

REQUEST FOR PROPOSAL FOR:

Parking Access and Revenue Control Equipment

RFP # 2018-183-CMO

ALL PROPOSALS MUST BE SUBMITTED TO:

CITY OF WALNUT CREEK

1666 N MAIN STREET

WALNUT CREEK, CA 94596

Attn: Kesava Washington, City Manager's Office

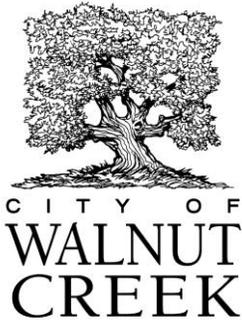
washington@walnut-creek.org

PRIOR TO AND NO LATER THAN 4:00 PM, March 16, 2018

RESPONSES WILL BE CONSIDERED FOR AWARD BY THE CITY OF WALNUT CREEK WITH ALL PROPOSALS FIRM FOR 90 DAYS FOLLOWING THE OPENING THEREOF.

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REQUEST FOR PROPOSALS FOR PARKING ACCESS AND REVENUE CONTROL SYSTEM

Proposal Submission Deadline: March 16, 2018

I. Introduction

The City of Walnut Creek is seeking proposals from qualified and experienced vendors for a Parking Access and Revenue Control System (PARCS) including hardware and back office software (“System”) within a gated environment. The City of Walnut Creek owns three (3) parking garages providing about 1,500 off-street parking spaces and operates a fully-automated PARCS system:

- a. 640-space garage located at 1625 Locust Street, known as the Leshner Center Parking Garage. Property includes three (3) commercial/retail tenants located on the ground floor and is directly adjacent to the Leshner Center for the Performing Arts.
- b. 422-space garage located at 1390 North Broadway, known as the Broadway Garage.
- c. 230-space garage located at 1350 Locust Street, known as the South Locust Street Parking Garage. Property includes two (2) commercial/retail tenants located on the ground floor.

The purpose of this request for proposal (RFP) is to solicit proposals from qualified Proposers to establish a contract for the provision of a PARCS that uses leading edge technology.

The City is looking to utilize technology and data to better provide customer service, improve utilization of parking spaces, and develop innovative solutions based on the data collected. To achieve these results, the City desires to partner with vendors and organizations that can integrate data applications with other partners. Through database access, API usage, compliant web based applications, and cross platform compatibility, the City is better able to leverage the technology in which it has invested. The ideal vendor would have existing integrations with our partner organizations, LAZ Parking, Smarking Inc., and ParkMobile. The ideal vendor will also possess the ability and desire to develop integrations with new software and services.

The contract will require the supply of parking and access control equipment, computer hardware, computer software, interconnection of hardware devices, testing programming, training, installation, and warranty of a fully integrated system for controlling revenue and vehicular access for the parking facilities serving the City.

The City requires a System that accepts multiple payment options, including cash, credit card (Visa, MasterCard), validations, mobile payments, touchless payments, bar code readers, proxy cards, online reservations, etc., and has the capability to manage special event parking.

The System shall have the capability of processing and tracking various parking users including transient, monthly parkers, special event parking and valet parking.

The City is interested in a hosted, scalable, web-based solution that utilizes ticketless entry including License Plate Recognition (LPR) technology to process and/or track transactions, access, and inventory of vehicles using the garages as well as a lighted parking guidance signage system with the garages. These special features are highly desired but not required.

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

II. Background Information

Walnut Creek, California is a thriving suburban community located just 25 miles east of San Francisco. Its 70,000 residents enjoy an exceptional quality of life that has become a hallmark of the City. Attractive neighborhoods, excellent schools, premier shopping, cultural art venues and fine dining have established Walnut Creek as one of California's most desirable cities in which to live, work, and visit.

Known for being a well-planned city, downtown Walnut Creek one of the premier retail shopping districts in the San Francisco Bay Area and home to a wide range of first class retailers, fine dining restaurants and award-winning entertainment venues. Downtown retailers include Neiman Marcus, Nordstrom's, Apple, Tiffany & Co, Pottery Barn and many others. In addition, the City-owned and operated Leshner Center for the Arts attracts 350,000 patrons annually to performances and events.

The City of Walnut Creek (hereinafter referred to as the "City") has been actively studying parking issues within their core downtown area over the last 20 years and has been proactively implementing solutions to help visitors and businesses efficiently manage parking.

There are roughly 10,000 non-residential parking spaces within the Downtown (defined by California Boulevard, Civic Drive, Broadway, and Newell Avenue). Seventy-percent (70%) of the spaces are privately managed and operated. The City owns and maintains 3,000 on and off-street spaces. The availability of parking is essential to maintaining the circulation and the vitality of the City and its thriving downtown.

The City-owned parking structures play an important part in ensuring that adequate parking is available, and therefore, the proper management and circulation of each facility is critical in the city's efforts to meet an increasing demand for downtown parking.

The City currently uses Scheidt & Bachmann chip-coin system in all of its facilities. The system includes hardware and software needed to provide an operational parking management system. All three garages are managed by LAZ Parking.

III. Scope of Work

The City is soliciting proposals from qualified firms with demonstrated experience in providing and supporting leading edge PARCS technology.

The scope of the required project shall include, but is not limited to, the design, development, programming, reliability testing, fabrication, unit testing, system testing, packaging, shipping, installation, start up, maintenance, training of staff and documentation of a PARCS that will provide for multiple credentials for access control and payment services. The new PARC system will provide transient parkers with automated payment stations strategically located in each parking garage coinciding with a graphics program to assist transient parkers.

The technical requirements for the project, as provided in Appendix A of this RFP, describe the system concepts, operational and technical requirements and various procedures for the design, development, fabrication, programming, testing, installation and implementation of the various items of access control credentials and fee collection equipment.

The primary objectives are as follows:

- Install leading edge technology that can be scalable into the future
- Improve customer service by reducing system downtime and repair costs
- Enhance service and maintenance of PARCS equipment
- Improve technology to use data for better parking space utilization
- Improve administration and operations process through enhanced reporting.
- Reduce in-lane Queue time for all parkers

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

V. Terms and Conditions

The contractor must be able to meet the terms and conditions set forth in the attached Contract Agreement (Appendix C) and shall not change the wording in the attached specifications or conditions. Any explanation or alternative offered shall be set forth in a letter attached to the front cover of the specification. Alternatives which do not substantially comply with the City's specification cannot be considered. Conditional proposals cannot be accepted. The Proposer's attention is directed to the attached Contract Agreement (Appendix C) for insurance and other contractual requirements.

Upon award of the contract, the successful Proposer shall furnish a bond to secure the payment of all claims for labor and material in the amount of 100% of the total bid; the successful Proposer shall also furnish a bond for faithful performance in the amount of 100% of the total bid. The faithful performance bond shall cover liquidated damages at \$250/day after mandatory project completion date and shall be valid for a term of twelve (12) months after project completion.

VI. Minimum Qualifications

To be considered for award of a contract, the successful Proposer must meet the following qualifications:

- a. Possess a valid Business License from the City of Walnut Creek. To obtain such license, please contact the Business License Desk at City Hall, 1666 N. Main Street, Walnut Creek, 3rd Floor or visit the following link: <http://www.walnut-creek.org/departments/administrative-services/obtaining-business-licenses>
- b. Must possess a C-32 – Parking and Highway Improvement Contractor’s License
- c. Have a minimum of five (5) years of demonstrable experience installing maintaining PARCS hardware and software as described in the Scope of Work.

