per week, twenty four (24) hours per day. No lane shall be out of service for more than three (3) hours due to failure or maintenance of any Revenue Control System component. The maintenance work shall be coordinated and approved by the Owner prior to initiation of maintenance work.

L. Reporting Requirements

1. The PARCS Contractor shall maintain current and accurate records for all field and shop maintenance work. The PARCS Contractor shall prepare a service report each time service is performed for corrective or emergency work. The report shall include, but not be limited to equipment item number, location, work or service performed, reported fault, parts used and the time the service was started and completed. One copy of all service reports and records and all preventive maintenance work shall be forwarded to the Owner monthly.
2. Weekly and monthly reports shall be prepared and shall include, but not be limited to, average response and repair times, failure statistics, total down time of the equipment and other summary information for all classes of equipment.
3. The Owner shall have access to all service records at all times

1.14 CONSUMABLES

- A. The Contractor shall provide MPC with receipt specifications; parking ticket specifications (front and back sides of a typical parking ticket delineating required formats; magnetic stripe or barcode location; and proposed ticket manufacturer), receipt paper stock specifications, and citations for the new system within 30 days following Contract Award. The ticket format shall be such that MPC can input their required information on the ticket and submit the revised ticket to the Contractor for review and revisions as required. An agreed upon ticket format for each facility shall be

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finalized within sixty days after Contract Award. Ticket stock delivery shall occur prior to or concurrent with the first equipment delivery to the MPC.

- B. The Contractor shall provide a twelve month supply of receipt paper, tickets, citation stock, and all other consumables for the Parking Program to MPC upon the purchase of the system. The number of tickets that are supplied shall be based upon the number of parking transactions processed plus 50% allowance for growth in the number of transactions processed.
- C. MPC desires to not be restricted to any one particular ticket supplier. As such, ticket specifications shall be reproducible by multiple ticket manufacturers.

PART 2 – PRODUCTS

2.01 SOFTWARE

- A. All software and software licensing required by the system shall be provided by the Contractor. The Parking Program shall adhere to the MPC IT Information Technology Standards. To the greatest extent possible, proven, off-the-shelf software (i.e., software already manufactured and available for delivery) shall be used. Each such software package shall be identified in the Contractor's Proposal. Unless specified elsewhere, all third party software provided by the Contractor shall be the latest available version at the time of system implementation. The Contractor shall be responsible for making any necessary modifications, and providing documentation of such modifications, to existing software programs that the Contractor adopts for the system. Should the Contractor and the software manufacturer be separate entities, the standard system software supplied shall not be modified by the Contractor in any way that shall preclude the purchase of a standard maintenance and service contract from the manufacturer. The Contractor shall purchase software maintenance for all third party software naming MPC as the software owner and contact. All third party software maintenance agreements shall remain valid throughout the duration of the warranty period and shall be extended on an annual basis according to the provisions to be negotiated and described within the post-warranty Software Support, Preventative Maintenance and Emergency Support Agreement.

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- B. The Contractor shall provide perpetual licenses and/or authorization for all software used by MPC. If available, a site license shall be provided to MPC. The Contractor shall identify any and all third party software and their associated licenses in the Proposal. Licenses shall cover future updates as required by the Contract Documents for as long as the software is maintained by the third party provider. The operating systems, application software, development language, peripheral software, and hardware diagnostic software shall be licensed in perpetuity to MPC. Original CD-ROMs, DVDs, and software documentation shall be delivered to MPC prior to system acceptance testing.

- C. Database Management System
 - 1. Application software shall consist of software to provide complete operation of the Parking Program and include the database management system.
 - 2. Data recorded by the Parking Program shall be maintained in files that are in ODBC compatible formats. Solution shall support a relational database format for the storage of data based on MPC IT standards.

- D. Operating System Platform
 - 1. Operating system software shall consist of software to support system setup, system operation, routine hard drive backups, diagnostics, and other maintenance routines.
 - 2. The desktop/laptop operating system shall comply with MPC IT standards.
 - 3. The server operating system shall comply with MPC IT standards.
 - 4. Upon commercial release of a new operating system version, the Contractor shall upgrade the application to operate on the most current operating system. Upon completion of successful testing, Contractor shall recommend implementation of the patch. Implementation shall be subject to MPC's approval.

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E. Application Software

1. Application software shall be comprised of computer application programs to provide complete operation of the Parking Program and includes the database management system. Application software shall be compatible with the operating system platform. The software programs provided shall allow for future upgrade and expansion of the system.
2. Host Servers and workstations solution shall allow multiple groups and roles that govern individual access to the system and transactions within the system. The assignment of a group/role will determine whether or not the individual may access a transaction, and if the access is update or view only.
3. The Contractor shall install and configure all application software and firmware required by the Parking Program with all software licenses registered to MPC.
4. The application software shall provide the following:
 - a. PA DSS validated according to the newest PA DSS requirements in effect at the time of Contract Award, and shall be upgradable to maintain current standards throughout the life of the system.
 - b. Ensure that the application does not implement any changes to the Operating System that can potentially jeopardize PCI Compliance.
 - c. Browser-based – Parking Program software shall be browser-based and web-browser enabled, i.e. the software shall be accessible by an authorized user through an internet browser of any workstation connected to the MPC IT network. Users shall not need a client version of the software installed on their workstations to access the software. Access rights to the system for MPC personnel and others shall be defined during implementation.
 - d. The software shall be accessible by patrons from remote computers (laptop or desktop), smartphone,

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- tablets, and other devices that are web-browser enabled and not connected to the MPC IT network.
- e. Solution shall provide role-based access control using the principle of least privilege for all system functions including system administration and security administration.
 - f. Automatically detect and report fault conditions through a FMS – the system shall perform a self-check on and provide notification for fault conditions and equipment failure. Fault conditions shall be categorized by severity and the system shall notify designated MPC personnel via email and or text message for any individual fault condition, category of fault, or MPC-selected group of faults. The system shall provide a continuous end-to-end self-checking.
 - g. Reporting as outlined in the Audit and Reporting Subsection.
 - h. Facilities monitoring of all field devices, e.g., entry station status, barrier gate status, express exit station status, cashier stations status, lane status display, Dynamic Signage status, UPS unit status, etc.
 - i. Allow Supervisors to authorize exceptions transactions occurring in a cashiered lane and remotely from a workstation in the parking office and other designated locations. Authorization shall require Supervisor to enter a number/code to authorize any exception.
 - j. Require Supervisors to enter name and reason for adjusting any ticket. Each use of this function shall be automatically logged in the system with date, time, and username.
 - k. Allow supervisors to pull up details about exception transactions from a cashier station or a workstation during review.
 - l. Central access and control of field devices – Users

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with the appropriate authorization shall be able to issue remote commands from system workstations to the field devices such as raising and lowering the barrier gates; rebooting the entry or exit station; putting the entry or exit station in or out of service; changing the lanes status signs; applying software patches and updates; etc.

- (1) The use of central controls shall be logged with user ID, time, device controlled and action taken.
- m. Parking rate, grace period, and time increment changes – The parking application shall be developed to provide changes/alterations to rate structures from system workstations without Contractor involvement. The Parking Program shall remotely communicate with all devices in real-time for a general broadcast of information or software update or communicate to a single device to upload information or software. Broadcasting information such as rate changes or time increment changes shall be in real-time to all field devices. It shall be possible to remotely shutdown a field device's operating system, upload updates and remotely restart the field device. The system shall correctly process parking fees during a transition:
- (1) from daylight savings time to standard time, and vice versa
 - (2) at the beginning of March during leap years (e.g., when there is a February 29th).
 - (3) from one rate to another (e.g., rate shall have an effective date so that patrons are charged a parking fee based upon the parking fee that was current at the entry date and time, not the exit date and time, allow the new rate to be either less than or greater than the new rate). This requirement shall apply to the parking fees as well as any tax rates or structures.

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- n. The system shall charge variable rates based upon the time of day, day of week, and special events. The Contractor shall provide independent, variable rate structures for each facility.
 - o. The rate structure shall be programmable to establish daily/weekly/monthly maximum fees, grace times, and complimentary periods.
 - p. Create system generated alarms – System shall generate alarms for any user selectable event type. Alarm Hierarchy shall be completely configurable so that MPC can adjust priority of alarms, audible tones, where the alarms are sent, etc. Initial Alarm Hierarchy shall be coordinated with MPC during implementation.
 - q. All query results shall be exportable to multiple formats including comma-separated-value, Microsoft Excel[®], Microsoft Access[®], etc.
5. Industry standard software packages shall be utilized. Each such software package shall be identified in the Contractor's Proposal. The Contractor's Proposal shall state the purpose of the software package, where it will be used, and how it will be used. If one software package is required to interface with another software package, the interface shall be documented and supported by flowcharts or block diagrams as appropriate. The Contractor shall advise if the software used in the system will be customized or "off-the-shelf" software, and shall describe the method of obtaining further software updates or modifications. Application software shall have been designed for use in systems, and shall be written in a standard, industry-accepted computer language such as Java, C++, Visual Basic, etc. The Contractor shall identify the version of software that will be used at MPC in their Proposal.

F. Asset Management Software Application

- 1. The Asset Management Software (AMS) shall provide the following features:
 - a. Perform both live and offline audits

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- b. Controlled access for all authorized parties
- c. Prevent discrepancies in inventories
- d. Enable items to be flagged as located, transferred, or missing
- e. Provides real-time access to asset descriptions
- f. Refresh or modify asset status and condition
- g. Provides information concerning location, history, condition, asset issue, maintenance, and disposal
- h. Enables effective asset reallocation
- i. Enables files and documents, such as photographs, emails, etc., to be linked to asset records

G. Audit and Reporting

1. The system shall document parking revenue and activity and generate revenue and activity reports. All reports shall be available online and on demand for MPC personnel who have proper password access.
2. MPC shall establish its virtual midnight for transaction processing, credit card batch close, and report cutoff times. Establishing virtual midnight shall be a MPC responsibility that follows applicable instruction and training of MPC personnel by the Contractor.
3. The system shall identify and produce reports that reflect separately public parking and employee parking.
4. Public parking data shall be separated by category, including but not limited to: Contract parking, Long-Term, and Hourly for reporting purposes.
5. Provide electronic event journal that can be accessed by a supervisor from a workstation during a cashier shift and following shift close to perform cashier closeout.
6. The transactional stream of data shall be compiled in an ODBC compliant database. MPC shall prepare custom reports using this data including exporting data to Crystal Reports®, and Microsoft Excel®, at a minimum, via a comma-separated-value file format or as a PDF file.
7. All reports shall query, filter, sort, transactions by date/time,

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location, ticket id, vehicle license plate number, field device unique identifier, parking fee, transaction type, exception, validation type, or cashier, at a minimum.

8. Capture, record and report separately all exception transactions that could not be processed 100% and automatically by the system (swapped, unreadable, lost, foreign, mutilated, used, disputed fee, cancelled, credit card transactions processed in an off-line mode, etc.)
9. Provide the Contractor's standard reports including report descriptions, selectable data fields, and report layouts for all standard reports. Contractor to submit standard reports for MPC review and approval.
10. Contractor shall provide a definitions key for every report including a narrative description of what data each column and row represents and calculation formulas that define how all figures are obtained.
11. The system shall support the scheduling of reports to automatically run at a desired time or on a desired schedule. Users shall be able to designate e-mail recipients for these reports. Only users with appropriate privileges shall be able to schedule reports or view scheduled reports. The details of scheduled reports, including e-mail recipient, shall be editable after scheduling.
12. The system shall utilize a report writer, such as Crystal Reports, for processing standard and ad-hoc reports. The license to Crystal Reports shall permit both running standard reports and creating custom reports. The system shall support the import of Crystal Reports template files (.rpt files). The system shall be able to execute these reports after they have been imported.
13. The Contractor shall coordinate with MPC as required during the system design to address the specific reporting needs of MPC. The system shall allow grouping of reports by category so as to simplify choosing a report from a list. At a minimum, reports provided shall include:
 - a) Shift Reports

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- (1) Cashier shift report
- (2) Express exit station shift report
- (3) Daily shift report
- (4) Weekly shift report
- (5) Monthly shift report
- (6) Yearly shift report
- (7) Cashier detail report – w/ date range

b) Monthly Reports

- (1) Monthly ISF summary
- (2) Monthly lost ticket summary
- (3) Monthly lane load factors report
- (4) Monthly exit lane summary
- (5) Monthly revenue summary
- (6) Monthly credit card summary
- (7) Monthly cash & credit card transaction summary
- (8) Monthly paid ISF summary
- (9) Monthly peak occupancy report
- (10) Monthly year to date transaction & revenue summary

c) Daily Reports

- (1) Daily Shift Summary of (Date)
- (2) Daily Credit Card Summary of (Date)
- (3) Daily Revenue Summary
- (4) Daily Revenue Summary (Relating to Facility)
- (5) Daily Validations by Facility
- (6) Daily Validations by Type
- (7) Daily Validations by Department
- (8) Daily Validations by Amount
- (9) Daily Validations by Cashier/Issuer
- (10) Daily Validations Summary
- (11) Validation Detail Report – provides a chronological listing by exit time of each validation transaction (including reservation validations not linked to an event) for each validation account for a selectable time period. Provides a sum total for each validation code.

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- (12) Accounts receivable and write-off reports that indicate, by user-defined receivable type, the following: total dollars collected, total citations outstanding (unpaid or partially paid), and total citations disposed by disposition type over a user-defined period (e.g. monthly, annually, etc.), and insufficient funds.

- d) Credit Card Reports
 - (1) Detailed Credit Card Report – displays credit card revenue generated by card type, cashier station, cashier, and date/time period. The report shall include the total sum and chronological listing of each credit card transaction by card type. Credit card number shall be masked to display only the last four digits.
 - (2) Credit Card Summary Report – summarizes credit card transaction total for each day by credit card type for the time period selected (usually by month).
 - (3) A listing of credit card shift summary and occupancy counts by event at which temporary permits are sold directly from handheld devices.
 - (4) Credit Card Reversal/Refund Report – summarizes credit card reversals and refunds, and includes information to identify GL accounts, clerk, receipts, and override information.
 - (5) A listing of expiring credit card profiles for recurring credit card payments

- e) Access Card Reports
 - (1) Active Access Card Listing
 - (2) Access Cards Blocking Listing
 - (3) Access Cards Delete Listing
 - (4) Access Card Expired Listing
 - (5) Daily Access Card Granted Entry Listing

- f) Reports that allow queries over any length of time

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(hours or days)

- (1) Occupancy (including the peak occupancy over a given timeframe)
 - (2) Length of stay
 - (3) Revenue statistics
 - (4) Summary report turnover – movement
 - (5) Summary report events
 - (6) Event journal
- g) Gate Open Report – For manual gate raises
- (1) A report noting if a gate (entry or exit) was manually opened and by whom (or who was logged on at the time). Also noting if the gate was opened from a terminal or at the device.
- h) Lost Ticket Transactions Tracking Report (available in daily, monthly, and yearly containing the sort-able/filterable columns below)
- (1) Exit date & time
 - (2) Transaction #
 - (3) Lost Ticket Amount
 - (4) Last name (non-case sensitive)
 - (5) First name (non-case sensitive)
 - (6) Middle initial (non-case sensitive)
 - (7) Address
 - (8) Phone #
 - (9) LPN State
 - (10) LPN
 - (11) Cashier (non-case sensitive)
 - (12) Supervisor approval (non-case sensitive)
- i) X –Reports (a report showing the accrual amount collected in a set period).
- (1) Cashier report
 - (2) Pay station report
 - (3) Daily report (0000 – 2359)
 - (4) Monthly report (first day to last)
 - (5) Yearly report (Jan1 – Dec 31)
 - (6) Individual access card usage report for at least

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- a 6 month period
 - (7) Maintenance report specific to time & device
- j) Summary Reports
 - (1) Cashier All Transactions
 - (a) Non-specific
 - (b) Specific
 - (c) Specific with Entry Time
 - (2) Cashier Cancelled Transactions
 - (a) All Cashiers
 - (b) Specific Cashier
 - (3) Credit Card In & Out
 - (a) By Date
 - (b) With Dollar Amount
 - (c) Day, Month & Year
 - (4) Employee & Company Access Card
 - (a) Company Activity
 - (b) Card Activity
 - (c) Customer Activity
 - (d) Activity By Date/Time
 - (e) Access Card Revenue Detail
 - (f) Access Card Revenue Summary
 - (g) Monthly Activity Detail
 - (h) Monthly Activity Summary
 - (5) Instantaneous (access card) presence check
 - (a) Specific areas in the garage (Nest, Terminal Direct & General)
 - (6) All transactions for a specific device
 - (7) Cashier Lost & Unreadable details
 - (a) 2 days

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- (b) Most recent 30 days
 - (c) Ticket back details
 - (d) Cancelled
- (8) Cashier Shift Summary
 - (9) Credit card transactions for cashiers
 - (10) Free of charge ticket for cashiers
 - (11) Insufficient Funds
- (a) Paid transactions for cashiers
- (12) Ticket by rate
 - (a) Most recent 15 days
 - (b) Choose month
 - (c) For prior month
- (13) The Contractor shall provide the Employee Parking Lot reports below in an approved format.
 - (a) Real-Time Inventory Report
 - (b) Duration of Stay Report
 - (c) Lot Activity Report
 - (d) Lot Anti-Passback Violation Report
 - (e) Lot Revenue Report
 - (f) Online Payment Details
 - (g) Online Payment Summary
- 14. Where the authorized remote address is requesting modification to the Server systems' application software, an authorization check shall be made based on the requester's PIN. Where the change and/or update is authorized, an audit trail and report containing the following information shall be maintained:
 - a. Date/time of change
 - b. Remote access address making change
 - c. Authorization PIN code to make change (varies based on type of clearance)
 - d. Record of change made
 - e. Record of data modified or changed

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- (prior to change)
- f. File identities and record count

2.02 POWER

- A. Existing power infrastructure (transformers, panels, conduits, and cabling) shall be re-used by the Contractor to support the new Parking Program system and components. MPC shall provide additional power, if necessary, prior to the installation of equipment. Contractor to coordinate with MPC to detail the necessary power required to be supplied to each lane no later than thirty (30) days before the new power is required.
- B. It is possible that the existing cables may not be able to be reused where cables have become damaged or corroded. For this unforeseeable situation, the Contractor shall propose a cost to MPC upon discovery to install new power conduits and cabling to replace the unusable portions.
- C. Contractor shall maintain generator back up configuration for replaced components that are currently supported by generator back up power.
- D. The Contractor shall provide power grounding of all devices per NEC. If an isolated ground is required, there may be instances where power-conditioning equipment may be required due to the location of equipment in relation to the power distribution panel and transformers.