VII. Selection Criteria

The City will evaluate each Proposal to determine which provides the most favorable system in the in the most cost-effective manner. The Proposal should be thorough, comprehensive, detailed and specific in regard to the issues involved in the RFP.

- a. Understanding and approach to the project, including a clear understanding of all issues involved with providing PARCS equipment (hardware and software) and the proposed installation and service/support plan.
- b. Quality and fitness of the proposed equipment/software to meet the City’s needs, including the ability to meet equipment/hardware and software/firmware that meets technical specifications and ability
- c. Capacity and skill to perform or provide services now and in the future.
- d. Experience in providing similar services
- e. Customer references
- f. Ability to meet contract and insurance requirements
- g. Cost of materials and services

The City’s selection committee will use the above criteria to select three or more vendors to participate in an in-person interview. Based on interview performance, the committee will make a recommendation to the City Council. The City Council will award the contract but is not bound to this criteria or recommendation in their decision the contract. The City reserves the right to change the criteria and to otherwise vary from this procedure as it determines to be in the City’s interest.

VIII. Format of RFP

Each Proposal must be identified with the words “RFP# 2018-183-CMO ”. The submittal should be limited to thirteen (13) pages, including brochures. Covers and dividers are not

included in the page count. In addition, any information that needs to be returned should not be submitted. The proposal should include information in the following order:

- a. Cover Letter (2 Pages Maximum):
 - i. Name the submitting firm or individual and describe the work in which the Proposer is engaged. Provide the location of the office that will be performing the work and the name of the project manager.
 - ii. Confirm the Proposer's ability to meet RFP, Contract & Insurance requirements.
 - iii. State why the Proposer should be considered for this project.
- b. Firm and Personnel Experience: Submit a brief history of your firm's qualifications and experience, including that of project team members, providing a description of previous relevant projects/contracts, with a reference and contact information for each. Identify all members of the Proposer's project team that will be involved in the installation, maintenance, commissioning and training of the system (5 pages maximum).
- c. Describe your understanding of the project and a description of the process/approach to be used, including, but not limited to:
 - i. Proposed equipment and software.
 - ii. Proposed project schedule
 - iii. Customer support
 - iv. Proposed warranty language (2 yr. minimum)
 - v. Training programs
 - vi. Any additional information as may be pertinent to provide the City with adequate information as to the Proposer's ability to furnish the materials and services provided herein.
- d. References and History:
 - i. Reference related work which best illustrates your qualifications.
 - ii. List all contracts/agreements terminated for convenience or default within the past three years, if any.
 - iii. List any litigation that now affects or may affect the contractor's future ability to perform the scope of work.
- e. Bid Form (Use Appendix B)

IX. Pre-Submittal Inquiries

The City will hold an optional pre-solicitation meeting at the Leshner Center Garage located at 1625 Locust St, Walnut Creek, CA 94596 on February 26, 2018 at 11:00 am. Proposers are invited, but not required, to attend. If attending or have any questions regarding this RFP contact Kesava Washington @ Washington@walnut-creek.org.

All responses must be made on the Bid Proposal provided in Appendix B and meet the minimum requirements set forth in “Section C. Selection Criteria” to be considered for award. In addition, contractors must possess:

All responses must be made on the Bid Proposal provided in Appendix B and meet the minimum requirements set forth in “Section C. Selection Criteria” to be considered for award. In addition, contractors must possess a C-32 – Parking and Highway Improvement Contractor’s License, possess a valid Business License from the City of Walnut Creek, have a minimum of three (5) years of experience performing similar work, and demonstrate the necessary qualifications to complete the work described in the Scope of Work.

The City of Walnut Creek has determined that prevailing wages apply to this Project. The selected contractor must register with the State Department of Industrial Relations pursuant to Labor Code Section 1725.5 prior to award of a contract.

The selected contractor will enter into an Agreement (Appendix C) prior to commencing work.

X. Proposal Submission

- a. Proposals meeting the above stated requirements are due no later than 4:00 PM (PST) on March 16, 2018.
- b. Contractors must submit six (6) copies of their proposal. Proposals must be formatted in accordance with the instructions in this RFP. Promotional materials may be attached, but are not necessary and will not be considered as meeting the requirements of the RFP. Proposals shall be in a sealed envelope or package, clearly marked “RFP# 2018-183-CMO ”, and shall be delivered to:

CITY OF WALNUT CREEK
 CITY MANAGER’S OFFICE
 ATTN: Kesava Washington
 1666 NORTH MAIN ST
 WALNUT CREEK, CA 94596

- c. Proposers shall complete and include Appendix B
- d. Proposals shall be dated and signed by a representative authorized to enter into contracts for the firm or individual.

XI. Timeframe and Deadlines

Description	Date
City Releases RFP	February 16, 2018
Optional Garage Walk Through	February 26, 2018 11:00 am Leshar Center Garage-1625 Locust St.

Deadline to Submit Questions	March 1, 2018
City Posts Responses on Website	March 8, 2018
RFP Responses Due	March 16, 2018
Selection Committee Interviews	Week of March 26-30
Contractor Selection	April 1, 2018
Contract Execution	April 11, 2018
City Council Approval	May 1, 2018
Project Start Date	May 15, 2018
Project Completion Date	October 1, 2018

Time is of the essence with respect to any of the deadlines set forth above. Notwithstanding the foregoing, the City reserves the right, at its sole discretion to adjust this schedule, as it deems necessary. Notification of any adjustment to the timeframe and deadlines will be provided to all Proposers via posting to the RFP listing on the City’s website: <http://www.walnut-creek.org/doing-business/bid-on-a-project>

XII. Conclusion

The City reserves the right to accept or reject any or all bids/proposals at its sole discretion, or to alter the selection process in any way, to postpone the selection process for its own convenience at any time, and to waive any defects in the proposal. The City also reserves the right to accept or reject any individual sub-contractor that a Proposer proposes to use.

This RFP process shall in no way be deemed to create a binding contract or agreement of any kind between the City and the Contractor. By submitting a response to this RFP, the successful Contractor agrees to execute an agreement with the City in substantially the form as attached to this RFP as “Attachment C”. The City reserves the right to negotiate any and all terms of the agreement, including the Term, Scope of Work and Compensation.

Each Proposer submitting a proposal acknowledges and agrees that the preparation of all materials for submittal to the City and all presentations, related costs and travel expenses are the Proposer’s sole expense and the City shall not, under any circumstances, be responsible for any cost or expense incurred by the Proposer. In addition, each Proposer acknowledges and agrees that all documentation and/or materials submitted with the proposal shall remain the property of the City.

All proposals and other materials submitted in response to this RFP procurement process become the property of the City. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, will be

held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, the proposals and associated materials will be open for review by the public to the extent allowed by the California Public Records Act, (California Government Code Section 6250 et. seq.).