2.03 COMMUNICATIONS

- A. Fiber optic communication or copper cabling will be made available at devices locations and shall be utilized by the Contractor.
- B. In addition to the requirements in these Functional Specifications, the Contractor shall comply with the MPC Information Technology Standards Cabling Standards.
- C. The Contractor may select specific interfaces for lane equipment, however; standard, open-architecture interfaces at the physical layer shall be utilized. Ethernet shall be utilized from the computerized Lane Controllers to the Host servers. Ethernet connectivity is required at all locations.
- D. All Ethernet equipment and design must meet MPC IT

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- standards.
- E. All field component communications shall be configured in a point-to-point configuration.

2.04 EQUIPMENT AND SUBSYSTEMS

- A. All computing resources, application, information management, and information distribution design and configuration are subject to the approval of MPC IT.
- B. All equipment and associated materials utilized in the replacement Parking Program shall be newly manufactured. No used or refurbished equipment and associated materials shall be utilized.
- C. All lane equipment performing a like function and of the same part number shall be fully interchangeable without the requirement for physical modifications (other than setting of dip switches to designate a specific function selection).
- D. The Contractor shall utilize equipment that supports TCP/IP and remote monitoring of distributed units. SNMP shall be utilized for all equipment with Ethernet connections, i.e., Servers, networking equipment, lane control interface processors, etc., as well as all UPS units. SNMP shall manage the devices located on the network and permit active management tasks, such as modifying and applying a new configuration through remote modification of variables to one or more devices on the network.
- F. Each field device shall be assigned a unique identifier within the system that is not shared with any other field device. Should the field device need to be replaced, the replacement field device would assume the old device's unique identifier. Contractor shall coordinate with MPC to develop the naming convention for the field devices.
- G. The configuration shall provide lane autonomy such that no single point of failure of a device shall cause an operational failure of surrounding lanes. Equipment at a single lane may fail causing a shutdown of a lane; however, the failure shall not affect other lanes.
- H. Application and Data Servers – Contractor shall provide a Hosted solution with the physical servers located in a secure site.

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1. System Architecture
 - a. Server design shall comply with the MPC Standards for Computing Resources. All appropriate Server and database system documentation shall be provided for MPC's use.
 - b. The system shall utilize TCP/IP for data communication.
2. Parking Program Servers
 - a. The servers shall be designed to support stand-alone operations (distributed system with intelligent devices) as well as centralized management of the system.
 - b. The Servers shall contain all database software that is associated with revenue-closeout activity statistics and designated reports.
 - c. The application software shall be fully installed and configured on the Servers with all required system software licenses registered to MPC.
 - d. An appropriate mechanism shall be provided to limit access to the Servers and the accompanying data. The security functions provided by the system shall include but not be limited to:
 - (1) VPN access: Firewall application access and "router" address filtering utilizing multi-factor authentication – no unauthorized, remote address shall be granted access.
 - (2) Comply with NIST and FISMA standards for remote access.
 - (3) Where the change and/or update is authorized, an audit trail and report shall be created including the following:

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- (a) Date/time of change
 - (b) Remote access address making change
 - (c) Authorization PIN code to make change
 - (d) Record of change made
 - (e) Record of data modified or changed (prior to change)
 - (f) File identities and record count
- e. Contractor shall provide recommended storage capacities required for each component to support the solution.
- f. The Database Server(s) shall be sufficiently configured such that the following features and functionalities are attainable:
 - (1) Maintain 12 months of on-line data of all parking data. This data shall be readily accessible without any delay in processing.
 - (2) Meet MPC data retention requirements as defined in the RFP.
 - (3) The Database Servers' processing capacity shall be sized to process the transaction activities of the Parking Program as described in these Functional Specifications as well as capacity for handling 150% of the number of transactions (processing power, data storage, etc.) and the operation without any degradation in system performance or processing speeds.
 - (4) Long Term Storage Media –archival of all summary data for up to five years with simple retrieval.
- I. Credit Card Processing Subsystem
 - I. MPC currently uses Elavon Merchant Services for

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clearing their credit card transactions. The Contractor shall include with their Proposal, confirmation that their system has a certified interface for processing credit card transactions through Elavon Merchant Services. In the future, MPC may wish to change credit card clearinghouses. As part of their Proposal, the Contractor shall provide a list of clearinghouses for which they have a certified interface.

- II. All Contractor-provided aspects of the credit card processing subsystem shall be PCI-compliant, such that no Contractor-provided product or solution will prevent MPC from achieving PCI Compliance in its parking operation.

- III. Because credit card processing is critical to the MPC parking operations, processing redundancy shall be built into the system. The Contractor shall provide a system such that processing credit card transactions shall not degrade the time allowed for positive authorizations. The system shall process and store credit card transactions at each field device that accepts credit cards while in an offline mode due to a communication loss. Specifically, every Express Exit Station and Cashier Station shall process and store credit card transactions during a communication loss regardless of where in the network the communication loss occurs. For example, if the communication cable to an exit station is unplugged inside of the Express Exit Station, that Express Exit Station shall process credit card transactions without achieving real-time authorization and shall store all transactions in a PCI-compliant manner until communication is reestablished. Once communication is reestablished, the system shall request authorization for all credit card transactions that were processed while offline. If a credit card transaction is denied, MPC shall receive notice of such denial in the revenue reports and as a posting to the Daily Event Log.
 - a. In the event that the device's offline storage capacity is filled, and the device needs to shut down, all stored credit card information shall be

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- permanently deleted.
 - b. In the event that a device is operating in off-line mode and on UPS power, the device shall permanently delete all stored credit card information prior to shutting down in the event that the UPS battery power is depleted.
- IV. The credit card system shall be supplied with an appropriate connection to connect the credit card servers to the communication pathway established by MPC. The system shall switch to a redundant connection for processing credit cards should MPC determine that it is necessary. Secondary internet connection shall be provided by MPC should they decide to activate the secondary connection.
- V. Where the credit card clearinghouse utilizes multiple IP addresses for clearing redundancy, the system shall be configured to send transactions to all of the available IP addresses offered by the clearinghouse.
- VI. As part of their Proposal, the Contractor shall submit a flowchart diagram depicting the credit card processing subsystem architecture and the process for credit card transaction approvals.
- J. Workstations
 - 1. Solution shall utilize existing MPC desktop and laptop hardware.
 - 2. Contractor shall provide minimum recommended requirements of workstations where they differ from MPC standards.
 - 3. The workstations shall exclude any hardware that shall preclude the purchase of standard maintenance and service contract from the computer manufacturer, dealer, third party or Contractor.
 - 4. Any workstation shall be able to access any module of the system based on access rights of the user.

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- K. Automated Pay Stations (Also referred to as “Pay-on-Foot” or “POF”) – contractor shall provide three (3) APS devices as part of this contract.
1. Automated Pay Stations shall be installed on in the following locations, three (3) total:
 - a. Student Housing - 1
 - b. Park Place - 1
 - c. Central Park – 1 (The MPC will work with the Contractor to find an appropriate location for an APS at this location.
 2. Overview
 - a) Contractor shall provide Automated Pay Stations (APS) devices that are integrated into the PARCS. Actual deployment locations will be designated by MPC. Contractor to provide the MPC with electrical and communications requirements as a part of the proposal for the Automated Pay Station devices and MPC will provide all electrical and data communication infrastructure to support the APS devices.
 3. APS Requirements
 - a. Cash/Credit Card APS features - All APS devices shall provide the following features and functionalities:
 - (1) Access door with appropriate locking system
 - (2) Intercom equipped with camera that focuses on patron – identical to intercom equipment as provided elsewhere in the PARCS
 - (3) Visual instructions for patrons to understand the sequence of events to complete a transaction
 - (4) Color patron interface monitor
 - (5) Cancel button that allows a patron to cancel a transaction once a parking

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- ticket has been inserted. Any cash inserted shall be returned to the patron upon execution of the cancel button
- (6) Colors for the pay stations, all text, and graphics shall be configurable and approved by MPC prior to manufacturing
 - (7) Integrated and on-line within the PARCS
 - (8) Utilizes single-slot technology for ticket and credit card insertion and reading
 - (9) Reading EMV chip embedded cards and magnetic striped credit cards.
 - (10) Camera to activate with the activation of the intercom.
 - (11) Bar code reader to read either paper or electronic (smartphone) bar code.
 - (12) Completing on-line, real-time credit card authorization.
 - (13) Operate offline when network connectivity is interrupted
 - (14) The grace time (the number of minutes between the time a ticket is paid and the time a driver exits with vehicle through exit lane) shall be parameter driven and with modification by MPC. The APS grace time shall be configurable for each parking facility.
 - (15) Log when a cabinet has been opened or closed; date and time recorded in real-time on the Event Log
 - (16) Receipt generation
 - i. Upon successful payment, print a receipt that includes the pay station identification number, facility identification, time and date, amount paid, and transaction number.
 - ii. Receipts for credit card transactions shall be either auto issue or by request. The configurable timeout function for receipt request shall be set for 20 seconds or until the next ticket is inserted.
 - iii. Create an alarm when the receipt

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paper is low

- 3.1 Cash/Credit Card APS features - In addition to the requirements above, the cash and credit card APS devices shall provide the following functionalities:
 - a. Processing parking fee payments using multiple forms of payment, e.g., any combination of cash credit cards, EMV cards, and validations.
 - b. EMV reader with ten-key PIN pad.
 - c. Four way bank note acceptor capable of accepting bills of all types in all directions with alarm when acceptor is approaching capacity
 - d. Bank note dispenser for dispensing change with alarm for when the dispenser is running low
 - e. The APS Stations accepting cash shall be designed with a note escrow that will accept and hold the currency until the transaction has either been completed or until the patron has cancelled the transaction and the APS Station has returned the notes.
 - f. The APS Stations accepting cash shall include a note recycler.
 - g. Bar Code reader for cell phones or hard copy.
 - 3.2 Exiting with a Pre-Paid Ticket - All exit lanes shall process tickets that are pre-paid at the APS devices. Exit lanes shall calculate and process the additional fee if the patron has exceeded their grace time for exiting after paying at the APS.
 - 3.3 Reporting – the PARCS shall contain reports for the APS devices that adhere to the requirements described these Functional Specifications.
- L. Entry Stations
- 1. The Contractor shall provide six (6) Entry Stations. The Caras entry is a proximity card reader on a pedestal.
 - a. Central Park – 3

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- b. Student Housing – 1 (ticket and proximity card)
 - c. Park Place – 2 (ticket and proximity card)
 - d. Caras – 1 (Proximity card only)
2. Each Entry Station shall consist of the following components and capabilities:
- a. Access door with appropriate tamper-resistant locking system (all entry stations keyed alike, and unique to this installation)
 - b. Single-slot technology such that all ticketing and card reading shall be from a single slot in the Entry Station's face
 - c. Issues one credit card-sized, side-striped or center striped, magnetically encoded or barcode parking ticket for each entry transaction
 - d. Entry Station ticket slot shall read an International Standards Organization (ISO) standard side-stripe magnetically encoded card such as a credit card
 - e. Entry Station shall read EMV credit cards (Chip) whether through the ticket slot or by a separate credit card reader
 - f. Inserted credit cards shall be read in all four directions
 - g. Active color matrix message screen, minimum six inch diagonal display that is easily readable in all ambient lighting conditions. Sample of this screen shall be provided with the Contractor's Bid Response
 - h. Utilize visual instructions for patrons to understand the sequence of events to complete a transaction
 - i. Issues audio voice instructions to compliment the visual instructions
 - j. Push-button ticket issue
 - k. Illuminated ticket slot
 - l. Push-button intercom integrated into the face of the Entry Station (propose VOIP intercom solution)
 - m. Retractable ticket mechanism
 - n. Uniquely encoded parking tickets printed for

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- o. each specific parking area
 - o. Unique machine identification number
 - p. Computerized Lane Control and Interface Processor (LCIP) to control equipment component communications within the lane and to the Servers utilizing TCP/IP
 - q. Stand-alone capabilities for each Entry Station in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Entry Station shall provide offline transaction storage capacity for all transactional information for a minimum of 1,800 transactions. Credit Card In functionality shall be disabled while in an off-line mode. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until reestablishment of communications. Entry Station shall automatically upload all transaction information to the Servers once communications is restored.
 - r. Proximity Card Reader with a minimum read range of six inches integrated into the face of the Entry Station
 - s. Contactless Credit Card reader integrated into the face of the Entry Station
 - t. Bar code reader to read either paper or electronic (smartphone) bar code.
 - u. Ticket Stock Low alarm generated on FMS
 - v. Ticket Stock Out alarm generated on FMS
3. As part of their Proposal, the Contractor shall submit shop drawings of proposed Entry Stations.
- M. Cashier Stations
- 1. All cashiered lanes shall operate in a cashiered mode when a cashier is present.
 - 2. The Contractor shall provide one (1) Cashier Station.
 - a. Central Park – 1

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3. Each cashier station shall be equipped with the following components and capabilities:
 - a. Cashier terminal (computerized device that shall operate the exit cashiering functions) with integrated credit card functionality
 - b. Ticket reader/validator that accepts ISO standard readable cards, magnetic stripe or barcode parking tickets, validations, and credit cards through the same single slot
 - c. Touch screen cashier monitor supplemented with standard QWERTY keyboard and mouse
 - d. Process all acceptable payment methods
 - e. Exit Station shall read EMV credit cards (Chip & PIN) whether through the ticket slot or by a separate credit card reader
 - f. Cashier shall be able to cancel a credit card or cash & credit card transaction before the credit card is ingested into the ticket transport mechanism
 - g. Receipt printer to produce receipts for a transaction. Duplicate receipt function shall be a user selectable feature that can be disabled if desired. Receipt printer inside cashier booth shall automatically be disabled in unmanned mode. Customers shall be given the option for a receipt for all transactions (no auto-issued receipts).
 - (1) Upon successful payment, print a receipt that includes:
 - (a) MPC logo, address, and phone number
 - (b) Receipt #/Transaction #
 - (c) Time, date and lane in/out
 - (d) Length of stay
 - (e) Parking fee
 - (f) Total amount
 - (g) Method of payment
 - (h) Amount paid
 - (i) Change Due

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- (2) MPC shall have the option to change receipts for credit card transactions to be auto issue or by request.

- h. The system shall implement cashier booth fee displays that are easy to read, LED – type mounted on the exterior of the cashier booths.
- i. Dual cash drawer operation (relief cashier shall operate out of their own cash drawer) with removable, lockable inserts and a locking storage solution for the separate drawers
- j. Secured Switch for activating/deactivating the cashier station, such that cashiers do not have access to the switch.
- k. Computerized LCIP to control equipment component communications within the lane and to the Servers utilizing TCP/IP.
- l. Bar Code reader for cell phones or hard copy.
- m. Stand-alone capabilities for each Cashier Station in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Cashier Station shall provide offline transaction storage capacity for all transactional information, including storing encrypted credit card data, for a minimum of 1,800 transactions. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until reestablishment of communications. Cashier Station shall automatically upload all transaction information to the Servers once communications is restored.

- (1) In the event that the device's offline storage capacity is filled, and the device needs to shut down, all stored credit card information shall be permanently stored until the device is powered on. At that time, all information shall be forwarded to the server for processing.

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- (2) In the event that a device is operating in off-line mode and on UPS power, the device shall permanently store all stored credit card information prior to shutting down in the event that the UPS battery power is depleted. Once power has been restored all information shall be forwarded to the server for processing.
 - n. Cashier Station shall alert cashier when the transaction threshold is nearing allowing the cashier to prepare the lane for closure.
 - 4. As part of their Proposal, the Contractor shall submit shop drawings of proposed Cashier Stations.
- N. Express Exit Stations
 - 1. The Contractor shall provide seven (7) Express Exit Stations. The Caras Exit is a Proximity Card Reader on a pedestal.
 - a. Central Park – 3 (two of these are proximity card only)
 - b. Student Housing – 1
 - c. Park Place – 2
 - d. Caras – 1 (proximity card only)
 - 2. Each Express Exit Station shall be equipped with the following components and capabilities:
 - a. Access door with appropriate tamper-resistant locking system (each express exit station keyed alike, and unique to this installation)
 - b. Ticket reader/validator that accepts ISO standard readable cards, magnetic stripe or barcode parking tickets, validations, and credit cards through the same single slot that shall print a patron receipt and/or a credit card voucher that requires no signature.
 - c. Exit Station shall read EMV credit cards (Chip & PIN) whether through the ticket slot or by a separate credit card reader
 - d. Customers shall be given the option for a

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receipt for all transactions (no auto-issued receipts). Receipt shall include:

- (1) MPC logo, address, and phone number
 - (2) Receipt #/Transaction #
 - (3) Time, date and lane in/out
 - (4) Length of stay
 - (5) Parking fee
 - (6) Total amount
 - (7) Method of payment
 - (8) Amount paid
 - (9) Change Due
- e. MPC shall have the option to change receipts for credit card transactions to be auto issue or by request. The configurable timeout function for receipt request shall be initially set for 20 seconds or until the next ticket is inserted.
- f. Capacity to hold two full stacks of receipt tickets
- g. Receipt Stock Low alarm generated on FMS
- h. Receipt Stock Out alarm generated on FMS
- i. Active color matrix display, minimum size six inches measured diagonally, shall be readable in all lighting conditions
- j. Utilize visual instructions for patrons to understand the sequence of events to complete a transaction
- k. Issues audio voice instructions to compliment the visual instructions
- l. Cancel button that allows a patron to cancel a transaction once a parking ticket has been inserted
- m. Secured switch for activating/deactivating all lane equipment
- n. A computerized LCIP to control equipment component communications within the lane and to the Servers utilizing TCP/IP
- o. Stand-alone capabilities for each Express Exit Station in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Express Exit Station

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shall provide offline transaction storage capacity for all transactional information, including encrypted credit card data, for a minimum of 1,800 transactions. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until reestablishment of communications. Express Exit Station shall automatically upload all transaction information to the Servers once communications is restored.

- (1) In the event that the device's offline storage capacity is filled, and the device needs to shut down, all stored credit card information shall be permanently stored until the device is powered on. At that time, all information shall be forwarded to the server for processing.
 - (2) In the event that a device is operating in off-line mode and on UPS power, the device shall permanently store all stored credit card information prior to shutting down in the event that the UPS battery power is depleted. Once power has been restored all information shall be forwarded to the server for processing.
- p. Proximity Card Reader with a minimum read range of six inches integrated into the face of the Express Exit Station
 - q. Contactless Credit Card Reader integrated into the face of the Express Exit Station
 - r. Bar Code reader for cell phones or hard copy
 - s. Push-button intercom integrated into the face of the Express Exit Station (propose new VOIP intercom solution) Push-button intercom integrated into the face of the Express Exit Station
3. As part of their Proposal, the Contractor shall submit shop drawings of proposed Express Exit Stations.

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- O. Entry and Exit Lane Vehicle Detection Device
 - 1. Saw cut or embedded loops shall be used for entry and exit lane vehicle detection.
 - 2. Contractor shall replace all existing loops and loop detectors.
 - 3. Entry Lane Vehicle Detection: Entry lane vehicle detectors shall detect vehicular presence, legal entry, illegal exit, and back-out. Dual arming loops shall be provided for all public entry lanes.
 - 4. Exit Lane Vehicle Detection: Exit lane vehicle detectors shall detect vehicular presence, legal exit, illegal exit, and back-out.
 - 5. The loop detectors shall be dual channel detectors. The detectors shall detect the presence or transit of a vehicle over an embedded loop of wire.
 - 6. The loop detector shall provide two channel pulse and presence outputs.
 - 7. The loop detector shall provide separate, momentary contact closures upon detection of a vehicle, along with continuous contact closures during the period that the vehicle is detected.
 - 8. The loop detector shall contain two fully separate, self-tuning, vehicle loop detectors and directional logic circuitry.
 - 9. The loop detectors shall each incorporate a sensitive Tailgate Recognition System capable of resolving two automobiles within six inches of each other on a standard 2.5 ft. W x 6 ft. loop.
 - 10. The loop detectors shall each operate in three separate sensitivity modes: high, medium and low.
 - 11. Different sensitivity settings shall allow vehicles of varying height and size to be properly detected.

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12. The loop detector shall be fully microprocessor-based.
13. Each detector shall continuously retune itself to its loop frequency during non-detect periods to prevent the detector from generating a false detect output due to frequency variances caused by environmental effects or other factors. Analog type detectors requiring periodic manual tuning or any type of detectors that do not retune unless a manual function is performed shall be unacceptable.
14. The loop detector shall generate two loop frequencies. No two frequencies shall be the same. This shall minimize the possibility of detector crosstalk or interference between two detector loops mounted within close proximity. Detectors generating an identical frequency shall be unacceptable.
15. Loop wire shall be either #16 AWG THHN or TFFN stranded wire.

P. Barrier Gates

1. The Contractor shall provide fourteen (14) Barrier Gates.
 - a. Central Park – 6
 - b. Student Housing – 2
 - c. Park Place – 4
 - d. Caras – 2
2. All barrier gates referenced in these Functional Specifications shall contain the following:
 - a. Direct drive mechanism
 - b. Aluminum gate with padded arm
 - c. Electronically controlled rebound feature
 - d. Non-resettable, mechanical gate action counter mounted in the barrier gate housing
 - e. Gate arm length of ten feet – The remaining gap shall not exceed 18"
 - f. Single piece gate arm or articulated as

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required by height limitations

3. Barrier gates shall have enough power/resistance to ensure they cannot manually be forced open.
 4. Barrier gates installed at the entry lanes shall remain in the closed position in an event there is a power failure and the UPS is no longer able to provide sufficient power to operate the lane.
 5. Barrier gates installed at the exit lanes shall fail to the open position in an event there is a power failure and the UPS is no longer able to provide sufficient power to operate the lane.
 6. As part of their Proposal, the Contractor shall submit shop drawings of all proposed barrier gates.
- Q. Lane Open/Closed Signs
1. The Contractor shall provide fourteen (14) Lane Open/Closed Signs.
 - a. Central Park – 6
 - b. Student Housing – 2
 - c. Park Place – 4
 - d. Caras – 2
 2. Lane Open/Closed Signs shall be LED type with the word “OPEN” in green letters and the word “CLOSED” in red letters. Details for additional text or graphics shall be discussed with and approved by MPC. Lane Open/Closed Sign shall be easily readable in all ambient lighting conditions from a distance of 200 feet and a minimum viewing angle of 120 degrees.
 3. The message displayed by the Lane Open/Closed Sign shall be controlled automatically by the entry/express exit station. When the entry station is in operation, the Lane Open/Closed Sign shall automatically be set to “OPEN”. When the entry/express exit station is out of operation the Lane Open/Closed Sign shall be automatically set to “CLOSED”. When the entry/express exit station is set

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into a maintenance mode, the Lane Open/Closed Sign shall automatically be set to "CLOSED".

4. For public entry lanes, the Lane Open/Closed Signs shall be Daktronics Series DF-1052, DF-2052 or equal. Proper sign matrix size shall be proposed by the Contractor to fit within the geometric circumstances of each location. Minimum character height shall be 5".
 5. As part of their Proposal, the Contractor shall submit shop drawings of the proposed Lane Open/Closed Signs.
- R. Uninterruptible Power Supplies
1. Conditioned/emergency power through the TCP/IP-enabled UPS units shall be provided for the following components and facilities to protect components from loss of power, power spikes, and power sags:
 - a. Public entry lanes
 - b. Public cashiered exit lanes
 - c. Public express exit lanes
 2. UPS battery back-up for all lanes shall be sized to last thirty (30) minutes.
 3. An on-line, solid state UPS shall provide both backup power and transient surge protection as defined as necessary by the CBEMA. The Contractor is alerted to the fact that there are a number of power distribution panels providing electrical service MPC wide. The Contractor shall be responsible for providing the UPS backup requirements for each of the locations where UPS backup is required, based upon the equipment that is actually being supplied by the Contractor. MPC shall review and approve the UPS units to be provided by the Contractor. The Contractor shall test all UPS system components during the LATs and Site Acceptance Tests for each parking lane/facility. The UPS shall be sized with 50% spare capacity. This shall facilitate 30% expanded load with an 80% continuous load factor.

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4. A single UPS unit, appropriately sized, shall support all devices at an individual entry lane or exit lane with the exception of cashier booth HVAC units. UPS units that supply conditioned and back-up power to multiple components are required to minimize maintenance.
 5. All UPS units shall be SNMP compatible to allow automated notification when battery power is activated or the battery levels become critically low. On-line communication using an appropriate UPS monitoring software application shall be provided on one or more workstations with user selectable options to view the status of each individual installed UPS unit. At a minimum, the monitoring software shall display the operational status of each UPS unit (line/battery, online/offline) and generate alarms in the event the UPS unit's battery power is activated, becomes low or is completely exhausted.
 6. As part of their Proposal, the Contractor shall submit shop drawings of all proposed UPS devices and UPS monitoring software. Included in the UPS shop drawings shall be the manufacturer's recommended battery refresh cycle.
- S. Proximity Card Access System
1. The Contractor shall provide a turnkey proximity card access system that shall provide the following features and capabilities:
 - a. Contractor shall install proximity card readers to support the following cards:
 - (1) 125 KHz HID proximity cards
 - (2) 13.56 KHz proximity cards (Husky Cards)
 - b. MPC and MPC employees shall be able to utilize the system for ingress and egress to/from their dedicated parking facilities.
 - c. MPC and MPC staff and maintenance

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crewmembers shall be able to utilize the system for ingress and egress to/from authorized parking facilities as necessary.

- d. MPC shall issue and register proximity cards. MPC shall be able to create 1000 user groups or categories of proximity cards, at a minimum.
- e. Supervisors shall view and program proximity card privileges and access rules. The Proximity Card Access System shall provide for expiration of account/proximity card for unpaid fees; also, imposition of late fee at user-programmable intervals.
- f. The Contractor shall provide MPC with the appropriate tools to program and/or encode proximity cards from one or multiple workstations.
- g. All proximity cards shall have a mill thickness equal to that of a standard credit card.
- h. System shall have anti-passback capabilities that can be turned on or off at MPC's discretion.
- i. System shall incorporate compound anti-passback functionality to control nested areas within the parking facilities, i.e. the system shall enforce in-in-out-out card usage. Once inside a parking facility, the system shall establish a configurable amount of time in which the cardholder must enter the nested area. Should the configurable amount of time be exceeded before the patron enters the nested area, then MPC shall have the option to invoke one or any combination of the following:
 - (1) Deny access to the nest
 - (2) Allow access to the nested area, but generate an alarm for the event within the Parking Program

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- (3) Assess a violation to the patron's account
 - (4) Apply a time-dependent parking rate to the transaction (standard of special parking rate) that must be satisfied at a public exit lane before exit is permitted
 - (5) Apply a flat fee parking rate to the transaction that must be satisfied at a public exit lane before exit is permitted
-
- j. The system shall report the occupancy of proximity card patrons in each facility, in real-time.
 - k. All user group parameters and rules shall be accessible and changeable by MPC via a Graphical User Interface (GUI) accessible on any of the workstations provided with the system. Software code changes shall not be required to edit user group parameters and rules.
 - l. User groups and individuals within the user groups shall each be assigned access privileges based upon facility, date, day of week, time of day, or any combination thereof. For example, it shall be possible to set an employee's access privileges to allow access to the Employee Parking Lot valid only Monday – Friday from 8:00 AM – 5:00 PM. It shall also be possible to modify user groups or individual accounts to be exempt from anti-passback rules.
 - m. The system shall encode and control proximity cards that allow universal access to one, multiple, or all facilities depending on parameters that are input.
 - n. The proximity card management system shall provide full accounting functions including account generation, tracking, invoicing, and account payment collection.

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parking level or facility. The PSCS shall obtain count impulses from the detectors used by the parking facilities' entry and exit lanes or detection devices placed at ramp access locations between the parking structure levels.

3. The vehicle count inputs shall be transmitted to the Servers that shall process the data on a real-time basis. The processing shall consist of adding, subtracting, and comparing the respective vehicle counts against a predetermined number of parking spaces within each parking level of the parking structures or surface lots.
4. The PSCS shall provide the following:
 - a. Automatic and manual control of the status of the space count signage
 - b. Automatic update of the number of parking spaces available on dynamic signs every ten seconds; frequency of update up to 30 second intervals shall be configurable by MPC
 - c. Long term maximum and minimum counts for each parking level or facility
 - d. Hourly flow rates through entries and exits
 - e. Control of the level count dynamic signs on each parking level or facility (facilities shall be considered "FULL" when the number of available parking spaces is less than a predetermined number that is adjustable by MPC). MPC shall manually modify the messages being displayed by overriding the displayed number of available parking spaces. This override shall not affect the system's actual count of the number of vehicles on the level.)
 - f. Receipt of input signals from the entry and exit lanes for valid entries and exits;
 - g. Control of the Dynamic Signage that supports the PSCS;
 - h. The Contractor shall design, furnish and install any additional infrastructure that the PSCS requires.

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- i. All mounting hardware for Dynamic Signage and Vehicle Detection Devices that are part of the PSCS including any overhead mounting structures required on the ramps ascending to and descending from the roof levels of the parking structures shall be provided by the Contractor.
 - j. Integration with MPC's website to upload parking availability in real-time for public viewing.
- 5. The PSCS shall be fully automated with no MPC intervention required under normal operating circumstances. While in operation, there shall be allowances for manual adjustments and override of the PSCS via the workstations, including but not limited to:
 - a. establishing the initial number of parking spaces within each parking facility;
 - b. setting parking space variance values;
 - c. manual control of all parking space count dynamic signs; and
 - d. adjustment of the number of spaces available within each parking facility.
- 6. Workstation Functions
 - a. All data required to monitor, and adjust the PSCS shall be available on system workstations. The PSCS workstation functionality shall be made available on all authorized workstations. The screen formats shall be designed for the MPC's parking configurations (layout). All screen formats for the PSCS purposes shall reflect the physical layout of the MPC's parking facilities for ease of associating the displayed data with physical conditions. The Contractor shall submit proposed screen layouts for the PSCS for approval 30 calendar days prior to system implementation. Any change in the configuration screen formats shall be subject to

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the submittal approval process.

- b. Workstation application shall include the following:
 - (1) GUI, real-time graphical displays of the parking structures (by level and facility) and the surface lots with both the number of available parking spaces and spaces occupied (immediate user identification of count status). Red = Full; Yellow = Approaching Capacity; and Green = Spaces Available;
 - (2) Alarms to Parking Management to notify when a facility is “FULL”;
 - (3) Alarms to Parking Management for component failures;
 - (4) User access levels with password restrictions, rights, and privileges;
 - (5) Operating status of all dynamic signage, including message currently being displayed;
 - (6) Display of summary statistics of parking space availability by specified date/time period.

- c. MPC shall determine the initial number of vehicles that a parking facility will accommodate. It shall be possible for MPC to adjust the total parking spaces for each parking facility as a whole.

- d. In the event vehicles continue to enter a parking facility or surface parking lot after the “FULL” sign is activated, a warning indicator on a workstation’s display shall be activated. This indication shall cause the PSCS to record negative parking spaces occupied should the facility’s capacity be exceeded. As vehicles exit a parking facility or surface parking lot, the negative spaces occupied shall decrease until the spaces occupied is less than the designated full number.

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- e. It shall be possible to inventory a parking facility or surface lot and provide an exact count of the vehicles in a parking facility or surface lot. Provisions shall be included to manually adjust count information into the PSCS.
7. PSCS Design Requirements
- a. The PSCS shall be designed and manufactured to accommodate all parking spaces within all parking garages and surface lots that are part of this project regardless of how those spaces are assigned. The central controller shall have sufficient input-output ports and interfaces to receive the inputs, communicate with, and control all detectors, status signs and other devices for all parking facilities. The system shall incorporate capacity for space control and detection of a 150% expansion of the number of parking spaces and ingress/egress points.
8. Operational Procedures
- a. "Vehicle Count" shall be the number of vehicles located within a parking structure. "Spaces Available" is defined as the unoccupied spaces on any given facility resulting from the number of vehicle counts affecting the space availability of any facility, or surface lot.
 - b. For all parking garages, the facility count shall be maintained independently in the PSCS. The facility count shall only be affected by entries and exits into and out of the parking structure.
 - c. For each parking facility, the system shall receive input from the system at each entry lane. As a vehicle enters a parking facility, a valid entry event shall cause a signal to be

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dispatched to the PSCS software. The PSCS shall record the event and decrement by a count of one, the number of available parking spaces and increment by a count of one, the vehicle count for the respective facility. At an exit lane, a valid exit event shall cause the number of available spaces within the parking facility to increment by one, and the vehicle count for the facility to decrement by one.

9. Parking Space Count System Hardware
 - a. In-pavement loop detectors are only to be used in entry and exit lanes. Surface mounted loop detectors that are applied to the slabs with an adhesive strip shall be unacceptable.
 - b. All PSCS dynamic signs shall be LED type. The sign types include:
 - (1) Facility Open/Full Sign – dynamic signs at entry plazas that depict the status for each facility by displaying the number of parking spaces available within the parking facility as “NNNN” in green or “FULL” in red.
 - c. Contractor shall provide five (5) Dynamic Signs installed on the face of the garage at each entry location, as follows:
 - (1) Central Park – 2
 - (2) Park Place – 2
 - (3) Student Housing – 2
 - d. The PSCS software shall control the message that is displayed on all signs.
 - e. The PSCS shall allow MPC to override the status displayed and to change the predetermined occupancy number that triggers a change from one sign display to another displayed status.