By submitting a proposal, the vendor acknowledges and accepts that the contents of the proposal and associated documents will become open to public inspection. If a vendor submits an entire proposal marked confidential, it will be considered non-responsive. Each Proposer should be aware that, although the California Public Records Act recognizes that certain confidential trade secret information may be protected from disclosure, the City might not be in a position to establish which submitted information constitutes a trade secret. If a request is made for information marked “confidential”, the City will provide the Proposer who submitted such information with reasonable notice to allow the Proposer to seek protection from disclosure by a court of competent jurisdiction.

SCOPE OF WORK

PARKING ACCESS AND CONTROL EQUIPMENT

RFP# 2018-183-CMO

The Project is located at:

- a. 640-space garage located at 1625 Locust Street, known as the Leshner Center Parking Garage. Property includes three (3) commercial/retail tenants located on the ground floor and is directly adjacent to the Leshner Center for the Performing Arts.
- b. 422-space garage located at 1390 North Broadway, known as the Broadway Garage.
- c. 230-space garage located at 1350 Locust Street, known as the South Locust Street Parking Garage. Property includes two (2) commercial/retail tenants located on the ground floor.

The Project includes, but is not limited to, performing the following work:

The design, development, programming, reliability testing, fabrication, unit testing, system testing, packaging, shipping, installation, start up, maintenance, training of staff and documentation of a PARCS that will provide for multiple credentials for access control and payment services.

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

Contract Time and Working Hours

Projected duration of this project installation is May 15, 2018 through October 1, 2018. Working hours are 7:00am through 6:00pm Monday through Friday excepting City Holidays. (Alternatively) work during the evenings and/or weekends may be required.

The Scope of Work for the Project shall also include:

General

Service, supplies, and equipment to be provided by the contractor include, but are not limited to the following:

- a. Labor
- b. Materials and supplies
- c. Tools and equipment
- d. Transportation vehicles
- e. Administration, management, and maintenance support to perform services as specified
- f. Traffic Control, as necessary
- g. Selective demolition, as necessary to complete the scope of work

- h. Removal and disposal of all waste
- i. Site control and safety
- j. General cleanup
- k. Software installation
- l. System commissioning
- m. Training of City staff on operation and maintenance of the meters.
- n. On-going customer service

Project / Site Conditions

- a. Contractor must notify the City of Walnut Creek Parking Manager prior to starting work.
- b. Testing and training on the system shall be coordinated with the City Parking Manager
- c. Contractor shall specify and dedicate a Parking Manager for the installation of the project as well as for training and service of PARCS equipment.
- d. Protect adjacent buildings, site, infrastructure, and/or landscape from damage during the project.
- e. Maintain safe access for employees and the public to existing walkways and building entries during the project.
- f. Contractor is responsible for all materials delivery, storage, and handling.
- g. All materials, equipment and debris shall be completely removed at the end of each shift.
- h. Contractor is responsible for the verification of all existing conditions and dimensions prior to bid.
- i. In the case of an emergency, work must stop immediately and continue only after prior authorization from the City of Walnut Creek.
- j. Payment and Performance Bonds equal to 100% of the construction (materials, equipment and labor to install) amount are required. Performance bonds shall be for a period of 12 months.
- k. A minimum 12 month warranty that includes all service and maintenance, as well as the inclusion of all upgrades of software and hardware for the life of the system, shall be included in the project, with supporting documentation submitted to the City upon completion of the installation.
- l. Registration with the DIR and submittal of certified payroll through the DIR's website for all construction and/or installation labor is required for this project.
- m. Prevailing wages apply to this project.

Removals / Demolition

All PARCS equipment to be replaced shall be removed and disposed of at the contractor's expense. Expenses associated with removal and disposal should be included in the total proposal cost.

Contract and Software Requirements

- a. There shall be no upgrade fee for software for the term of the agreement and any contract extensions made at the City's option.
- b. Software shall have Microsoft Windows compatibility for versions 7 and subsequent.
- c. All Contractor-provided aspects of the credit card processing subsystem shall be PCI-compliant, such that no Contractor-provided product or solution will prevent the City from achieving PCI compliance in its parking operation
- d. Vendor must provide marketing materials, customer instruction materials, and ideas to the City for a smooth transition for public users at no cost to the City of Walnut Creek.

Appendix A

Current PARCS Equipment in Garages

I. 1625 Locust Street (Leshher Center)

- a. Three (3) entry lanes, equipped with ticket dispenser, automatic gate, and ACS reader.
- b. Two (2) exit lanes, equipped with exit verifier, automatic gate, ACS reader, and credit card interface
- c. Five (5) APS at the following locations:
 - i. Two (2) APS that accept both cash and credit card payments at the Ground Level elevator lobby on the Locust Street side of the building.
 - ii. One (1) APS that accepts both cash and credit card payments on the ground level near the stairwell on the northwestern corner of the parking structure.
 - iii. One (1) APS that accepts both cash and credit card payments on the ground level near the stairwell on the southwestern corner of the parking structure.
 - iv. One (1) APS that accepts both cash and credit card payments in the lobby of the Leshher Center, adjoining the parking structure.

II. 1350 Locust Street (South Locust)

- a. One (1) entry lane, equipped with ticket dispenser, automatic gate, and ACS reader.
- b. Two (2) exit lanes, equipped with exit verifier, automatic gate, ACS reader, and credit card interface.
- c. Two (2) APS shall be installed at the following locations:
 - i. One (1) APS that accepts both cash and credit card payments at the Ground Level elevator lobby on the southeast corner of the parking structure.
 - ii. One (1) APS that accepts both cash and credit card payments at the Ground Level elevator lobby at the northwest corner of the parking structure.

III.1390 Broadway (Broadway)

- a. Two (2) entry lanes (one on the North and South side of the parking structure), equipped with ticket dispenser, automatic gate, and ACS reader.
- b. Two (2) exit lanes, equipped with ticket dispenser, automatic gate, ACS reader, and credit card interface.
- c. Two (2) APS shall be installed at the following locations:
 - i. One (1) APS that accepts both cash and credit card at the Ground Level elevator lobby at the southwest corner of the parking structure.
 - ii. One (1) APS that accepts both cash and credit cards at the Ground Level near the entrance ramp at the northwest corner of the parking structure.

All APS units and entrance/exit verifiers are equipped with an intercom.

General Technical Specifications:

The City is issuing this request for proposals for the procurement of a Integrated PARCS for off-Street parking garages owned and operated by the City. The City expects this complete parking conversion will increase overall parking efficiency, system productivity, improve customer service while ensuring data security and system reliability.

The desired PARCS will work via web browser, function on all mobile platforms, possess intuitive user management, accommodate location-based and on-line sales, have interactive reporting, and provide multiple media access, such as barcode, HID, AVI, Smart Phone, NFC Access, LPR, Online reservations, etc.

The new system will replace the existing chip-coin PARCS system, installed, and maintained by Scheidt and Bachmann Company.

The Work of this Section shall include furnishing all material, equipment, labor, and supervision to install in place a fully operating Parking Access and Revenue Control System (PARCS) as specified herein. Included will be the supply, delivery, unloading, setting, anchoring, electrical and control wiring installation, electrical and control wiring termination, start up and testing the system, and all associated equipment. Also included shall be on-site training for City staff as described further in this RFP. All Proposers are strongly advised to inspect the parking facilities to ensure that there are adequate conduit runs and loops for their proposed equipment and system. If additional conduit runs and loops are required, an itemized listing of the additional conduit runs and loops must be included with the proposal along with a fixed price quote for installation.