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- f. As part of their Proposal, the Contractor shall submit shop drawings of all proposed PSCS Dynamic Signage.

U. Intercom System

- 1. The Contractor shall provide a turn-key intercom system that consists of two host intercom stations and an integrated microphone and speaker in each Entry Station, Express Exit Station, and Proximity Card Reader Pedestal.
- 2. The intercom shall be a push-button intercom such that in the event a patron needs assistance while stopped in a lane, the button can be pushed and a connection established between the field location and the host intercom station.
- 3. In the event that the arming loops are triggered for a configurable amount of time with no transaction being initiated, the intercom station in the lane shall automatically call the Parking Administration Building.
- 4. The intercom system shall utilize VOIP or a typical copper phone line.
- 5. The intercom communications shall be directed to the MPC parking management offices with roll over capabilities to a second base station as designated by MPC.
- 6. Once activated, two-way communication shall be possible and the intercom line remains open until the parking staff member terminates the call.
- 7. It shall be possible that if one intercom is open, and a second call comes in, the attendant shall be able to place the first call on hold and answer the second call.
- 8. As part of their Proposal, the Contractor shall submit shop drawings of the intercom base station and push button intercom terminals.

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2.05 PATRON PROCESSING PROCEDURES FOR LOCATIONS WITH PARCS EQUIPMENT

A. Public Entry Procedures

I. The following shall take place for all entry events:

- a. When the entry lane arming loops are not activated, the screen shall display the MPC logo, date, and time.
- b. When the vehicle activates the arming loops, the message on the Entry Station's display shall read, and an audible voice shall sound, "Press Button for Ticket".
- c. Upon clearing the barrier gate's closing detector, the barrier gate arm shall lower to the closed position and reset the lane for a subsequent transaction.
- d. The barrier gate's mechanical counter shall increment by a count of one.
- e. The entry event shall be validated and the associated data with the entry event shall be stored.
- f. The Parking Space Count System shall decrement the number of available spaces by a count of one from the appropriate facility.

II. Transaction specific procedures are required in addition to those listed above. The transaction specific entry procedures and procedures for abnormal events are detailed below.

III. Normal Entry with Ticket

- a. When a patron presses the ticket issue button, no other entry method is allowed at that point and the Entry Station shall issue a uniquely numbered parking ticket while an audible signal shall sound. The Entry Station shall dispense a magnetically encoded or bar code imprinted parking ticket and print on the ticket the year, month, date, entry time (hour/minute/second), facility code, lane number, entry sequence number, unique transaction number, and unique machine number. Abbreviations are acceptable; time stamps shall be in 24-hour, military

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time.

- b. When the printed/encoded ticket is extracted from the Entry Station, the audible signal shall cease and the display shall read and an audible voice shall sound "Welcome to MPC ". The barrier gate shall rise to the open position, allowing the vehicle to enter the parking facility.

IV. Back out at Entry

- a. If a patron pushes the ticket issue button and backs out of the lane without retrieving the ticket the barrier gate shall remain closed and the ticket shall be retracted and retained in the Entry Station. The ticket shall be invalidated by the entry station and within the system to prevent future use. The back out entry event shall be stored in the system and the lane shall reset for a subsequent transaction.

V. Stolen Ticket at Entry

- a. If a patron pushes the ticket issue button, retrieves the ticket, and then backs out of the lane the barrier gate shall automatically return to the closed position (no timed delay to lower the barrier gate arm to the closed position shall be acceptable), the ticket shall be invalidated within the system, and an alarm shall be generated. The stolen ticket entry event shall be stored in the system. The ticket shall be electronically invalidated and shall not be allowed to be processed at any exit.

B. Express Exit Lane Procedures

- 1. The following shall take place for all normal exit transactions at an Express Exit Lane:
 - a. As the vehicle approaches the Express Exit Lane, the patron shall see the dynamic signage with the appropriate message and/or graphics displayed. Exact messages to be displayed shall be determined

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- by MPC during installation.
 - b. When the Express Exit Lane arming loops are not activated, the patron's display screen in the Express Exit Station shall display the MPC's logo, date, and time.
 - c. After activating the arming loops, the display reads, and an audible voice sounds, "Insert Ticket".
 - d. After the appropriate entry credential is presented, the display reads, and an audible voice sounds, "Insert or Present Credit Card for Payment". Once the parking fee is calculated, the parking fee shall be displayed on the Patron's Display.
 - e. The patron inserts or presents a credit card.
 - f. During credit card authorization, the display shows the message "Processing, Please Wait".
 - g. Once payment is obtained the card, if inserted, is returned through the ticket slot and the display reads, and an audible voice sounds, "Please Take Credit Card".
 - h. Card is removed, the station gives the option to print the patron receipt, if selected the display reads, and an audible voice sounds, "Please Take Receipt", and the station produces an audible "beep".
 - i. Receipt is taken, audible "beep" ceases, the display reads, and an audible voice sounds, "Thank you", and the barrier gate rises.
 - j. Vehicle crosses the closing loop, the barrier gate closes, and the lane resets for the next transaction.
 - k. The barrier gate's mechanical counter increments by a count of one.
 - l. The ticket is moved from active ticket inventory to inactive ticket inventory, and the PSCS increases the number of available spaces by a count of one for the appropriate facility.
2. Transaction specific procedures are required in addition to or in place of those listed above. The transaction specific exit procedures and procedures for abnormal or unique events are detailed below.
3. Express Exit - Invalid Credit Card Presented for Payment
- a. After fee is displayed, an invalid credit card is inserted

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- or presented and the display shows the message “Processing, Please Wait”.
 - b. Once authorization is declined, the credit card, if inserted, is returned through the ticket slot and the display reads, and an audible voice sounds, “Your Card Was Not Accepted, Please Try a Different Credit Card or Press the Intercom for Assistance”.
 - c. After the invalid credit card is removed, if inserted, the ticket remains in the Express Exit Station and the display alternates between displaying the fee and the message “Insert or Present Credit Card”
 - d. Once the patron presents a valid credit card for payment, the transaction continues as a normal exit transaction.
 - e. If the patron does not have a valid credit card, they must push the intercom for assistance.
- 4. Express Exit - Exit Within Grace
 - a. Patron inserts their parking ticket and a zero dollar fee is displayed and the barrier gate rises. The display reads, and an audible voice sounds, “Thank you”.
 - b. Once the gate rises, the transaction continues as a normal exit transaction.
- 5. Express Exit - Lost Ticket Transaction
 - a. The patron pushes the intercom button and is connected to a supervisor. After the patron informs the supervisor that they have lost their ticket, the supervisor selects “lost ticket” which automatically transmits the entry information to the Express Exit Station.
 - b. The correct fee is calculated and displayed.
 - c. The display reads, and an audible voice sounds, “Insert or Present Credit Card for Payment”.
 - d. After payment is received, the Express Exit Station generates an exception ticket for a lost ticket and retains the exception ticket.
 - e. The station prints a receipt, if selected, and the transaction continues as a normal exit transaction.
- 6. Express Exit - Unreadable Ticket Transaction

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- a. Ticket is inserted into the ticket slot. The ticket cannot be read by the Express Exit Station and is returned through the ticket slot. The display reads, and an audible voice sounds, "Ticket Unreadable, Press Intercom Button for Assistance".
 - b. The patron pushes the intercom button and is connected to a supervisor. After the patron informs the supervisor that their ticket is unreadable, the supervisor selects "unreadable ticket" which automatically transmits the entry information to the Express Exit Station. The correct fee is calculated and displayed. The display reads, and an audible voice sounds, "Insert or Present Credit Card for Payment".
 - c. After payment is received, the Express Exit Station generates an exception ticket for an unreadable ticket and retains the exception ticket.
 - d. The station prints a receipt, if selected, and the transaction continues as a normal exit transaction.
7. Express Exit - Attempt to Exit with Stolen Ticket
- a. Stolen Ticket is inserted into the ticket slot, the ticket is identified as a Stolen Ticket, appropriate alarm generated by the system, and the message "Ticket Invalid, Press Intercom Button for Assistance" is displayed.
 - b. The patron presses the intercom button and the supervisor verifies (via the stolen ticket alarm) that the transaction is a stolen ticket.
 - c. From the workstation, the supervisor selects "lost ticket" which provides a screen for the supervisor to enter the appropriate entry transaction information and transmits the entry information to the Express Exit Station. The correct fee is calculated and displayed and the Stolen Ticket is retained by the Express Exit Station.
 - d. After fee is displayed, the transaction continues as a normal transaction.
8. Express Exit - Exit with Validation

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- a. After fee is displayed, a validation ticket is inserted into the ticket slot or the patron's re-encoded parking ticket is inserted into the ticket slot and the discount is applied to the parking fee due based on type of validation (either dollar value or time value).
 - b. The display updates to show the reduced fee due.
 - c. If the entire fee due is validated, then the barrier gate rises and the transaction continues as a normal exit transaction.
 - d. If the validation does not satisfy the entire parking fee, the patron must present a credit card to complete payment and the transaction continues as a normal exit transaction.
- B. Cashiered Exit Lane Procedures
1. The cashier drawer shall only open for those transactions that require cashier intervention (i.e. cash transactions, check transactions, etc.). For those transactions that do not require cashier intervention (i.e. credit card transaction, grace ticket, full validation transaction, etc.) the cashier drawer shall remain closed.
 2. Normal transactions at a Cashiered Exit with a cashier present shall follow the procedures described below.
 - a. As the vehicle approaches the Cashiered Exit Lane, the patron shall see the dynamic signage with the appropriate message and/or graphics displayed. Exact messages to be displayed shall be determined by MPC during installation.
 - b. When the arming loops are not activated, the screen shall display the MPC logo, date, and time.
 - c. After activating the arming loops, the display alternates between "Insert Ticket".
 - d. When the appropriate entry credential is presented, the patron fee display and cashier terminal displays the fee due.
 - e. After the parking fee is satisfied the receipt is printed through the cashier terminal receipt printer, if requested, patron receives their receipt, and the barrier gate rises.

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- f. When the vehicle crosses the closing loop, the barrier gate closes and the station resets for the next transaction.
 - g. The barrier gate's mechanical counter increments by a count of one.
 - h. The ticket is moved from active ticket inventory to inactive ticket inventory, and the PSCS increases the number of available spaces by a count of one for the appropriate facility.
3. Transaction specific procedures are required in addition to or in place of those listed above. The transaction specific exit procedures are detailed below.
4. Cashiered Exit with a Ticket – Credit Card Payment
 - a. The patron presents their parking ticket to the cashier who inserts the patron's parking ticket into the in-booth ticket reader/validator.
 - b. The patron informs the cashier that their payment will be via credit card. Once the parking fee has been calculated and displayed on the patron fee display, the patron shall present their credit card to the cashier who shall insert the credit card into the ticket reader/validator.
 - c. Once authorization is obtained the card, if inserted, is returned through the ticket slot.
 - d. After the card is removed, the cashier terminal receipt printer prints the patron receipt, if requested.
 - e. The cashier gives the patron the receipt, and presses the button confirming that the patron has received their receipt.
 - f. After the cashier presses the button confirming that the patron has received their receipt, the barrier gate rises and the transaction continues as a normal exit transaction.
5. Cashiered Exit with a Ticket – Cash
After the parking fee is displayed, the following procedures apply:
 - a. For cash transactions, the cashier presses the Cash button on the cashier terminal and inputs the amount

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- received from the patron. The cash drawer opens and the change due to the patron is displayed on the patron fee display and the cashier terminal.
 - b. If selected, the receipt is printed on the cashier terminal and the cashier gives the receipt to the patron and closes the cash drawer.
 - c. After the cash drawer is closed, the barrier gate rises and the transaction continues as a normal exit transaction.

- 6. Exit with a Credit Card
 - a. After approaching the cashier operating window, the patron presents their credit card. The cashier inserts the parking ticket into the in-booth ticket reader/validator. The correct fee is displayed on the patron fee display and the cashier terminal.
 - b. Once authorization is obtained the card, if inserted, is returned through the ticket slot to the cashier. A message is displayed on the cashier terminal to inform the cashier that the payment was successfully processed.
 - c. After the card is removed, the cashier terminal receipt printer prints the patron receipt and a button appears on the cashier terminal to confirm that the patron has received their receipt.
 - d. The cashier gives the patron the receipt, and presses the button confirming that the patron has received their receipt.
 - e. After the cashier presses the button confirming that the patron has received their receipt, the barrier gate rises and the transaction continues as a normal exit transaction.

- 7. Invalid Credit Card Presented for Payment
 - a. After the parking fee is displayed, an invalid credit card is inserted or presented by the cashier and the display shows the fee due and the message "Processing, Please Wait".
 - b. Once authorization is declined, the credit card, if inserted, is returned through the ticket slot to the cashier and the message "Card Not Accepted, Please

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- Try a Different Credit Card” is displayed along with the fee due. The cashier informs the patron that their credit card is invalid and requests a different credit card.
- c. Once the patron presents a valid credit card for payment to the cashier, the transaction continues as a normal exit transaction.
8. Exit Within Grace
- a. The ticket used at entry is presented and a zero dollar fee is displayed on the patron fee display and the cashier terminal.
 - b. A message is displayed on the cashier terminal to inform the cashier that the ticket is a grace ticket and a button appears to confirm the transaction.
 - c. After the cashier presses the button confirming the transaction, the barrier gate rises and the transaction continues as a normal exit transaction.
9. Lost Ticket Transaction
- a. The patron informs the cashier that they have lost their ticket and the cashier presses a lost ticket button on the cashier terminal. Cashier asks for entry transaction information and manually inserts that data into the cashier terminal. The correct fee is calculated and displayed on the patron fee display and Cashier Terminal and the transaction continues as a normal exit transaction.
 - b. An exception ticket is generated for the lost ticket and retained for audit purposes.
10. Unreadable Ticket Transaction
- a. Ticket is inserted into the ticket reader/validator by the cashier, the ticket cannot be read and is returned through the ticket slot. The message “Ticket Unreadable” is displayed on the cashier terminal.
 - b. Cashier presses an unreadable ticket button on the cashier terminal. The cashier is prompted to manually enter the unique identification number from the entry ticket.

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- c. After the entry information is manually entered the correct fee is calculated and displayed on the patron fee display and Cashier Terminal and the transaction continues as a normal exit transaction.
 - d. An exception ticket is generated for the unreadable ticket and retained along with the original unreadable ticket for audit purposes.
11. Exit with a Discounted Fee
- a. After fee is displayed, the cashier presses the appropriate discount key on the touch screen. The discount is applied to the parking fee due based on type of discount.
 - b. The display updates to show the reduced fee due.
 - c. If the entire fee due is discounted, then the barrier gate rises and the transaction continues as a normal transaction.
 - d. If the discount does not satisfy the entire parking fee, the patron must present an acceptable form of payment and the transaction continues as a normal transaction.
12. Attempt to Exit with Stolen Ticket
- a. Stolen Ticket is inserted into the ticket reader/validator slot by the cashier, the ticket is identified as a stolen ticket, appropriate alarm is generated by the system, and the message "Invalid Ticket" is displayed on the cashier terminal.
 - b. Cashier presses an invalid ticket button on the cashier terminal. A supervisor verifies (via the stolen ticket alarm) that the transaction is a stolen ticket.
 - c. From the workstation, the supervisor selects "lost ticket" which automatically transmits the entry information to the Cashier Station. The correct fee is calculated and displayed.
 - d. An exception ticket is generated and is retained along with the stolen ticket for audit purposes.
 - e. After payment is received the transaction continues as a normal exit transaction.
13. Exit with a Validation

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- a. After fee is displayed, a validation is inserted into the ticket reader/validator slot by the cashier and the discount is applied to the parking fee due based on type of validation, either dollar value or time value.
- b. The display updates to show the reduced fee due.
- c. If the entire fee due is validated, then the barrier gate rises and the transaction continues as a normal transaction.
- d. If the validation does not satisfy the entire parking fee, the patron must present an acceptable form of payment to the cashier and the transaction continues as a normal exit transaction.

C. Proximity Card Procedures

1. Proximity Card Entry: Public Entry Lane

- a. When the vehicle activates the arming loops, the message on the Entry Station's color display shall read and an audible voice shall sound "Please Press button for Ticket or Present Card"
- b. When an authorized proximity card is presented, the proximity card reader shall emit an audible "beep" to confirm that the card is read and a green light shall blink on and then off. No other entry method is allowed at that point, and the Entry Station shall read the card and verify that the card is valid.
- c. Once the vehicle pulls forward, the entry barrier gate's closing detector device shall then detect the presence of the vehicle. Upon clearing the barrier gate's closing detector, the barrier gate arm shall lower to the closed position and reset the lane for a subsequent transaction.
- d. The barrier gate's mechanical counter shall increment by a count of one.
- e. The entry event shall be validated and the associated data with the entry event shall be stored.
- f. The Parking Space Count System shall decrement the number of available spaces by a count of one from the appropriate facility and/or level when a valid entry event has occurred.

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2. Invalid Proximity Card Entry: Public Entry Lane
 - a. When the vehicle activates the arming loops, the message on the Entry Station's color display shall read and an audible voice shall sound "Please Press button for Ticket or Present Card"
 - b. When an invalid proximity card is presented, the proximity card reader shall emit an audible "beep" to confirm that the card is read and a red light shall blink on and then off. The display screen shall display the message "Card Invalid. Please press button for ticket or press intercom for assistance."
 - c. If the ticket button is pressed the transaction continues as a normal ticketed entry transaction.

3. Proximity Card Passback Violation: Public or Proximity only Entry Lane
 - a. If an attempt is made to enter a facility with a proximity card that is already present in that facility or any other facility the following shall occur:
 - (1) System shall detect the passback attempt,
 - (2) Passback attempt shall be logged in the event log,
 - (3) Appropriate alarms (if enabled by MPC) shall be sent to workstations,
 - (4) Barrier gate shall remain closed, and
 - (5) Display shall read and an audible voice shall sound "Card Already Present in Facility"
 - (6) Passback attempt may only be overridden by a supervisor

4. Proximity Card Exit: Public Exit Lane
 - a. The cardholder's vehicle shall first cross over the arming loop. When the vehicle activates the arming loops, the message on the PID's display alternates between the two messages "Please Insert Ticket" and "Or Insert/Present Card"
 - b. After the proximity card is verified, the barrier gate shall rise to the open position, allowing the vehicle to exit the parking facility.

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- c. Once the vehicle pulls forward, the exit barrier gate's closing detector device shall then detect the presence of the vehicle. Upon clearing the barrier gate's closing detector, the barrier gate arm shall lower to the closed position and reset the lane for a subsequent transaction.
 - d. The barrier gate's mechanical counter shall increment by a count of one.
 - e. The exit event shall be validated and the associated data with the exit event shall be stored.
 - f. The Parking Space Count System shall increase the number of available spaces by a count of one for the appropriate facility and/or level when a valid exit event has occurred.

- 5. Proximity Card Passback Violation: Public and Proximity Card Exit Lane
 - a. If an attempt is made to exit a facility with a proximity card that is not present in that facility the following shall occur:
 - (1) System shall detect the passback attempt,
 - (2) Passback attempt shall be logged in the event log,
 - (3) Appropriate alarms (if enabled by MPC) shall be sent to workstations,
 - (4) Barrier gate shall remain closed, and
 - (5) Display shall read and an audible voice shall sound "Card Not Present in Facility"
 - (6) Passback attempt may only be overridden by a supervisor

- D. Mobile MLPR System
 - 1. Contractor shall provide three (3) vehicles equipped with MLPR CCTV cameras and associated computers to record license plate data of vehicles parked within the City's parking areas. The vehicles shall capture license plate data on a daily basis and require no more than three (3) hours to capture all vehicles parked within the City's parking areas. The MPC may elect to retrofit existing vehicles.

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2. The Mobile LPR System shall incorporate the following features:
 - a. Track LPR Capture Rates
 - b. Track the number of Manual Corrections
 - c. Electronic “chalk” each vehicle to capture when a vehicle moves out of a parking space and determine how long the vehicle has parked within that parking space.
 - d. Integration with the State of Montana “Stolen Vehicle Database”.
 - e. Integration with the State of Montana “Wanted Person’s Database”.
 - f. Access to the database by the City of Missoula Police Department to conduct inquiries and searches.
 - g. Run analytics in “real-time” for the following:
 - i. Turnover rate
 - ii. No. of boots
 - iii. Behavior analytics:
 1. Employees
 2. Students
 3. Vehicles parked multiple times within the same parking space or block face.
 - h. Future integration with parking meters
 - i. Future integration with mobile payment providers
 - j. Hold potential citations for up to one hour
 - k. Issuance of citations, both in paper form and electronic
 - l. Feed information from the database to citation handheld computers
 - m. Issuance of alerts for violations
 - n. Calculation of occupancy data
 - o. Track which Parking Enforcement Officer issues citations

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- p. Track payments, appeals, error rates, who received citations, etc.
- 3. The Mobile MLPR system shall use route-specific software for the inventory taking process, meaning that the inventory takers shall follow a pre-defined route when circulating through the areas to obtain the inventories. However, because the availability of parking spaces and possible reconfiguration of the parking layouts, the Contractor shall provide a GUI capability to alter the pre-defined route in order to reflect changed parking configurations. Contractor shall develop the most efficient routing through the City's parking areas to minimize the amount of time required to capture the LPI data.
- 4. Vehicles shall be equipped with multiple cameras in order to capture license plate data from vehicles parked on either side of a bi-directional or uni-directional drive. Multiple passes down a single drive shall not be acceptable.
- 5. Each Mobile MLPR vehicle shall acquire an image of a vehicle's entire license plate at a ninety-nine percent (95%) rate for all non-exception vehicles as defined within this section.
- 6. The Mobile MLPR system shall allow the driver to correct miss-read license plates at the time of taking inventory. Alternatively, corrections can be performed once the inventory has been uploaded to the server. MPC staff will upload the LPI data and make changes subsequent to the upload.
- 7. Each Mobile MLPR vehicle shall achieve an N Factor rating of ninety (95%) meaning specifically that the MLPR Subsystem shall read all license plate characters, exclusive of stacked characters, correctly ninety-five percent (95%) of the time for all non-exception vehicles as defined within this section. Missing, misread, or additional characters as determined by the MLPR Subsystem shall be counted against the read accuracy. (i.e. if a license plate contains six standard characters "ABC123", then N=6. Therefore, in order for the system to achieve an N read, the system must return the LPN "ABC123" exactly.) Additional characters added before or after the license plate characters shall count against the read rate. (i.e., "1ABC123" would not constitute an N read.)

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8. Exception vehicles shall not count against the accuracy of the MLPR Subsystem. For the purposes of the MLPR performance requirements an exception vehicle is defined as:
 - a. Any vehicle whose license plate is obstructed, obscured, or encroached upon by a foreign object (having a foreign object within .375 inches ($\frac{3}{8}$ ") of any LPN character).
 - b. Oversized vehicles that have a total distance between the center of the drivers' side window and the end of the rear bumper greater than 12 feet.
 - c. Vehicles that contain excessive graphics and advertising such that it is impossible for the MLPR system to determine which graphics belong to the license plate and which graphics do not.
 - d. Vehicles with no license plate
 - e. Vehicles with temporary cardboard (non-reflective) "Dealer Plates."
 - f. Motorcycles
 - g. Non-reflective license plates
 9. Ambient lighting conditions shall have no effect on the accuracy of the MLPR system regardless of the time of the day and night. The Contractor shall provide any necessary shading or lighting elements required to mitigate the effect of the ambient lighting conditions on the MLPR system performance.
 10. Accuracy of the MLPR System shall be calculated as follows:
$$\frac{\text{No. of vehicles detected}}{\text{Actual No. of Vehicles}} \times 100 = \% \text{ of Vehicle Detection Rate}$$
$$\frac{\text{No. of Plates read}}{\text{No. readable plates}} \times 100 = \% \text{ of Plate Read Accuracy}$$
 11. The MLPR subsystem shall read all plates that are present in the City of Missoula, MT area.
- E. The Contractor shall provide a means, subject to approval by the MPC, to remotely score the Mobile MLPR system to ensure it meets the Functional requirements. The Contractor shall transfer

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images from each vehicle to a storage format such as CD-ROM, DVD, or uploaded to an FTP site that can then be viewed and scored on a standalone PC by MPC personnel. MPC shall be able to select any images stored on the MLPR database for scoring purposes. The Contractor shall provide all software needed to test the MLPR Subsystem's performance. The software shall be downloadable to a standalone PC used for testing. The MPC shall select the frequency to conduct audits, but audits shall be conducted no less than on a monthly basis.

- F. The system shall perform the following calculations with accuracy as defined within this section:
 - I. Transaction counts
 - II. LPN Capture
 - III. Parking Space Location capture
 - IV. Reporting

- G. MLPR Subsystem performance
 - I. The MLPR Subsystem shall acquire an image of a vehicle's entire license plate at a 99 percent (99%) rate for all non-exception vehicles as defined within this section. The intent of the 99% capture rate is to have a visual record of 99% of all non-exception license plates entering the facility.

 - II. The MLPR Subsystem shall achieve an N Factor rating of 90% meaning specifically that the MLPR Subsystem shall read all license plate characters, exclusive of stacked characters, correctly 90 percent (90%) of the time for all non-exception vehicles as defined within this section. Missing, misread, or additional characters as determined by the MLPR Subsystem shall be counted against the read accuracy. (i.e. if a license plate contains six standard characters "ABC123", then N=6. Therefore, in order for the system to achieve an N read, the system must return the LPN "ABC123" exactly.) Additional characters added before or after the license plate characters shall count against the read rate. (i.e., "1ABC123" would not constitute an N read.)

 - III. The MLPR Subsystem shall achieve an N-2 Factor rating of 98% meaning specifically that the MLPR Subsystem shall read all but two LPN characters, exclusive of stacked

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characters, correctly 98 percent (98%) of the time for all non-exception vehicles as defined within this section. Missing, misread, or additional characters as determined by the MLPR Subsystem shall be counted against the read accuracy. (i.e. if a license plate contains six standard characters "ABC123", then N=6). Therefore, in order for the system to achieve an N-2 read, the system must return the LPN "C123", "ABC1", "CCC123", "ABRR23", "1ABC1231", etc. Additional characters added before or after the license plate characters shall count against the read rate.

- IV. Exception vehicles shall not count against the accuracy of the MLPR Subsystem. For the purposes of the MLPR performance requirements an exception vehicle is defined as:
- a. Any vehicle whose license plate is obstructed, obscured, or encroached upon by a foreign object (having a foreign object within .375 inches ($\frac{3}{8}$ ") of any LPN character).
 - b. Oversized vehicles that have a total distance between the center of the drivers' side window and the end of the rear bumper greater than 14 feet.
 - c. Vehicles that contain excessive graphics and advertising such that it is impossible for the MLPR system to determine which graphics belong to the license plate and which graphics do not.
 - d. Vehicles with no license plate
 - e. Vehicles with temporary cardboard (non-reflective) "Dealer Plates."
 - f. Motorcycles
- V. Ambient lighting conditions shall have no effect on the accuracy of the MLPR system regardless of the time of the day and night. The Contractor shall provide any necessary shading or lighting elements required to mitigate the effect of the ambient lighting conditions on the MLPR system performance.
- VI. The Contractor shall provide a means, subject to approval by the City, to remotely score the MLPR Subsystem to ensure it meets the performance requirements. The Contractor shall assist the City in transferring images from each area to a

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storage format such as CD-ROM, DVD, or uploaded to an FTP site that can then be viewed and scored on a standalone PC by the City or Architect/Engineer. City shall be able to select any images stored on the MLPR database for scoring purposes. The Contractor shall provide all software needed to test the MLPR Subsystem's performance. The software shall be downloadable to a standalone PC used for testing.

PART 3 - EXECUTION

3.01 EXAMINATION

- A. **Site Verification of Conditions:** The Contractor shall verify all existing conditions in the field prior to implementation. In the event that conditions in the field are different from the existing conditions described and shown in the Contract, the Contractor shall notify MPC in writing of the exact differences, and shall inform MPC in writing of any implications the differences have on the project.

3.02 INSTALLATION

- A. During implementation and the warranty period, MPC shall attempt to make available to the Contractor an area to serve as an office/work area for the technicians that shall support the system. It is the responsibility of the on-site technicians to keep the office/work area clean and free of all hazards.
- B. During implementation and testing, on-line, real-time communication between the Parking Program servers and the Contractor's software support team for supporting and configuring the system is required. This communication shall be via a MPC-provided VPN connection and shall be required to go through the firewall to get onto MPC's network and thence to the Servers. Contractor shall go through MPC IT clearance process in order to gain VPN access.
- C. Any patches, upgrades, updates, or modifications to the software during the installation period shall require appropriate documentation and approval before the modification is made.
- D. **Equipment Installation**

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1. The Contractor shall verify that the installation location is prepared and ready to have the installation completed. The Contractor shall notify, in writing, MPC if the Contractor finds that the installation location is not prepared for installation due to unfinished work outside of the Contractor's scope of work. The written notification shall provide detail of the elements that are in need of modification in order to prepare the location for equipment installation.

E. Interface with Work Provided by Others or Existing Elements

1. Removal and proper Disposal of Existing Equipment: The Contractor shall be responsible for removal of all existing equipment with no interference to ongoing revenue activity that is replaced under this project. Contractor shall disassemble, uninstall and transport removed equipment to a MPC-designated location for storage and retention by MPC. The MPC may request the Contractor to remove and dispose of all equipment that is removed as a part of this contract. Contractor shall be responsible for repairing any damages that occur to existing components during the removal and transport processes. MPC shall specify a storage location, on MPC premises, for the removed equipment following Contract Award.

3.03 FIELD QUALITY CONTROL

A. Lane Acceptance Tests (LAT)

1. LATs shall be conducted by the Contractor as a demonstration to MPC or its representatives that the installed equipment complies with the Contract, the Contractor's shop drawings, and to other documentation, such as user manuals.
3. Upon successful completion of the Contractor's test, the Contractor, and MPC shall perform the LAT to verify performance. The LAT shall only be observed by MPC after a fully completed and signed test script verifying successful completion of the Contractor's internal testing is submitted. Signed internal test scripts shall be submitted at least one

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calendar day prior to the scheduled test with MPC.

4. LATs shall be conducted at the MPC for each lane and/or device. The Contractor shall not activate any lane or device for service until its LAT has been successfully completed, and MPC has notified the Contractor that it is ready to put the equipment in operation.
5. The Contractor shall provide test procedure documents for LATs in accordance to the submittal guidelines. LAT Test Procedures Documents shall be provided for each lane type or device type and test procedures shall include the following sections:
 - a. narrative describing the general procedures to be followed;
 - b. definition of all minor and major deviation types;
 - c. checklist of all items necessary to conduct the test (e.g. unpaid tickets, exceptions tickets, credit cards, transponders, equipment keys, etc.);
 - d. checklist for the components of each lane or device;
 - e. signature page for all LAT participants' signatures;
 - f. step by step instructions for testing each functionality;
 - g. tests for all patron processing procedures;
 - h. tests to ensure that the proper rate structures are being used;
 - i. tests for verifying the reporting requirements;
 - j. area within each test section to denote "pass" or "fail"; and
 - k. section for listing and describing test deviations.
6. The Contractor shall provide all ancillary items necessary to complete the LATs for testing purposes; supply credit cards of all types for testing; provide all ticket and ticketless media needed for each transaction type; and provide all keys to access equipment housings. In addition, the Contractor shall make available sufficient personnel to perform the LAT in an efficient and timely manner.
7. The LAT shall be considered successfully completed when all components have passed their respective test procedures and all test documents have been signed by MPC and Contractor. Minor deviations resulting in the creation of

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punch list items shall not be considered grounds for failure of the overall LAT. Major deviations found during the LAT shall result in the retest of the lane. The Contractor shall agree to credit MPC from its total contract value for any travel and/or labor costs incurred by MPC as a result of retesting a failed lane.

B. Site Acceptance Tests (SAT)

1. The Site Acceptance Tests shall test each parking facility's equipment installation as a system, e.g., all entry lanes, exit lanes, communication to the workstations, and Servers. The Site Acceptance Test is a pass/fail test that relies upon the operation and status of equipment and system reports of an individual facility. MPC and the Contractor shall collectively select an "initial start-up date" for each Site Acceptance Test. Site Acceptance Tests shall run for seven days beginning at the initial start-up date and continuing for seven consecutive 24-hour periods. Site Acceptance Tests shall be performed for each individual facility only after all LATs in a parking facility have been successfully completed.
2. During a Site Acceptance Test only routine maintenance procedures, as defined by the preventative maintenance manual and according to industry standards, shall be permitted. All other maintenance procedures shall be approved in writing by MPC before they are performed; otherwise, they shall constitute a failure of the Site Acceptance Test and a mandatory restart.
3. MPC reserves the right to be present for all maintenance services during the Site Acceptance Tests.
4. The Contractor shall submit a Site Acceptance Test Procedures Document in accordance with the submittal requirements. Site Acceptance Test procedures Documents are intended to outline procedures for monitoring the overall performance of the system and shall not include test procedures for individual lanes or components. The Site Acceptance Test Procedures Document shall include:
 - a. narrative describing the general procedures to be followed;

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- b. methodology for calculation of downtime for the various components; and
- 5. The performance criteria for successful completion of the Site Acceptance Test shall include:
 - a. All subsystems listed below shall be operationally available 100% of the time during the seven day test period:
 - (1) Application Server
 - (2) Data Server
 - (3) Credit card authorization system
 - (4) Data communication system
 - (5) Workstations
 - (6) Entry Lane
 - (7) Exit Lane
 - (8) Mobile LPR vehicle/system
 - (9) Handheld Citation computer
 - (10) Proximity Card Access System
 - (11) Intercom System
 - b. If any single component fails more than once during the seven day period, it shall be replaced upon the second failure with a newly manufactured component of the same type.
 - c. No component of a given type (e.g., cashier stations, exit stations, barrier gates, entry stations, etc.) shall fail more than two times during the seven day test period for the same reason. Upon the third failure all components of that type shall be replaced or modified to correct the common deficiency and the test restarted from the beginning.
- 6. In addition to the comprehensive reports generated during the Site Acceptance Tests, the Contractor shall provide to MPC a one page summary report that clearly provides the overall percentage of system downtime and causes of that down time during each test.
- 7. The Contractor shall provide to MPC a corrective action report that provides a detailed description of each failure that occurs during each Site Acceptance Test. The corrective

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action report shall include the type of failure, why the failure occurred, what was done to remedy the failure, and whether or not the failure resulted in a restart of the Site Acceptance Test.