The PARCS shall have the following requirements and features:

- a. The PARCS shall include all hardware, software, licenses, installation, training and support services shall be provided for the three (3) parking garages previously discussed. The proposer shall be responsible for identifying existing and needed infrastructure, locating existing and future equipment, PARCS design, installation, power and communication cables, connection, termination, commissioning, training and all related elements to provide a fully operational PARCS system.
- b. In the proposal response, include a list of equipment and related hardware, software, licenses, infrastructure and all related items for each lane and Pay on Foot Machines in each garage.
- c. The PARCS can offer integrated License Plate Recognition (LPR) capture and mobile LPR, data storage and fee calculator. The proposer shall host the system and provide all needed infrastructure, servers, equipment, communication network, and other elements, at proposer's site and at City's parking facilities and parking management office, to provide an operational parking system. The system will not reside on the City's network.
- d. The PARCS system shall be remotely managed using a fiber optics, Ethernet, or other communication systems that are acceptable to the City.
- e. The PARCS shall offer a cashier-less fee collection system.
- f. The PARCS shall be able to operate in the following modes (for all facilities):
 - i. Pay at exit – Standard mode
 - ii. Pay on entry – Special event mode
 - iii. Pay on foot – Standard mode
 - iv. Pre-Pay – Standard and special event mode e.
 - v. Gated environment
 - vi. Gateless environment g.
 - vii. Other modes suggested by the PARCS proposer
- g. The PARCS shall offer leading edge parking solutions for the following users and/or type of parking:
 - i. Transient parkers
 - ii. Monthly parkers
 - iii. Special event parking
- h. The PARCS can offer as many vehicular entry options as possible that are suitable and applicable to the parking users and type of parking. The vehicular entry should offer the following options but not limited to:
 - i. Ticket-less options including:

- a. Using Automatic License Plate Recognition (ALPR) only
 - b. Using LPR and phone number
 - c. Using LPR and driver's license number
 - d. Other ticket-less options
- ii. Pulling a paper ticket
 - iii. Access and self-service transaction processing using Credit Card In & Out (CCIO); Automated Vehicle Identification (AVI) transponders, proximity card readers and bar code/QR code readers, etc.
 - iv. Frequent parker program using Automatic Vehicle Identification (AVI)
 - v. Frequent parker program using smart phone/cellular technology
 - vi. Frequent parker program using geo-fence
- i. Other vehicular entry options offered by the proposers.
 - j. The system shall provide the City to sell weekly, monthly, seasonal, yearly, and special event passes using parkers' license plate numbers. These passes may be sold on a prepayment or post payment basis.
 - k. The system should track and identify vehicles (with or without license plate numbers) that remain in the parking garages or facilities if the garages or facilities are closed.
 - l. The system shall provide the City and parking management staff to remotely access (via internet) all functions and data. The City and parking management staff will use desktop computers, laptop computers, tablets, and smart phones to access the PARCS.
 - m. The system shall offer smart phone parking applications that may be used for parking reservations, prepayment, ingress/egress, and payment onsite.
 - n. The system shall integrate with the City's existing pay by phone provider Park Mobile.
 - o. The system shall integrate through API with the City's parking data analytics provider Smarking Inc.
 - p. The system shall eliminate or minimize open paper tickets. Therefore, the system shall track and generate electronic trails of each transaction and vehicular ingress and egress for management and audit purposes.
 - q. The proposer shall provide system security, upgrades, maintenance, and managing access controls. The City's parking manager or designee shall control and manage access control rights. Segregation of duties should be an integral internal control, so that a single individual cannot have access to divert resources.
 - r. The City prefers "open IT architecture" and equipment agnostic approach that allows future scalability and flexibility.

- s. The preferred PARCS shall minimize the number of physical devices to reduce operations and maintenance costs and reliance on hardware.
- t. The preferred PARCS shall have hardware modules that are easily replaceable and/or repaired. The proposer shall provide spare hardware modules to the City.
- u. The PARCS shall use leading edge hardware including ruggedized tablets and smart phones.
- v. The hardware shall be vandal resistant and shall be designed and protected to properly function in Walnut Creek's environment. The hardware selection must consider the high number of visitors and Downtown employees (or non-repeat customers) that will be using (and in some cases abusing) this system daily.
- w. All field equipment and components shall be fully protected from the ambient environment. Operation of the equipment shall not be affected in any way by normal weather conditions. At a minimum, operation of the equipment shall not be affected in any way by the conditions listed below:
 - i. Ambient Temperatures: -10°F to 140°F (with addition of solar loading)
 - ii. Humidity: 0% to 98% (non-condensing)
 - iii. Rain: Blowing Rain 120 mph Gusts
 - iv. Dust: Blowing dust and fine particles
- x. PARCS software shall be user-friendly and dashboard based. The system shall be designed to provide various standard and custom dashboards for appropriate uses and data manipulations across new as well as existing platforms.
- y. The PARCS software shall provide City staff, at various levels of access rights, to generate and format custom reports. Below are the minimum revenue reports required for the new PARC system. The PARC system must be able to generate/query reports which can be set by the management users. Please include samples and/or screen shots of all reports in Proposals.
 - i. Daily Revenue Report including revenue type by location
 - ii. Transaction Report including revenue type by location
 - iii. Revenue Alarm Report
 - iv. Outstanding Ticket Report 0-29 days, 30-44 days, 45-89 days, 90-110 days, 111-1095 days, and 1096+ days.
 - v. Daily device revenue report including revenue type
 - vi. Daily lane report
 - vii. Active access card holder report by location
 - viii. Card transaction report by date
 - ix. Credit card report
 - a) By Credit Card type

- b) By Facility
 - c) By Device
- x. Validation report
- xi. Non resettable totals
 - a) Cash report
 - b) Transaction report
 - c) Validation report
- xii. Count statistics report
- xiii. Duration of stay report with ability to breakdown by 30-minute increments
- xiv. Entry/exit report by facility and parker type
- xv. Parking Fee Report
- xvi. General Totals Report
- xvii. Detailed activity reports on sales inventory, and statistical data by parker type
- xviii. Ticket tracking
- xix. Reconciliation
 - xx. End of month closing
 - xxi. Accounts receivable
 - xxii. Revenue
 - xxiii. Aging
 - xxiv. Daily payments by device
 - a) Number of transactions
 - b) Dollar amount, cash and credit
 - xxv. Entries (Ticket, card access, and total vends) by facility, by lane
 - xxvi. Exits (Ticket, automated exits, card access and total vends) by facility, by lane
 - xxvii. Total Exits by facility, by lane
 - xxviii. Card Reader Vends by facility, by lane RFP
 - xxix. Total Gate Vends (entry and exit) by facility, by lane
 - xxx. Differential Count by facility
 - xxxi. Hourly Peak Occupancy reports

- z. The system shall offer ease of programming changes, now and in future, related to parking management, operations, and types of users. All programming shall be performed by the selected proposer.
- aa. The system shall offer dynamic pricing structure that can be changed on an as-needed basis.
- bb. The City and parking management staff shall remotely adjust parking pricing structures.
- cc. The system shall log and track rate changes and major activities so that audit reports can show when and by whom changes were made.
- dd. The system shall add future Off-Street parking facilities (structured parking) and offer all PARCS features and services at the new facilities.
- ee. The payment system must be PCI-DSS, MasterCard, and Visa (EMV) compliant. The payment system shall also stay compliant with future PCI-DSS changes and the proposer shall provide this assurance in writing.
- ff. The City requires that credit card readers be capable of reading mag stripe products; and the City will require integration infrastructure for NFC cards and EMV smart card with chip and pin technology.
- gg. Under no circumstances, except acts of nature, the PARCS shall be down without the ability of allowing parkers to enter and exit the parking garages/facilities and collecting parking revenues. In the event of losing entry/exit and/or revenue collection capabilities, the proposer shall reimburse the City loss of revenue for the days and nights while the system was down. The amount of parking revenues lost will be determined by the City based on the average collected revenue over the past three years for the same days and nights.
- hh. The system shall include a robust alarm management system. Alarms with visual graphics and appropriate messages shall be provided on computer screens, tablets, and smart phones about all system/equipment failures and customer related issues.
- ii. After issues are addressed or fixed, alarms should be remotely reset.
- jj. All equipment shall generate real-time alarms and status reports for maintenance needs, reporting by text messages, and/or e-mails to maintenance staff designated by the City.
- kk. The system shall provide remote management of entry/exit lane equipment including payment devices.
- ll. If ALPR is used, the system shall manage and recognize license plates on “white” and “black” lists. The system shall send an alarm when a license plate from “black” list is recognized.
- mm. The system shall track parking occupancy counts in the various parking areas and display vacancy counts in the back-office software platform.

- nn. The system shall issue, recognize, and track discount coupons that may be offered by the City to frequent parkers, at the parking web site or through smart applications.
- oo. The current On-Street parking citation management system will remain a separate system. At some point in the future, the City may choose to integrate the On-Street and Off-Street systems into one system. The Off-Street PARCS can integrate with the On-Street parking and citation management system as single system operating from the same PARCS.
- pp. Credit card types accepted by the PARCS shall include Visa, MasterCard and preferably all major E-wallet systems including Apple-Pay, Samsung Pay and/or Google Wallet. During the implementation phase, the City will decide if one or both systems shall be installed.
- qq. All parking equipment shall be hardwired or wirelessly networked via cellular network and connected to the PARCS. Two-way communications shall be used to monitor equipment status, payments, and usage while also provide remote diagnostics and change settings remotely (e.g., pricing or out of service notifications). Alternative wireless communication solutions may be considered at the sole discretion of the City.
- rr. If a cellular network is used, the City requires a minimum of two (2) options for cellular communication providers.
- ss. Successful proposer shall have at least two (2) technicians on-site during installation of all PARCS and related equipment.
- tt. The proposer shall provide the complete installation of all hardware and software including site preparation, foundations, communication and power conduits and cables, and hard and soft connections.
- uu. The successful proposer shall test and initiate the system and other implementation measures before the City will start system acceptance tests.
- vv. The acceptance period will consist of a minimum of sixty (60) consecutive calendar days, twentyfour (24) hours per day, and will begin at 8:00 AM on the first workday following “go live” on the new System.
- ww. During the acceptance period, the System must remain fully operational, must operate without failure, must operate in conformance with the City’s functional business requirements, and must operate with response times acceptable to the City.
- xx. If the System fails to meet any of the criteria above, the City shall notify the selected proposer of such failure and the acceptance period starts over at 8:00 AM on the first workday following the correction and completion of testing of the failure.
- yy. The City will notify the Contractor in writing of the acceptance of the System if:
 - i. The performance standard is attained for the duration of the acceptance period

- ii. All training has been completed
 - iii. All documentation and other deliverables have been received
 - iv. And other items which will be defined in detail during the contract negotiation phase
- zz. Unless approved in advance by the City, primary parking control and revenue control equipment including barrier gates, payment terminals, card readers and lane controllers must be supplied by a single equipment manufacturer to assure quality control, reliability, uniform compatibility and one source service responsibility.
- aaa. Any fiber-optic data or fiber-optic voice communications installation shall be performed by technicians certified for fiber-optic installation.
- bbb. All equipment shall be factory finished with proper priming and powder coat finish to suit the environment in which it is to be installed. Final color will be determined and selected by the City. All equipment enclosures shall be properly gasketed and sealed for weather tight integrity.

AUTOMATED PAY-ON-FOOT EQUIPMENT (POF)

Automated Payment Stations shall provide the following components and capabilities:

- a. POF Stations will meet all ADA-AG Installation and operating requirements.
- b. POF Stations will accept payment by cash (notes), coin, credit card, debit card, QR barcode device, integrated chip & pin reader
- c. Front access door with appropriate 5 point tamper-resistant locking system (each Automated Payment Station to be keyed differently and unique to this installation) and provide alarm contacts upon entry.
- d. POF Cabinet shall be weather resistant to all climates and designed for the specific weather associated with Walnut Creek, NC. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:
 - i. Ambient Temperatures: -10°F to 140°F
 - ii. Humidity: 0% to 98% (non-condensing)
 - iii. Rain: Blowing Rain with 120 mph Gusts
 - iv. Dust: Blowing dust and fine particles

POF Station will accept and recycle nickels, dimes, and quarters and dispense as required to the parker. All incoming coins will be first placed in the hoppers then to the coin vault within the station.

POF Station will accept notes and escrow One, Five, Ten and Twenty Dollar denominations in any sequence during the transaction. The note acceptor will reject from escrow all damaged notes and shall store all approved incoming notes into the vault.

POF Station shall dispense change in both coin and notes. An integral Note to Note dispenser will contain separate vaults for note storage and will dispense as change back when required. Each denomination will have separate vaults for reloading and real-time management.

POF Station shall accept validation coupons, chaser tickets, or other credential for partial or full payment of parking fee.

Exit Grace Period shall be programmable by parking facility. The Exit Grace Periods shall be programmable by entry ticket location, not by one general facility configuration.

Push-button VOIP intercom integrated into the face of the Pay Station.

Utilize visual instructions for parkers to understand the sequence of events to complete a payment transaction.

Issues audio voice annunciation instructions to compliment the visual instructions.

Intuitive parker interface monitor/screen with pictographs as necessary to assist the parker through the payment process.

Cancel button that allows a parker to cancel a transaction once a parking ticket has been inserted.

All static text shall be in English or other approved language with universal icons and graphics.

Parker interface capable of displaying two user-selective languages at a minimum, including English and Spanish.

Colors for the pay stations, all text, and graphics shall be configurable and approved by the City prior to manufacturing.

Integrated and on-line within the PARCS utilizing TCP/IP.

Utilizes single-slot technology for ticket and credit card insertion and reading

Inserted credit cards shall be read in all four directions.

Illuminated ticket slot.

Capable of processing parking fee payments using multiple forms of payment, e.g., any combination of credit card payment, coupon, validation, and the future-planned City of Walnut Creek prepaid parking cards.

Barcode reader for reading coupons, tickets, and PDA electronic visual display integrated into the face of the Pay Station.

Capable of completing on-line, real-time credit card authorization as well as storing offline credit card transactions for uploaded upon re-establishment of communications.

Permit the City to change 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).