8. All reports shall be 100% accurate and be reconcilable against each other for the seven day testing period otherwise the test shall be deemed a failure, problems shall be corrected, and the test shall be restarted from the beginning.

C. Operational Demonstration Test (ODT)

1. The ODT shall be comprised of all equipment, systems, and subsystems performing under actual conditions, e.g., patron use, normal activity recording, and reporting procedures. This ODT shall demonstrate, over a period of 30 consecutive calendar days, the successful performance of all aspects of the Parking Program system.
2. During the ODT only routine maintenance procedures, as defined by the preventative maintenance manual and according to industry standards, shall be permitted. All other maintenance procedures shall be approved in writing by MPC before they are performed; otherwise, they shall constitute a failure of the ODT and a mandatory restart.
3. MPC reserves the right to be present for all maintenance services during the ODT.
4. For purposes of the ODT, a subsystem is defined to be any one of the following:
 - a. Application Servers
 - b. Data Servers
 - c. Credit card authorization system
 - d. Data communication system
 - e. Workstations
 - f. Entry Lane
 - g. Exit Lane
 - h. Handheld Citation computer
 - i. Proximity Card Access System
 - j. Intercom System

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5. The ODT shall begin after all facilities have successfully completed their respective Site Acceptance Tests on a date mutually selected and agreed to in writing by MPC and the Contractor at a time designated by MPC. The ODT monitors system performance of the entire system operating as a single unit. The Contractor shall submit an ODT Test Procedures Document in accordance with the submittal requirements. ODT Test Procedures Documents are intended to outline procedures for monitoring the overall performance of the Parking Program and shall not include test procedures for individual lanes or components. The ODT Test Procedures Document shall include:
 - a. narrative describing the general procedures to be followed;
 - b. methodology for calculation of downtime for the various components; and
 - c. electronic tracking document to be used during the ODT period for documenting failures and downtime.

6. The ODT shall continue for 30 consecutive 24-hour periods during which all the performance criteria, stated below, shall have been met. If during the 30 day period the system fails to meet any one of the following specified performance criteria, the test shall begin anew on a day agreed upon by MPC and the Contractor. The Contractor shall agree to credit MPC from its total contract value for any travel and/or labor costs incurred by MPC as a result of retesting the system.

7. The performance criteria for successful completion of the ODT shall include:
 - a. No individual subsystem shall be operationally unavailable for four or more hours cumulative during the 30 day test period.
 - b. No individual subsystem shall be operationally unavailable for more than two consecutive hours.
 - c. If any single component fails more than once during the 30 day period for the same reason, it shall be replaced upon the second failure with a newly manufactured component of the same type and the

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- test shall continue.
- d. No component of a given type (e.g., cashier station, exit station, barrier gate, entry station, etc.) shall fail more than three times during the 30 day test period for the same reason. Upon the fourth failure all components of that type shall be replaced to correct the common deficiency, and the test shall be restarted from the beginning.
8. In addition to the comprehensive reports generated during the ODT, the Contractor shall provide to MPC a one page summary report that clearly provides the overall percentage of system downtime and causes of that down time.
9. The Contractor shall provide to MPC a corrective action report that provides a detailed description of each failure that occurs during the ODT. The corrective action report shall include the type of failure, why the failure occurred, what was done to remedy the failure, and whether or not the failure resulted in a restart of the ODT.
10. All reports shall be 100% accurate and can be reconciled against one another over the 30 day testing period, otherwise the test shall be deemed a failure, problems shall be corrected and the test restarted.
11. A subsystem shall be considered unavailable as long as any major component of the subsystem is not functioning. As an example, the major components of an entry lane include but are not limited to:
- a. Lane Open/Closed Signs
 - b. Vehicle detector devices
 - c. Intercom
 - d. Barrier gate
 - e. Entry Station
 - f. Proximity Card Reader
 - g. Handheld Citation computer
 - h. Data communication
 - i. Power supply
12. An inoperative subsystem shall not be deemed unavailable if it has become inoperative because of:

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- a. Outage of line power beyond required duration of UPS power backup;
 - b. Malicious damage or vandalism to a component(s) by employees, patrons or others;
 - c. Routine parking operational issues such as ticket jams;
 - d. Network connectivity issues beyond the Parking Program;
 - e. Failures due to MPC provided equipment issues and/or failures;
 - f. Failures caused by a 3rd party; or
 - g. Act of God.
13. Should a failure occur in the system that is caused by normal hardware failure, it shall be repaired and the test resumed with downtime accrued. Where the failure causes inadequate test data to be collected or a loss of test data, then the test shall be restarted from a point where it can be successfully completed with data to verify compliance with the Contract and the test procedures document.
14. If the system “crashes” during a test, then the test shall be stopped. “Crash” is defined as a failure in which the system cannot properly process revenue transactions. The Contractor shall analyze the cause of the system “crash,” document the cause in a system problem report, responsively repair the flaw, and document the repair in a corrective action report.
15. Where corrective action impacts delivered documentation, the documentation shall be corrected prior to final acceptance. Only after Contractor has repaired the flaw and MPC accepts corrective action and the flaw report can the test be restarted.
16. Upon formal written approval of the corrective action report by MPC, testing may continue if a problem has been encountered as long as the Contractor can clearly demonstrate that the failure is associated only with one function of the system, corrective action has been taken to remedy the failure, and the corrective action shall not impact other areas of the system.

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17. Where the system does not perform a function or incorrectly performs the function but the system does not crash, testing may continue, as long as the function is corrected and the following conditions are met:
 - a. the functionality of entry/exit lanes and parking time works properly according to the Contract,
 - b. the functionality of parking fee calculations and correct collection works according to the Contract;
 - c. no personnel, vehicle or driver safety issues exist;
 - d. transactional archiving operates in accordance with the Contract;
 - e. failure does not cause loss or contamination of transactional data; and
 - f. reports balance and are 100% accurate.

18. Where the above criteria are not met, the test shall be stopped and corrective action taken and verified prior to testing restart.

19. During the test, the continued availability of the system shall be demonstrated. Where a failure occurs that causes data loss, system instability (crash), and/or contamination of the transactional data and the database, the Contractor shall immediately correct the problem. Testing shall continue until a consecutive 30 day period of stable operation is achieved. Stability is defined as the proper functioning of the system with a failure having no impact on the continued system operation or on the integrity of transactional data.

D. Punch List

1. Starting with the first week after completing the LAT through final system acceptance, the Contractor shall submit a document on a weekly basis showing the status of all outstanding system issues, regardless of severity, including the plan for resolution and estimated completion date.

E. Final System Acceptance

1. Final System Acceptance will be submitted by MPC, in writing to the Contractor, upon successful

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completion of all LATs, all SITE ACCEPTANCE TESTs, the ODT, and upon verification by MPC of complete resolution of all outstanding items on the punch list.

3.04 INSTRUCTION AND TRAINING

- A. By means of instructional classes augmented by individual instruction as necessary, the Contractor shall fully instruct MPC's designated staff in the operation, adjustment, and maintenance of all products, equipment, and systems. Should implementation be completed in phases, instructing MPC personnel shall also be phased to correspond with deployment of the various components.

- B. Scheduling of instruction classes shall be coordinated by the Contractor and MPC personnel to avoid conflicts and peak-period personnel demands. The Contractor shall submit a proposed instruction schedule at a joint meeting conducted prior to equipment installation. MPC shall tentatively approve or suggest changes to the training schedule at that time. Forty five calendar days prior to each instruction session, the Contractor shall submit an outline of the instruction material and approximate duration of the session. Ample time shall be allotted within each session for the Contractor to fully describe and demonstrate all aspects of the Parking Program, and allow MPC personnel to have hands-on experience with the Parking Program.

- C. The training groups, the approximate number of staff to be instructed in each group, and the number of classes for each group are as follows:
 - 1. Cashiers
 - a. There will be approximately 11 cashiers who shall be trained in the general operation of the Parking Program and LPR equipment, with each cashier participating in two sessions. The first series of classes shall be conducted in the four weeks immediately before installation and activation of the new system and shall consist of general system introduction and basic

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- knowledge necessary to operate the system. The second session shall be conducted shortly after each cashier has had experience with the system and LPR Subsystem in an operational mode.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each block of instruction shall be provided at approximately three different time periods including all shifts (day, swing, and graveyard) with the same block of instruction in each to ensure all staff can participate without undue loss of staffing for normal operations.
 - c. Initially, all cashiers shall be instructed by the same personnel and with the same processes.
 - d. A cashier's instruction terminal shall be provided to MPC. This terminal shall be used during the instruction classes and left with MPC for the instructing of future cashier staff.
2. Supervisors:
- a. There will be approximately 2 supervisory personnel who shall be instructed in the operation of all components of the system, with each Supervisor participating in two sessions. The first series of classes shall be conducted in the four weeks immediately before installation and activation of the new equipment and shall consist of a detailed system introduction and detailed knowledge necessary to operate the systems. The second session shall be conducted shortly after each Supervisor has had experience with the new systems in an operational mode and shall include training on conducting minor repairs to field devices, up to but excluding board level repairs.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to

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- ensure all personnel can attend one of the classes without undue disruption of normal work schedules.
 - c. The instruction shall emphasize both hardware and software.
 - d. Initially, all supervisory personnel shall be instructed by the same personnel and processes.
- 3. System Administrators:
 - a. There will be approximately 3 system administrators who shall be instructed in system administration and software.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules.
- 4. Office Staff/Sales Consultants
 - a. There will be approximately 4 sales consultants and managers who shall be instructed in system operations, administration, and software features. Instruction of the office staff/accounting/audit personnel shall commence in the four weeks immediately before activation of the new system and all its elements.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules.
- 5. Office Staff/Enforcement Adjudicators

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- a. There will be approximately 4 accountants, auditors and managers who shall be instructed in system operations, administration, and software features. Instruction of the office staff/accounting/audit personnel shall commence in the four weeks immediately before activation of the new system and all its elements.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules.
6. Office staff/Accounting:
- a. There will be approximately 3 accountants, auditors and managers who shall be instructed in system operations, administration, and software features. Instruction of the office staff/accounting/audit personnel shall commence in the four weeks immediately before activation of the new system and all its elements.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules.
6. Mobile LPR staff
- a. There will be approximately 6 drivers who shall be instructed in system operations, software features, recording, capture of license plate data, issuance of citations, etc. Instruction of

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- the drivers shall commence in the four weeks immediately before activation of the new system and all its elements.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules
- 7. Asset Management Software
 - a. There will be approximately 5 staff members who shall be instructed in accessing and managing the asset management software application. Instruction of the office staff/accounting/audit personnel shall commence in the four weeks immediately before activation of the new system and all its elements.
 - b. The length of each instruction class shall be defined in the Contractor's curriculum as approved by MPC. Each instruction block shall be provided in a minimum of two classes, each covering the same material, and scheduled to ensure all personnel can attend one of the classes without undue disruption of normal work schedules
- D. All instruction courses shall consist of classroom instruction and actual hands-on" experience. Classes shall be set up in a room designated by MPC. The Contractor shall provide one instructor for the duration of each program. The instructor shall speak fluent English in a clear and precise manner. The Contractor shall submit resumes for each proposed instructor. MPC reserves the right to request replacement instructors.
- E. Class content shall be coordinated and developed with MPC so that procedures for all transaction types are included. The class material shall include schematics, as well as an

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overview and descriptions of the equipment. MPC reserves the right to videotape all training sessions for future instruction purposes or Contractor shall supply video demos if available.

- F. Contractor shall include "Training the Trainer" as part of the Training Plan. MPC trainers and supervisors shall be trained and participate in teaching the training classes. Contractor shall be responsible for training all MPC trainers and supervisors as part of "Training the Trainer." Contractor shall train up to five (5) MPC trainers and supervisors.
- G. MPC shall have authority to copy and distribute training materials at its discretion. MPC requires the written permission from the Contractor or any third party to reproduce, modify, and print all training material, including copyrighted material, ninety (90) calendar days prior to training.
- H. Contractor shall submit Two (2) printed sets of all training documents for MPC review.
- I. The Contractor shall provide all documentation required for instructing MPC personnel. Documentation shall be provided for each student in the form of workbooks, lecture notes/overheads, and manuals for student markup. The Contractor-supplied instruction documentation shall be sufficiently detailed so that the user can in most cases resolve issues. MPC retains the right to copy training materials as frequently as required for ongoing internal use only.
- J. An instructional notebook or user's manual shall accompany every instruction course. The Contractor shall submit a hardcopy of the user's manual per the submittal guidelines. The Contractor shall supply Ten (10) bound, hardcopies of each user manual type: cashier, supervisory, image reviewer, system administrator, technician, audit and accounting, etc. In addition, all manuals (instruction and maintenance) shall be submitted in electronic format (.PDF) on a CD-ROM, DVD, or thumb drive. Two copies of shall be supplied. The user's manuals shall be written in common English with appropriate photos, diagrams, and schematics

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to supplement the text. MPC reserves the right to prepare additional copies of the course materials as needed.

- K. At the completion of instruction courses, all MPC staff that completes the course shall receive a Certificate of Successful Completion.

3.05 EQUIPMENT PROTECTION

- A. All equipment components shall be protected from damage by vehicular movements by protective bollards or other barriers as recommended by the Contractor.
- B. Each island-mounted device shall be protected by one or more bollards.

I. OFFEROR'S PROPOSAL

Content of Response

The RFP Response shall include the following:

- A. Technical specifications for the PARCS and Mobile LPR technology or technologies proposed.
- B. Approach to implementing the proposed equipment, e.g., installation of new equipment and removal of old equipment, operations, maintenance, warranty, software, training, credit card processing, marketing and education, modularity, etc.
- I. Timeline for implementation, including time from selection to implementation (including planning, marketing, education, and installation milestones)
- C. Total costs to the MPC, if any, to conduct implementation including fees collected by the Proposer (including, but not limited to, software costs, licensing, ongoing operations fees, ongoing maintenance fees, credit card transaction costs, etc.)

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- I. Additional costs for Pay-by-cell implementation, smartphone applications, vehicle detection sensors
- D. Innovative or unique approaches related to the Offeror's proposed equipment
 - I. Additional costs associated with innovative or unique approaches

Cost Estimation

Please use the worksheet on the following pages to indicate estimated costs.

The MPC is interested in contracting with one entity (Proposer) to provide all devices and services.

**Note: Please refer to the tables of existing and proposed equipment locations.*

**Missoula Parking Commission
Parking Revenue Control System**

Pricing Sheet

Location	Description	# Units	Unit Cost	Extended Cost
Central Park Entry	Entry Station	3	\$	-
	Barcode Reader	3	\$	-
	EMV Card Reader	3	\$	-
	Proximity Card Reader	3	\$	-
	Intercom	3	\$	-
	Internal camera	3	\$	-
	Lane Status Light (Open/Closed)	3	\$	-
	Dynamic Signs (# Spaces or FULL)	2	\$	-
	Barrier Gate	3	\$	-
	UPS	3	\$	-
	Dynamic Signs	2	\$	-
	Vehicle Detection Device (Loop)	9	\$	-
	Sub-Total Central Park Entry			\$

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Central Park Exit	Express Exit Station	2	\$	-	
	Cashier Station	1	\$	-	
	Barcode Reader	2	\$	-	
	EMV Card Reader	2	\$	-	
	Intercom	3	\$	-	
	Internal camera	2	\$	-	
	Pay-on-Foot	1	\$	-	
	Lane Status Light (Open/Closed)	3	\$	-	
	Barrier Gate	3	\$	-	
	UPS	2	\$	-	
	Vehicle Detection Device (Loop)	6	\$	-	
				\$	-
		Sub-Total Central Park Exit		\$	-
Park Place Entry	Entry Station	2	\$	-	
	Barcode Reader	2	\$	-	
	EMV Card Reader	2	\$	-	
	Proximity Card Reader	2	\$	-	
	Intercom	2	\$	-	
	Internal camera	2	\$	-	
	Lane Status Light (Open/Closed)	2	\$	-	
	Dynamic Signs (# Spaces or FULL)	2	\$	-	
	Barrier Gate	2	\$	-	
	UPS	2	\$	-	
	Vehicle Detection Device (Loop)	6	\$	-	
			\$	-	
	Sub-Total Park Place Entry		\$	-	
Park Place Exit	Express Exit Station	2	\$	-	
	Barcode Reader	2	\$	-	
	EMV Card Reader	2	\$	-	
	Intercom	2	\$	-	
	Internal camera	2	\$	-	
	Lane Status Light (Open/Closed)	2	\$	-	
	Pay-on-Foot	1	\$	-	
	Barrier Gate	2	\$	-	
	UPS	2	\$	-	
	Vehicle Detection Device (Loop)	4	\$	-	
				\$	-
	Sub-Total Park Place Exit		\$	-	
Student Housing	Entry Station	1	\$	-	
	Barcode Reader	1	\$	-	
	EMV Card Reader	1	\$	-	
	Proximity Card Reader	1	\$	-	
	Intercom	1	\$	-	
	Internal camera	1	\$	-	
	Dynamic Signs (# Spaces or FULL)	2	\$	-	

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	Lane Status Light (Open/Closed)	1	\$	-
	Barrier Gate	1	\$	-
	UPS	1	\$	-
	Vehicle Detection Device (Loop)	3	\$	-
	Sub-Total Student Housing Entry		\$	-
Student Housing Exit	Express Exit Station	1	\$	-
	Barcode Reader	1	\$	-
	EMV Card Reader	1	\$	-
	Intercom	1	\$	-
	Internal camera	1	\$	-
	Lane Status Light (Open/Closed)	1	\$	-
	Pay-on-Foot	1	\$	-
	Barrier Gate	1	\$	-
	UPS	1	\$	-
	Vehicle Detection Device (Loop)	2	\$	-
	Sub-Total Student Housing Exit		\$	-
Caras Entry	Proximity Card Reader	1	\$	-
	Proximity Card Pedestal	1	\$	-
	Intercom	1	\$	-
	Lane Status Light (Open/Closed)	1	\$	-
	Barrier Gate	1	\$	-
	UPS	1	\$	-
	Vehicle Detection Device (Loop)	2	\$	-
	Sub-Total Caras Entry		\$	-
Caras Exit	Proximity Card Reader	1	\$	-
	Proximity Card Pedestal	1	\$	-
	Intercom	1	\$	-
	Lane Status Light (Open/Closed)	1	\$	-
	Barrier Gate	1	\$	-
	UPS	1	\$	-
	Vehicle Detection Device (Loop)	2	\$	-
	Sub-Total Caras Exit		\$	-
Mobile LPR System	Vehicle	3	\$	-
	LPR Cameras	6	\$	-
	Citation Printer	3	\$	-
	Handheld Citation Computers	3	\$	-
	LPR computer/Tablet	3	\$	-
	Sub-Total Mobile LPR		\$	-
Spare Parts Inventory	Entry Station	1	\$	-
	Express Exit Station	1	\$	-

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	Cashier Terminal	1	\$	-
	Cashier Key MPC	2	\$	-
	Cashier Monitor	1	\$	-
	Proximity Card Reader	2	\$	-
	Intercom	2	\$	-
	Ticket Transport Mechanism	1	\$	-
	Lane Status Light (Open/Closed)	1	\$	-
	Intercom Unit	1	\$	-
	Barrier Gate	1	\$	-
	Barrier Gate Arms	2	\$	-
	Subtotal Spare Parts Inventory		\$	-
Asset Management				
Software	Software	LS	\$	-
Administrative Systems				
Equipment	PRCS Application Software	1	\$	-
	12 month supply of consumables	LS	\$	-
	Communications/Networking	1	\$	-
	Management Workstations/Printers	1	\$	-
	Proximity Cards	5000	\$	-
	Credit Card Subsystem	1	\$	-
	Administrative Systems			
	Equipment		\$	-
	System Subtotal		\$	-
Installation,				
Implementation, and				
Training	Installation	1	\$	-
	Contractor's Project Management	1	\$	-
	Warranty Services	1	\$	-
	Equipment Removal	1	\$	-
	Testing	1	\$	-
	Training	1	\$	-
	Subtotal Installation,			
	Implementation, and Training		\$	-
Warranty and				
Maintenance	12 Month Warranty	LS	\$	-
	Year 2 Maintenance	LS	\$	-
	Year 3 Maintenance	LS	\$	-
	Year 4 Maintenance	LS	\$	-

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Year 5 Maintenance	LS	\$	-
Year 6 Maintenance	LS	\$	-
Year 7 Maintenance	LS	\$	-
Year 8 Maintenance	LS	\$	-
Year 9 Maintenance	LS	\$	-
Year 10 Maintenance	LS	\$	-
Total Warranty and Maintenance		<u>\$</u>	<u>-</u>

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SECTION VI – SOLICITATION PROCESS AND PROCEDURES

Evaluation and Selection

- A. RFP responses shall be concise, well-organized according to the requested information, clearly written and limited to **no more than twenty-five (25) single-sided pages, (excluding cover page, table of contents, letter of transmittal, and product brochure appendix)**. The review process emphasizes the responsiveness of the RFP Response to the requirements outlined herein. RFP Responses that are not written specifically in response to this request may not receive serious consideration.

- B. The firms under consideration for this RFP will be evaluated by an evaluation committee. The MPC reserves the right to request supplemental information that the Evaluation Committee deems necessary to make a selection. The Committee may be supplemented by outside professionals or professionals from other MPC departments who can provide additional expertise.

- C. All RFP responses will be evaluated on the basis of the criteria listed above in the Qualifications Section of this RFP. All firms that provide an RFP response will be notified when a selection is made. Upon completion of the evaluation process, the MPC may enter into an agreement with the selected firm(s) to provide and install the meters, equipment, and services for the implementation.

Offeror(s) Incurred Costs

Each Offeror will be responsible for all costs incurred in preparing a response to this RFP. All materials and documents submitted by the Offeror in response to this RFP or any additional requests for materials and documents made by the MPC for evaluation pursuant to this RFP will become the property of the MPC and will not be returned. The selected Offerors shall be responsible for all costs incurred by it during negotiations.

Agreement

- A. The MPC will require the selected Offeror to participate in negotiations and to submit such cost, technical or other revisions of the submittals as may result

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from negotiations. The MPC shall draft all final contracts and documents that result from this RFP, if applicable.

- B. The language contained in this RFP and the Offeror's statement of qualifications will form the basis of any resulting Contract. However, this RFP does not commit the MPC to enter into a Contract, to pay any costs incurred in the preparation of a submittal to this request or in subsequent negotiations, or to procure a contract for the project(s).

Reservation of Rights by MPC

- A. The MPC is not obligated to accept any submittal or to negotiate with any Offeror. The MPC reserves the right to accept submittals which are deemed most favorable and in the best interests of the MPC after all submittals have been examined and canvassed, to reject any or all submittals, and to be the sole judge of the best Offeror suited for the MPC.
- B. The issuance of this RFP and the acceptance of an RFP response do not constitute an agreement by the MPC that any contract shall actually be entered into by the MPC. The MPC expressly reserves the right to:
 - I. Waive any immaterial defect or informality in any RFP response or proposal procedure.
 - II. Reject any or all RFP responses.
 - III. Reissue an RFP.
 - IV. Procure any service by any other means.
 - V. Request additional information and data from any or all companies.
 - VI. Negotiate with any qualified Offeror.
- C. The MPC may confirm any information provided in the Offeror's submittal, or inspect any of the Offeror's facilities that would be utilized in connection with performing services under any resulting contract.

Right to Disqualify

The MPC reserves the right to disqualify any Offeror who fails to provide information or data requested or who provides materially inaccurate or misleading information or data. The MPC further reserves the right to disqualify any Offeror on the basis of any real or apparent conflict of interest that is disclosed by the Offeror submitted or any other data or information available to the MPC. This

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disqualification is at the sole discretion of the MPC. By submission of an RFP response hereunder, the Offeror waives any right to object now or at any future time, before anybody or agency including, but not limited to, the MPC or any court as to the exercise by the MPC of such right to disqualify or as to any disqualification by reason of real or apparent conflict of interest determined by the MPC. The MPC reserves the right to replace the disqualified Offeror.

Applicable Law

Any and all disputes arising under any contract or out of the RFP herein called for, shall be governed according to the laws of the State of Montana, and the Offeror submitting an RFP response agrees that the venue for any such action brought to enforce provisions of the Contract shall be in the State of Montana.

Compliance With Laws

Each time the Offeror enters into a contract with the MPC, the Offeror shall at all times comply with all applicable laws, ordinances, statutes, rules and regulations.

No Verbal Agreements

No verbal agreement or conversation with any officer, agent, or employee of the MPC either before or after execution of the contract, shall affect or modify any of the terms or obligations contained or to be contained in the contract. Any such verbal agreements or conversation shall be considered as unofficial information and in no way binding upon the MPC or the Offeror. All agreements shall be in writing and contract changes shall be by written amendment signed by both parties.

Organization Employment Disclaimer

Any contract entered into as a result of this RFP shall set forth the relationship between the MPC and the Offeror, and the rights and obligations of the parties shall only be those expressly set forth therein. The Offeror will be required to agree as part of any contract entered into as the result hereof that no person supplied by it in the performance of the contract is an employee of the MPC. Any contracting party shall have the total responsibility for all salaries, wages, bonuses, retirement, withholdings, worker's compensation and occupational disease compensation insurance, unemployment compensation, other benefits and taxes and premiums appurtenant thereto concerning such persons provided by such Offerors in the performance of the contract, and shall save and hold the MPC harmless with respect thereto.

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Violations Disclosure

Each time the Offerors enter into a contract with the MPC, the Offerors shall notify the MPC and specifically identify any notices from any regulatory authority with respect to any violation or alleged violation of any law or regulation by the Offerors or any subcontractor.

Further, the Offerors shall be required to immediately notify the MPC of any inspection, audit, or review by any regulatory authority or records procedure of the Offerors or its subcontractors and provide the MPC with a copy of any written findings prepared by such regulatory authority in connection with such inspection, audit, or review.

Responsibility for Compliance with Legal Requirements

The Offeror's products, services, and facilities shall be in full compliance with all applicable federal, state, and local health, environmental, and safety laws, regulations, standards, and ordinances, regardless of whether or not they are referred to by the MPC.

General Information

If you have any questions concerning this RFP, please contact Rod Austin, Missoula Parking Commission at 406 552-6244.

SECTION VII – PROTEST PROCESS

There will be two points in this procurement process where a protest may be filed. The points are: 1) disqualification of RFP response before evaluation; and 2) announcement of the selected firm. If a submission is disqualified, the Offeror will be notified immediately by email. The time period of protest will begin from the time of such notification. The final recommendation will be available upon request.

The period for protest will begin with the posting. Any unsuccessful Offeror may file a protest following the procedures found in Attachment B.

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SECTION VIII – ADDITIONAL TERMS AND CONDITIONS

The following terms and conditions shall apply, be incorporated and made a part of the agreement between the MPC and Offeror:

Insurance and Indemnification Requirements

See “Attachment A.”

Equal Employment Opportunity Requirements

Any contractor/subcontractor in performing under this Contract shall not discriminate against any worker, employee or applicant, or any member of the public, because of race, color, religion, sex, creed, political ideas, marital status, national origin, age or disability nor otherwise commit an unfair employment practice. The contractor/subcontractor will ensure that applicants are employed, and employees are dealt with during employment without regard to their race, color, religion, sex or national origin, age or disability. Such action shall include but not be limited to the following:

Employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training; including apprenticeship. The contractor/subcontractor further agrees that this clause will be incorporated in all subcontracts with all labor organizations furnishing skilled, unskilled and union labor, or who may perform any such labor or services in connection with this Contract. All hiring shall be conducted on the basis of merit and qualifications.

Contractor shall conform to Section 49-3-207 MCA which states: (A) All hiring must be on the basis of merit and qualifications, as well as (B) a provision that there may not be discrimination on the basis of race, color, religion, creed, political ideas, sex, age, marital status, physical or mental disability, or national origin by the persons performing the contract.

Missoula City Council ordinance 3428 adopted 4/13/2000 adds “sexual orientation, gender identity, or gender expression.

Contractor/subcontractor further agrees that this clause will be incorporated in all subcontracts, job-consultant agreements or assignments of this Contract entered into by contractor/subcontractor.

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Confidentiality and Data Security

All data, regardless of form, including originals, images and reproductions, prepared by, obtained by, or transmitted to Contractor/Consultant in connection with this Agreement is confidential, proprietary information owned by the MPC. Except as specifically provided in this Agreement, the Contractor/Consultant shall not disclose data generated in the performance of the service to any third person without the prior written consent of the MPC Director, or his/her designee.

Personal identifying information, financial account information, or restricted MPC information, whether electronic format or hard copy, must be secured and protected at all times to avoid unauthorized access. At a minimum, Contractor/Consultant must encrypt and/or password protect electronic files. This includes data saved to laptop computers, computerized devices or removable storage devices.

When personal identifying information, financial account information, or restricted MPC information, regardless of its format, is no longer necessary, the information must be redacted or destroyed through appropriate and secure methods that ensure the information cannot be viewed, accessed, or reconstructed.

In the event that data collected or obtained by the Contractor/Consultant in connection with this Agreement is believed to have been compromised, Contractor/Consultant shall notify the MPC immediately. Contractor/Consultant agrees to reimburse the MPC for any costs incurred by the MPC to investigate potential breaches of this data and, where applicable, the cost of notifying individuals who may be impacted by the breach.

Contractor/Consultant agrees that the requirements of this Section shall be incorporated into all subcontractor/sub consultant agreements entered into by the Contractor/Consultant. It is further agreed that a violation of this Section shall be deemed to cause irreparable harm that justifies injunctive relief in court. A violation of this Section may result in immediate termination of this Agreement without notice.

The obligations of Contractor/Consultant under this Section shall survive the termination of this Agreement.

Contractor And Subcontractor Worker Background Screening.

Contract Worker Background Screening

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Offeror agrees that all contract workers and subcontractors (collectively "Contract Worker(s)") that Offeror furnishes to the MPC pursuant to this Agreement shall be subject to background and security checks and screening (collectively "Background Screening") at Offeror's sole cost and expense as set forth in this Section. The Background Screening provided by Offeror shall comply with all applicable laws, rules and regulations. Offeror further agrees that the Background Screening required in this Section is necessary to preserve and protect public health, safety and welfare. The Background Screening requirements set forth in this Section are the minimum requirements for this Agreement. The MPC in no way warrants that these minimum requirements are sufficient to protect Offeror from any liabilities that may arise out of Offeror's services under this Agreement or Offeror's failure to comply with this Section. Therefore, in addition to the specific measures set forth below, Offeror and its Contract Workers shall take such other reasonable, prudent and necessary measures to further preserve and protect public health, safety and welfare when providing services under this Agreement.

Background Screening Requirements and Criteria

Because of the varied types of services performed, the MPC has established three levels of risk and associated Background Screening. The risk level and Background Screening required for this Agreement is 2) Standard Risk.

- 1) **Minimum Risk and Background Screening ("Minimum Risk")**
A minimum risk Background Screening shall be performed when the Contract Worker: (i) will not have direct access to MPC facilities or information systems; or (ii) will not work with vulnerable adults or children; or (iii) when access to MPC facilities is escorted by MPC workers.

- 2) **Standard Risk and Background Screening ("Standard Risk")** A standard risk Background Screening shall be performed when the Contract Worker's work assignment will: (i) require a badge or key for access to MPC facilities; or (ii) allow any access to sensitive, confidential records, personal identifying information or restricted MPC information; or (iii) allow unescorted access to MPC facilities during normal and non-business hours. The Background Screening for this standard risk level shall include the Background Screening required for the Minimum Risk level and a background check for real identity/legal name, and shall include felony and misdemeanor records from any county in the United States, the state of Montana, plus any other jurisdiction where the Contract Worker has lived at any time in the preceding seven (7) years from the Contract Worker's proposed date of hire.

- 3) **Risk and Background Screening ("Maximum Risk")**

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A maximum risk Background Screening shall be performed when the Contract Worker's work assignment will: (i) have any contact with vulnerable people such as children, youth, elderly, or individuals with disabilities; or (ii) have any responsibility for the receipt or payment of MPC funds or control of inventories, assets, or records that are at risk of misappropriation; or (iii) have unescorted access to MPC data centers, money rooms, or high-value equipment rooms; or (iv) have access to private residences; or (v) have access to Homeland Defense Bureau identified critical infrastructure sites/facilities. The Background Screening for this maximum risk level shall include the Background Screening required for the Standard Risk level, plus a sexual offender search, a credit check, and driving record search for the preceding seven (7) years from the Contract Worker's proposed date of hire.

Offeror Certification; MPC Approval of Maximum Risk Background

Screening

By executing this Agreement, Offeror certifies and warrants that Offeror has read the Background Screening requirements and criteria in this Section, understands them and that all Background Screening information furnished to the MPC is accurate and current. Also, by executing this Agreement, Offeror further certifies and warrants that Offeror has satisfied all such Background Screening requirements for the Minimum Risk and Standard Risk Background Screenings as required. In addition, for Maximum Risk Background Screening, Contractor shall furnish to [insert department contact information] for the MPC's review and approval such Background Screenings for any Contract Worker considered for performing services under this Agreement where human safety or facility security is classified as a Maximum Risk level. The MPC may, in its sole discretion, accept or reject any or all of the Contract Workers proposed by Offeror for performing work under this Agreement. A Contract Worker rejected for work at a Maximum Risk level under this Agreement shall not be proposed to perform work under other MPC contracts or engagements without MPC's prior written approval.

Terms of This Section Applicable to all of Contractor's Contracts and

Subcontracts

Offeror shall include the terms of this Section for Contract Worker Background Screening in all contracts and subcontracts for services furnished under this Agreement including, but not limited to, supervision and oversight services.

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Materiality of Background Screening Requirements; Indemnity

The Background Screening requirements of this Section are material to MPC's entry into this Agreement and any breach of this Section by Offeror shall be deemed a material breach of this Agreement. In addition to the indemnity provisions set forth in Section VI(1) of this Agreement, Offeror shall defend, indemnify and hold harmless the MPC for any and all Claims (as defined in Section VI(1)) arising out of this Background Screening Section including, but not limited to, the disqualification of a Contract Worker by Offeror or the MPC for failure to satisfy this Section.

Continuing Duty; Audit

Offeror's obligations and requirements that Contract Workers satisfy this Background Screening Section shall continue throughout the entire term of this Agreement. Offeror shall notify the MPC immediately of any change to a Maximum Risk Background Screening of a Contract Worker previously approved by the MPC. Offeror shall maintain all records and documents related to all Background Screenings and the MPC reserves the right to audit Offeror's compliance with this Section.