Log when a cabinet has been opened or closed; password entry required to allow software access; date, time and user recorded in real-time on the Event Log.

Receipt generation - Upon successful payment, print a receipt that includes:

- a. Garage Address
- b. LAZ Parking telephone number
- c. Receipt #/Transaction #
- b. Pay station identification number
- c. Time, date and lane in
- d. Time paid
- e. Length of stay
- f. Parking fee
- g. Total amount
- h. Validation Amount
- i. Method of payment
- j. Credit card type and last 4 digits of credit card #
- k. Amount paid n. Change Due
- l. The City shall have the option to change receipts for all 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.
- m. Receipt Stock Low alarm generated

As part of their Proposal Response, the Contractor shall submit shop drawings/cut sheets of proposed Automate Payment Stations.

EXIT STATION (CREDIT CARD STATION)

1. Automated Credit Card Exit Station (no cashier) shall be installed and will allow customers to pay by credit card or other forms of electronic payment.
2. Exit Station Cabinet shall be weather resistant to all climates, It is the Contractor's responsibility to provide all and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:
 - a. Ambient Temperatures: -10°F to 140°F
 - b. Humidity: 0% to 98% (non-condensing)
 - c. Rain: Blowing Rain with 120 mph Gusts

d. Dust: Blowing dust and fine particles

2. The Exit Station shall be capable and programmed to perform automated processing of credit card exit transactions and pre-paid tickets. Both modes shall be active simultaneously.
4. The Exit Station shall include a two-line visual display capable of being programmed to automatically provide visual prompts at each step in the transaction process and for other likely events, such as insertion of the credit card before insertion of the ticket. Minimum character height for the display shall be 3/8 inch.
5. The Exit Station shall include a programmable/recordable voice annunciation capable of automatically delivering audible message prompts at each step in the transaction process or in response to likely deviations.
6. The Exit Station shall be equipped with a single slot for accepting credit cards.
7. The Exit Station shall be on-line with the central computer and/or credit card server.

BARRIER GATES (GATED ENVIRONMENT)

1. Barrier Gates shall be Underwriters Laboratory (UL)-Approved and labeled on the exterior of the cabinet.
2. Barrier Gate Cabinet color shall be determined by the City.
3. Barrier Gate shall display on the exterior of the cabinet a Model Plate indicating the manufacturers name, address, model number, serial number, main power supply, secondary power supply ratings, and amperage ratings.
4. The Barrier gate shall provide an effective to one-way vehicles in the entrance and exit lanes. The barrier arm shall retract quickly in a vertical plane on a command signal from the Entry Station - ticket dispenser, Exit Station, LPR/RFID Permit reader, card reader, or detector loop depending on location, and return to the lower position upon a signal from a detector ("closing loop") located beyond the gate arm. Electronic sensor switches or variable motor measurement is preferred over mechanical limit switches to control the up and down stopping points of the barrier gate arm.

5. Barrier Gates may be on-line to the central computer and shall be capable of responding to remote "Raise", "Lower", "Open Lane" and "Close Lane" commands through a network device from the central computer. A real-time status condition is required for all barrier gates.

6. Barrier Gates shall transmit status messages to the central computer to indicate "UP" and "DOWN" status and gate malfunction or alarm condition.

7. The Barrier Gate shall be installed and shall incorporate in one housing all necessary components for the functioning of the unit. The assembly shall operate in the environmental conditions of the installed location.

- a. Ambient Temperatures: -10°F to 140°F
- b. Humidity: 0% to 98% (non-condensing)
- c. Rain: Blowing Rain with 120 mph Gusts
- d. Dust: Blowing dust and fine particles

8. The unit shall include a 10' (ft.) arm of reflective aluminum construction. The barrier arm shall be a breakaway design that can be easily be replaced when broken. The height of the gate arm shall be approximately 36 inches from drive level in the DOWN position. Provide and install articulating gate arms where required by low ceiling height.

9. Each Barrier Gate shall be installed with an audible alarm and a visual warning beacon to warn pedestrians of the moving gate arm.

10. The Barrier Gate shall remain in the up position so long as a presence is detected on the closing loop.

11. The Barrier Gate arm shall have a down strike safety feature. This feature provides that should any object be struck by the gate arm during its descent, the arm shall immediately reverse and return to the UP position without damage, and remain up from 2 to 60 seconds, until automatically reset by an internal variable control. The sensory function shall be initiated by sensing the internal mechanical action. The external mounting of tubes, wiring, and electrical devices on the gate arm shall not be acceptable.

12. The Barrier Gate arm shall return to the down position after a programmable period of time if vehicle passage through the gate is not completed and there is no vehicle presence on any detector loops in the lane.

13. If a Barrier Gate remains in the up position when there are no vehicles detected on the lane loops, the gate shall send an alarm signal to the central computer.

14. If an entry Barrier Gate remains in the up position for more than sixty (60) seconds without completing a vehicle entry sequence, the gate shall send an alarm signal to the central computer.

WIRELESS DATA AND MANAGEMENT SYSTEM CAPABILITIES

1. The system 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 shall be in real-time to all field devices. The system shall include the functionality to remotely shutdown a field device's operating system, upload updates, and remotely restart the field device.

2. System shall generate alarms for any user selectable event type. Alarm hierarchy shall be configurable so that the City can adjust priority of alarms, audible tones, where the alarms are sent, etc. Initial alarm hierarchy shall be coordinated with the City during implementation.

3. Management system shall be a web-based system accessible via desktop computer, laptop computer, or handheld wireless devices to authorized personnel. No additional software other than an internet browser shall be required for management to access and fully use the PARCS and its components. The proposer shall provide access to the hardware and software management system by authorized users 24/7 over the web. Proposers shall list and provide all equipment and software necessary for the City to operate software systems including desktops, laptops, handheld devices, and servers which the City would need at the time of installation. Access rights to the system for City staff and others shall be defined during implementation. Proposer shall identify the ongoing and annual costs associated with the PARCS in their proposal.

4. The server mentioned above in item 3 shall be maintained by the proposer. All needed software, anti-virus, anti-malware, anti-adware, security updates, system

updates, and patches shall be provided installed, and City staff be trained by the proposer. This server can be connected with City's computer network.

5. All parking facilities, field equipment, office equipment, and access from tablets and smart phones shall operate from the same PARCS management software.

6. PARCS shall provide role-based access control using the principle of least privilege for all system functions including system administration and security administration.

7. PARCS shall provide a variety of reports to include financial, technical, and administrative functions via a single web-portal.

8. PARCS shall export all query results to multiple formats including comma-separated value, Microsoft Excel©, Microsoft Access©, Adobe Acrobat (.PDF), etc.

9. The proposer shall install, configure, and maintain all application software and firmware required by the PARCS. All software licenses shall be registered to the proposer and the City will not accept any software license terms and conditions.

10. The PARCS shall automatically detect and report fault conditions through the management system. The system shall perform a self-check on a routine basis and provide notification for fault conditions and equipment failure and maintenance.

11. The system shall monitor and report status of all hardware, software, and communications links.

12. Industry standard software shall be utilized. Each such software shall be identified in the proposer's proposal. The proposer's proposal shall state the purpose of each software, where it will be used, and how it will be used. If one software application is required to interface with another software platform, the interface shall be documented and supported by flowcharts or block diagrams as appropriate. The proposer shall advise the City if the software used in the RFP system will be customized or "off the shelf" software, and shall describe the method of obtaining further software updates/upgrades or modifications.