LIQUIDATED DAMAGES

- A. If the Contractor fails to substantially complete the Work according to the sequence specified in the Contract, or any extension, the Contractor shall pay the MPC, or the MPC will deduct payments due under this Contract or any other contract with the MPC, as liquidated damages, the sum of Five Hundred 00/100 dollars, (\$ 500.00) for each calendar day of delay per facility.

- B. The amount of liquidated damages provided in this Contract is neither a penalty nor a forfeiture and shall compensate the MPC solely for the MPC's inability to use the Work for its intended purpose and is not intended to, and does not, include: (1) any damages, additional or extended costs, incurred by the MPC, for extended administration of this Contract, or by the MPC's agents, consultants, or independent contractors for extended administration of this Contract, (2) any increases in financing costs resulting from the delay in completion of the Work, or (3) any additional services, relating to or arising as a result of the delay in the completion of the Work. The MPC shall be entitled to claim against the Contractor for its actual damages and amounts not specifically included within the liquidated damages as set forth herein. Such costs shall be computed separately. Together with liquidated damages, they shall be either deducted from the Contract Amount or billed to the Contractor.

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SECTION IX – ATTACHMENTS AND EXHIBITS

**ATTACHMENT A: INSURANCE AND INDEMNIFICATION
REQUIREMENTS**

INDEMNIFICATION CLAUSE:

Contractor shall indemnify, defend, save and hold harmless the MPC and its officers, officials, agents, and employees (hereinafter referred to as “Indemnitee”) from and against any and all claims, actions, liabilities, damages, losses, or expenses (including court costs, attorneys’ fees, and costs of claim processing, investigation and litigation) (hereinafter referred to as “Claims”) for bodily injury or personal injury (including death), or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of its owners, officers, directors, agents, employees or subcontractors. This indemnity includes any claim or amount arising out of or recovered under the Workers’ Compensation Law or arising out of the failure of such contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. In consideration of the award of this contract, the Contractor agrees to waive all rights of subrogation against the MPC, its officers, officials, agents and employees for losses arising from the work performed by the Contractor for the MPC.

INSURANCE REQUIREMENTS:

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The MPC in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this contract by the Contractor, his agents, representatives, employees

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or subcontractors and Contractor is free to purchase additional insurance as may be determined necessary.

MINIMUM SCOPE AND LIMITS OF INSURANCE: Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.

1. Commercial General Liability – Occurrence Form

Policy shall include bodily injury, property damage and broad form contractual liability coverage.

- General Aggregate \$2,000,000
- Products – Completed Operations Aggregate \$1,000,000
- Personal and Advertising Injury \$1,000,000
- Each Occurrence \$1,000,000

- a. The policy shall be endorsed to include the following additional insured language: "The MPC shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

2. Automobile Liability:

Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

Combined Single Limit (CSL) \$1,000,000

The policy shall be endorsed to include the following additional insured language: "The MPC shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor".

3. Worker's Compensation and Employers' Liability

Contractor shall provide adequate workers compensation coverage for any and all of its employees in order to be in compliance with any applicable workers compensation law.

- a. Policy shall contain a waiver of subrogation against the MPC

4. Professional Liability (Errors and Omissions Liability)

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The policy shall cover professional misconduct or lack of ordinary skill for those positions defined in the Scope of Services of this contract.

Each Claim \$1,000,000
Annual Aggregate \$2,000,000

- a. In the event that the professional liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract; and that either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

ADDITIONAL INSURANCE REQUIREMENTS: The policies shall include, or be endorsed to include, the following provisions:

1. On insurance policies where the MPC is named as an additional insured, the MPC shall be an additional insured to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Contract.
2. The Contractor's insurance coverage shall be primary insurance and non-contributory with respect to all other available sources.

NOTICE OF CANCELLATION:

For each insurance policy required by the insurance provisions of this Contract, the Contractor must provide to the MPC, within 2 business days of receipt, a notice if a policy is suspended, voided or cancelled for any reason.

ACCEPTABILITY OF INSURERS: Insurance is to be placed with insurers duly licensed or authorized to do business in the state of Montana and with an "A.M. Best" rating of not less than B+ VI. The MPC in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

VERIFICATION OF COVERAGE: Contractor shall furnish the MPC with certificates of insurance (ACORD form or equivalent approved by the MPC) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the MPC before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract

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and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

All certificates required by this Contract shall be sent directly to Missoula Parking Commission; Attn: Director, 128 W. Main Street, Missoula, MT 59802. The MPC project/contract number and project description shall be noted on the certificate of insurance. The MPC reserves the right to require complete, certified copies of all insurance policies required by this Contract at any time.

SUBCONTRACTORS: Contractors' certificate(s) shall include all subcontractors as additional insureds under its policies **or** Contractor shall furnish to the MPC separate certificates and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum requirements identified above.

ATTACHMENT B: PROTEST PROCEDURES FOR SOLICITATIONS

- A. General Protest Information
1. All Bid/Proposal recommendations will be posted on the MPC's website.
 2. The Protest Period will begin once an award recommendation is posted on the MPC's website.
 3. The Protest Period will be 10 calendar days.
 4. All documents submitted by bidders and proposers shall become the property of the MPC and become a matter of public record available for review pursuant to Montana State law. Bidder shall mark any information as part of the bidder's proposal that bidder deems confidential or proprietary (collectively "Proprietary Information"). If the MPC receives a request to review or disclose such Proprietary Information, the MPC will provide bidder written notice of the request to allow bidder the opportunity to obtain a court order to prevent the disclosure or review of such Proprietary Information. Bidder must obtain a court order within seven (7) calendar days from the date of the notice. If no court order is issued and received by the MPC within the seven day period, the MPC may disclose or allow the review of such Proprietary Information. When Proprietary Information is notated in the bid file, the Protest Period will be extended 7 days to allow for this process.

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5. At the time the award recommendation is posted, the procurement file will be made available for bidder/proposer review. The procurement file constitutes all bidders proposals, the solicitation and all addendums, advertising documents, agendas, meeting minutes, presentations (if any), signed conflict of interest statements by evaluators, and evaluation committee consensus scoring.
6. Resolution of all protests and appeals must be complete prior to MPC Council action or award.
7. Each solicitation must clearly state protest procedures, procurement authority (for protests), and protest timelines.

B. Content of the Protest

1. Protests must be in writing and submitted to the MPC; Attention Director.
2. Protests must include:
 - a. The name, address, and telephone number of the protester.
 - b. The signature of the protester or its representative
 - c. Identification of the solicitation number
 - d. A detailed statement of the legal and factual grounds of protest including copies of relevant documents
 - e. The form of relief requested.
3. Protests must be submitted within the protest period outlined in the bid document.

If the protester demonstrates good cause, the Procurement Authority may consider a protest that is not filed timely.

C. Resolution of the Protest

1. The MPC has the ability to resolve the protest.
2. The MPC will provide a copy of the protest letter to the recommended bidder/proposer.
3. The MPC will issue a written decision within 14 calendar days after the filing of the protest. The decision of the MPC will include:
 - a. The basis for the decision
 - b. A statement that the decision may be appealed, the deadline for appeal, (must be at least 14 calendar days), and the name and contact information for the Appeal Panel.

D. Appeals of Protests

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1. Authority to resolve appeals will be assigned by the MPC Director to a 4-person Appeal Panel. The MPC Director may appoint an independent Hearing Officer to hear the case in lieu of the 4-person Appeal Panel. An appeal of a protest will consist exclusively of a review of the written record by an Appeal Panel or Hearing Officer. Oral argument is at the discretion of the Hearing Officer (if one is appointed).
2. The Protester must appeal the decision in writing to the Appeal Panel or Hearing Officer within the time frame outlined in the protest response (not less than 14 calendar days) and provide a copy to the Procurement Authority.
3. The appeal must include the following information:
 - a. The information required in Section B.2. of this procedure.
 - b. A copy of the original protest and the decision letter from the Procurement Authority.
 - c. The factual or legal error in the original decision of the MPC.
4. The MPC will provide a copy of the appeal to the successful bidder/proposer.
5. The MPC will provide a written report to the Appeal Panel or Hearing Officer within 14 calendar days after receipt of the Protester's appeal that has been timely filed. The MPC's written report should include all documents relevant to the department's decisions on the proposed award, the protest, and the appeal.
8. The Appeal Panel or Hearing Officer has the final authority to resolve all timely filed appeals. The Appeal Panel's or Hearing Officer's review will be on the record. The Appeal Panel's or Hearing Officer's report will be issued to the MPC Director, and the Protester within 3 days of the date that the appeal is filed.

ATTACHMENT C: PROPOSAL REQUIREMENTS CHECKLIST

- Cover page (*excluded from the 10 double sided or 20 single sided page limit*)
- Letter of Transmittal (*1 single-sided page, excluded from the 10 double sided or 20 single sided page limit*)

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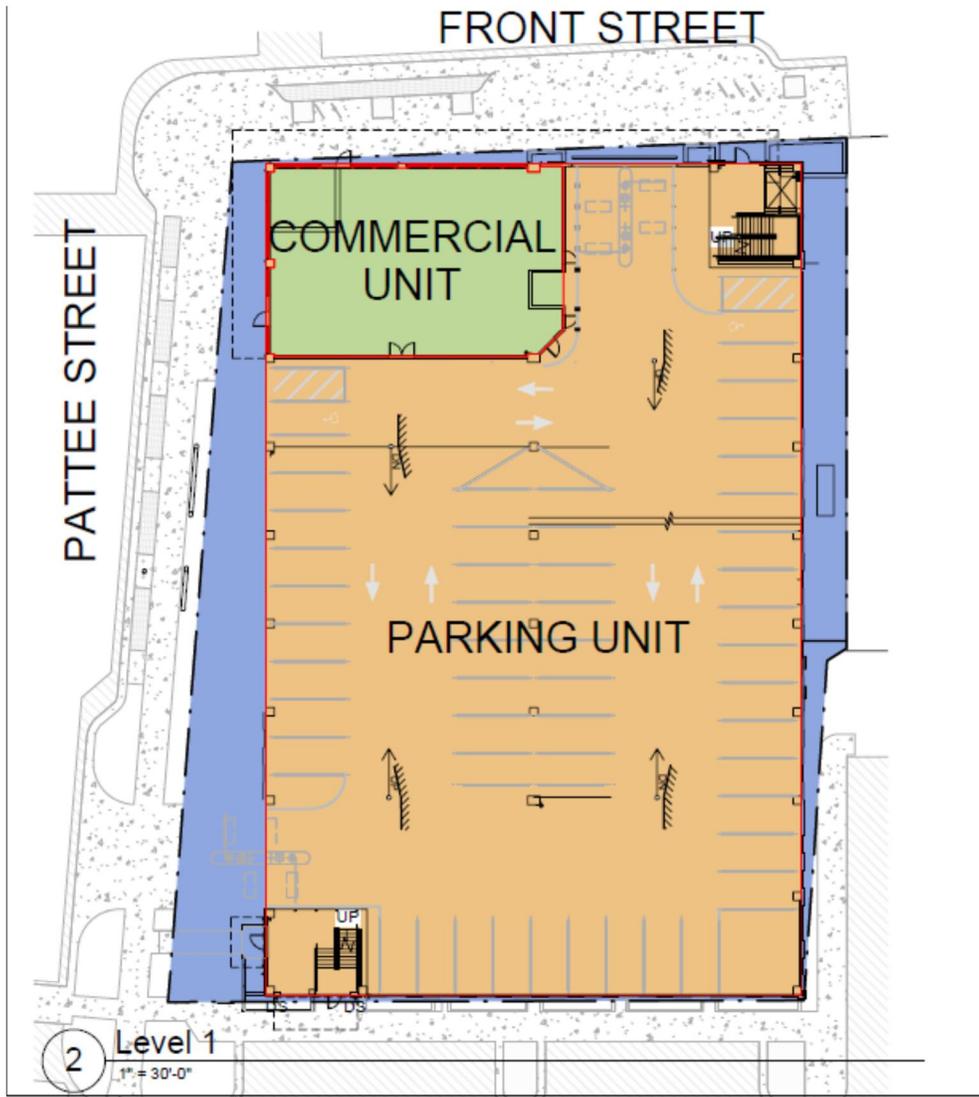
- Table of Contents (*excluded from the 10 double sided or 20 single sided page limit*)

- Proposal (*10 double-sided pages or 20 single-sided pages*), including:
 - Technical specifications
 - Approach and schedule for implementing the desired meter technology, including, but not limited to:
 - Implementation schedule
 - Installation steps
 - Operations and Maintenance Plan
 - Software and Management Components
 - Warranty options and information
 - Training plan
 - Credit card processing
 - Marketing and education
 - Modularity
 - Methodology for establishing wireless communications
 - Approaches to purchase, leasing, or financing agreements
 - MPC incurred costs – including cost worksheet
 - Approaches to innovation and uniqueness

- Product Brochures (Optional - *included as an appendix, excluded from previous page limitations*)

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ATTACHMENT D: Drawings of Each Parking Facility

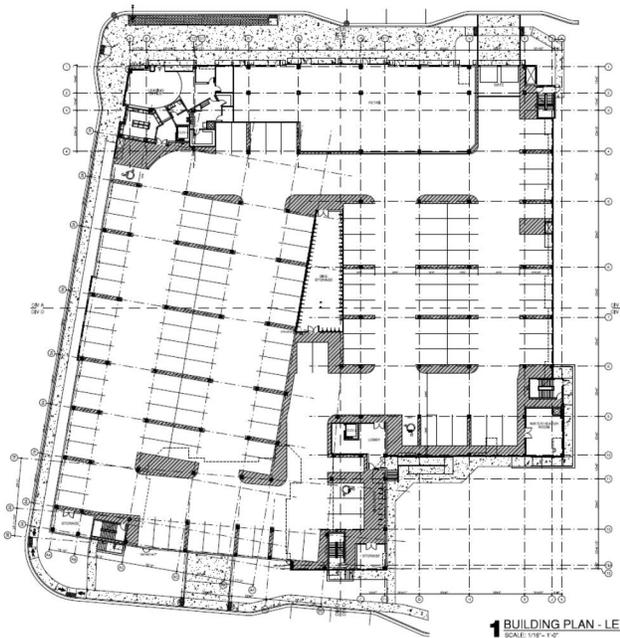


Park Place

Missoula, Montana

10.028
Unnamed
Exh. B-3
12/18/12

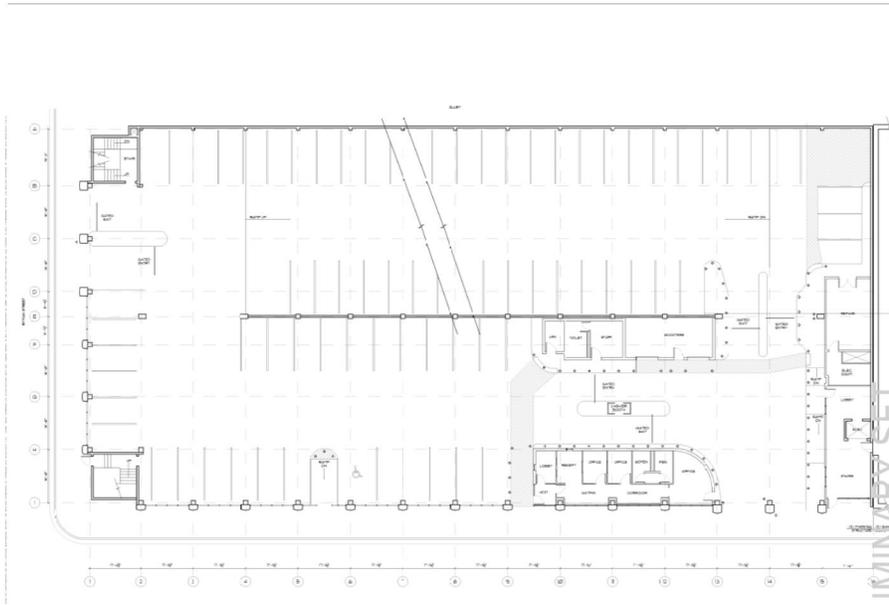
MISSOULA PARKING COMMISSION RFP FOR REPLACE PARCS AND ACQUIRE MOBILE LPR ENFORCEMENT SYSTEM



1 BUILDING PLAN - LEVEL P1
SCALE: 1/8" = 1'-0"

* SEE TITLE BLOCKED PLAN FOR
GENERAL NOTES

 NORTH UTM 18N 50E
FRONT STREET PARTNERS STUDENT HOUSING MISSOULA, MONTANA
 BGO BUILDING GROUP ONE ARCHITECTS 100 N. 2ND ST. SUITE 200 MISSOULA, MT 59801 TEL: 406.541.1111
DATE: 12-18-15
PROJECT: 18101
SHEET NUMBER: A3-02 OVERALL PLAN 18101-1



1 MAIN FLOOR PLAN
SCALE: 1/8" = 1'-0"

PRELIMINARY SET

 PARADIGM 100 N. 2ND ST. SUITE 200 MISSOULA, MT 59801 TEL: 406.541.1111
CENTRAL PARK MISSOULA PARKING COMMISSION
DATE: 12-18-15
PROJECT: 18101
SHEET NUMBER: A2.1 MAIN FLOOR PLAN 18101-1