13. Application software shall be written in a standard, industry-accepted computer language such as Java, C++, Visual Basic, etc. The proposer shall identify the version of software that will be used in their proposed system.

VEHICLE DETECTION LOOPS AND VEHICLE DETECTORS

1. The City currently has vehicle detection loops in all of its parking garages.

2. The Proposer should ensure that detectors shall be installed for barrier gates, ticket dispensers, exit stations, LPR Camera Readers, LPR/RFID Antenna/Reader, PROX/Bar Code readers, count system and any other device that requires loop detection input to function as a complete system. Regardless of quantities detailed in this RFP, a sufficient number of detectors shall be installed to provide the directional logic necessary to the equipment functions described in this RFP.

3. The parking equipment detector loops installed by Contractor shall be complete and terminated at the vehicle detectors without breaks or splices.

4. Contractor shall be responsible for complete installation of the embedded loops, including required saw-cuts.

5. Approved loop sealant must be used in order to provide weather and moisture protection for the loops.

6. Contractor shall use care and diligence in making saw-cuts to avoid contact with, or exposure of, embedded concrete reinforcement or cabling.

7. Contractor shall use care and diligence in locating embedded loops so as to avoid interference from other metal objects. Contractor shall repair any damage to concrete curbs or islands resulting from the installation.

INTERCOM AND CAMERA SYSTEM

1. The Contractor shall provide a turn-key IP intercom system that consists of two host intercom stations, an integrated camera system, and an integrated microphone and speaker in each Entry Station, Express Exit Station, Automated Pay-on-Foot Stations, Permit lanes, etc.

2. The intercom shall be a push-button intercom such that in the event a parker needs assistance while stopped in a lane, the button can be pushed and a connection established between the field location and any 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 Division of Parking Management.
4. The intercom system shall utilize VOIP.
5. The intercom and camera communications shall be directed to a command desk console located in the Parking Office with roll over capabilities to a second call center station as designated by the City. The Parking Office shall be equipped with an intercom base station that displays the physical location of the incoming intercom call.
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 Parking Operator 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 and camera base station and push button intercom terminals.

CUSTOMER PROCESSING PROCEDURES FOR LOCATIONS WITH PARCS EQUIPMENT

1. Public Entry Procedures
 - A. The following shall take place for all entry events:
 - i. When the entry lane arming loops are not activated, the screen shall display the City of Walnut Creek current logo, date, and time.
 - ii. 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".

- iii. 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.
- iv. The barrier gate's mechanical counter shall increment by a count of one.
- v. The entry event shall be validated and the associated data with the entry event shall be stored.
- vi. The Parking Space Count System shall decrement the number of available spaces by a count of one from the appropriate facility.

B. Normal Entry with Ticket

i. 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 time.

ii. 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 the City of Walnut Creek." The barrier gate shall rise to the open position, allowing the vehicle to enter the parking facility.

C. Back Out at Entry

i. 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.

D. Stolen Ticket at Entry

i. 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.

EMV AND NFS CREDIT CARD READER CONVERSIONS

1. The reference to credit card readers for use within the PARCS RFP refers to traditional mag stripe credit card acceptance in use today and EMV readers.
2. It is paramount to the City that the Contractor provides the replacement hardware, software and all technology requirements, including maintaining PCI-DSS Compliance, for all future use, implementation, installation, and PARCS interface of EMV (Chip & Pin) and NFC Payment acceptance devices.
3. The Contractor must also recertify pursuant to PCI Compliance for all payments and all parking applications at the Entry Station, Automated Payment Stations, and Exit Stations for all methods of credit card payments.

CREDIT CARD PAYMENTS AND COMPLIANCE QUESTIONS

1. The City of Walnut Creek currently uses TSYS Merchant Services/Verifone Payware Connect for clearing credit card transactions. The Contractor shall include with their Proposal, confirmation that their system has a certified interface for processing credit card transactions through TSYS Merchant Services/Verifone Payware Connect. In the future, the City may wish to change credit card clearinghouses. As part of the Proposal, the Contractor shall provide a list of clearinghouses for which they have a certified interface.
2. Describe in detail and provide a flowchart of the entire credit card process including all third party appliances and software.
3. All Contractor-provided aspects of the credit card processing subsystem shall be PCI-compliant, such that no Contractor-provided product or solution will prevent the City from achieving PCI compliance in its parking operation. Is the process for credit card processing PCI DSS and/or PADSS compliant? Describe your cardholder processing systems' Payment Card Industry (PCI) Payment Application.
4. Does the implementation, including any required auxiliary servers, store the card holder PAN on hosted servers for any length of time at any time during the credit card payment process?

5. Please provide information on where the City can verify your application and/or payment gateway compliance - on the PCI Standards validated payment applications list or on the Visa's Global Registry of Service Providers – PCI DSS Validated Entities compliance list?

6. For parking lots/decks requiring a payment to park, the mobile web application or native application will provide user the ability to pay via their mobile device. Respondents must specify how the application will meet PCI compliance for payments.

7. Describe in detail and provide a flowchart on how the credit card payment is relayed in the system that you are proposing from the handheld devices in remote locations to the PARC system.

8. Because credit card processing is critical to the City's 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.

UNINTERRUPTABLE POWER SUPPLY (UPS)

1. 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.

2. 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. All Entry Lanes
- b. All Automated Payment Stations
- c. All Exit Lanes

3. UPS battery back-up for all lanes shall be sized to last sixty (60) minutes.

4. An on-line, solid state UPS shall provide both backup power and transient surge protection. The Contractor is alerted to the fact that there are a number of power distribution panels providing electrical service Campus 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. The City shall review and approve the UPS units to be provided by the Contractor. The Contractor shall test all UPS system components during the Site Acceptance Tests for each parking lane/facility. The UPS shall be sized with a 20% spare capacity minimum.

5. The UPS shall consist of a power module, storage battery and a battery disconnect switch.

6. The UPS shall have a lockable weather resistant UL designation suitable for outdoor mounting.

7. 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.

8. 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.

TRAINING

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

2. Scheduling of instruction classes shall be coordinated by the Contractor and City 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. The City shall tentatively approve or suggest changes to the training schedule at that time. Ample time shall be allotted within each session for the Contractor to fully describe and demonstrate all aspects of the Parking Program, and allow City personnel to have hands-on experience with the Parking Program.

3. Provide eighty (80) hours of on-site instructions to City staff and LAZ Parking staff. Specific allocation of training time to be determined by the City.

4. The proposer shall train and certify City and/or parking operator staff on back-office software and operational system. The training and certification shall include identifying and fixing minor hardware maintenance and operational issues. The appropriate duration of training shall be determined by the proposer. All software modifications and maintenance shall be performed by the proposer.

5. The successful proposer shall provide robust training and certification programs for the City and parking management staff to operate their PARCS (software and hardware). The initial system and operational training shall be offered on site at the City's facilities before the system acceptance tests are initiated. Additional training may be offered at proposer's headquarters, at City's facilities, via webinar, videos, and/or on-line training. The type and locations of training may vary based on training level and personnel being trained. The proposers shall identify in their proposals various training programs, types, and locations for various staffing levels.

6. Provide an additional twenty-four (24) hours of on-site training, in any area, at the City's request, during the first twelve (12) months after system start-up.

7. Provide an additional sixteen (16) hours of on-site training, in any area, at the City's request, within twelve (12) months after system acceptance.

8. Refresher courses shall be offered on predefined schedules and/or at City's requests. The refresher courses shall be offered in the City of Walnut Creek. The proposers shall identify the frequency and duration of each refresher course.

9. The proposer shall provide training on an individual basis or in a group setting as approved by City for the operation and maintenance of the PARCS (hardware and software). The proposer shall provide a training program for technicians and staff responsible for:

- a. Installation, start up, and maintenance/repair of each equipment.
- b. Programming rates, access controls, etc.; through the PARCS software.
- c. Monitoring the system and equipment, generating reports and internal auditing.
- d. Other related elements.

10. The proposer shall provide draft training manuals for review by the City of the training content and provide training schedule for both software and hardware within prior to the scheduled training. The schedule shall include periodic refresher training (continual education), included but not limited to, emphasis on particular areas of City's choice and upgrades of software and/or hardware.

11. 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. 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 to supplement the text. The City reserves the right to prepare additional copies of the course materials as needed.

12. The Contractor shall provide all documentation required for instructing City 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. The City retains the right to copy training materials as frequently as required for ongoing internal use only.

13. All instruction courses shall consist of classroom instruction and actual hands-on" experience. Classes shall be set up in a room designated by the City. 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. The City of Walnut Creek reserves the right to request replacement instructors.

14. Class content shall be coordinated and developed with the City so that procedures for all transaction types are included.

15. The class material shall include schematics, as well as an overview and descriptions of the equipment. The City reserves the right to videotape all training sessions for future instruction purposes or Contractor shall supply video demos if available.

16. Contractor shall include “Training the Trainer” as part of the Training Plan. The City of Walnut Creek trainers and LAZ Parking supervisors shall be trained and participate in teaching the training classes. Contractor shall be responsible for training all City trainers and supervisors as part of “Training the Trainer.” Contractor shall train up to ten (10) City trainers and supervisors.

17. The City shall have authority to copy and distribute training materials at its discretion. The City requires the written permission from the Contractor or any third party to reproduce, modify, and print all training material, including copyrighted material, thirty (30) calendar days prior to training.

18. At the completion of instruction courses, all City and LAZ parking staff that completes the courses shall receive a Certificate of Successful Completion.

IMPLEMENTATION SPECIFICATIONS

1. The successful proposer shall submit a detailed transition and implementation plan with the Proposal for the transition from the existing system to the new PARCS. The Implementation Plan shall be a complete plan for implementation, training and testing and shall include provisions for the new PARCS to operate concurrently with the old system until implementation is complete. This plan shall be developed in an industry standard project management software and should include but not be limited to the following:

- 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 lane acceptance testing (LAT), and activate for public use
- c. A lane switchover approach
- d. Training timing as system is activated
- e. Decommissioning strategy for existing PARCS equipment that maintains all critical systems and functionalities throughout the switchover process
- f. Contractor recommendations that benefit the overall project schedule and switchover process.

2. The proposer shall submit details of at least five facilities where similar systems are installed and operational. The City's staff and its representatives may visit these sites to learn and evaluate the capabilities of those systems. These site visits will be organized by the City.

3. The implementation plan shall also include software and hardware testing phase. The schedule shall include fixing any issues or "bugs" that may be identified and retesting the system after the issues are fixed.

4. Provide qualified staff that shall assist, consult, install, train and oversee the system implementation.

5. Upon award of the RFP, signing of the contract and within ten (10) days of receipt of the executed contract, the successful Contractor shall provide a complete project timeline to the City's Parking Management.

6. Provide integrated implementation process that incorporates on-line tools, on-site and web based technical services and on-site consultation.

7. Assist in the development of reports prior to implementation.

8. Provide an on-site support member during the launch of the new software to help and monitor any issues that may come up.

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.

ONGOING TECHNICAL SUPPORT

1. The proposer shall provide ongoing management service contract for maintenance of all hardware, software, equipment, servers, hard and soft connections, communication network, and other elements. The proposers shall identify the costs of management service contract on a yearly basis.
2. The proposers shall identify life expectancy of each piece of equipment, hardware, software and other elements and when would they be replacing each item/element under normal usage. The items that are not repairable or failing repeatedly shall be replaced after three repairs.
3. The proposer shall provide a point of contact that is able to be reached Monday through Friday during normal operating hours (8 am to 7 pm), Pacific Time.
4. The proposer shall also provide a point of contact for after hour requests (6PM-8AM), weekends, and holidays.
5. The proposer shall return phone calls within two-hours should the City need assistance. After two calls from the City to the proposer, the City may assess \$500 for every hour until the proposer calls back to the City.
6. Within four hours, the proposer shall address issues that can be fixed through remote internet access.
7. The proposer shall send a technician within 12 hours if a technician needs to be onsite to address the issue, including weekends and holidays. Addressing or fixing issues via internet will be acceptable.
8. Under no circumstances, except acts of nature, the PARCS shall be down without the ability of allowing parkers to enter and exit the parking garages/facilities and collecting parking revenues. In the event of losing entry/exit and/or revenue collection capabilities, the proposer shall reimburse the City loss of revenue for the days and nights while the system was down. The amount of parking revenues loss will be determined by the City based on the average collected revenue over the past three years for the same days and nights.
9. The proposer shall provide to the City, 30 days before system start up, regular and preventive maintenance schedule to ensure optimal system performance.

DISASTER RECOVERY PLAN

1. 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.
2. 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.
3. 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.
4. Points of failure shall include each component and sub-components in complex units, such as servers.
5. The disaster recovery plan shall include requirements for and location of spares.

LICENSE PLATE RECOGNITION SPECIFICATIONS (Desired but Optional)

1. System may have License Plate Recognition (LPR) integrated at all garages. The intent of this system is to:
 - a. Capture a vehicle's license plate/image on the front and/or back of the vehicle as it enters;
 - b. Connect the license plate number to a transient ticket (if taken) or verified against the pre-paid credential that is presented;
 - c. Store the plate/image and transient ticket number (if taken) in a database;
 - d. Have the ability to view the plate/image when exiting;
 - e. Verify the plate matches the image so:
 - i. The transient ticket number is verified and the proper fee is assessed or;
 - ii. The PARC system is notified if the ticket was paid previously at a Pay on Foot machine or a pre-paid credential was used to enter the facility.
 - f. Besides having the ability to view an image/plate, all images/plates shall be time stamped on entry and exit.
2. The Contractor shall ensure that the LPR cameras capture license plate data and interface successfully with the existing Genetech AutoVu and the Municipal Citation Solution's VATS parking enforcement platforms.

4. The Contractor shall ensure that the proposed PARCS LPR solution successfully integrates with the mobile payment provider(s).

5. The entry cameras shall become active when the vehicle is present on the arming loop. At this time, a time stamped image will be taken of the plate and stored in the database and the license plate number will be connected to a transient ticket (if taken) or verified against the pre-paid credential that is presented. (Note: The Proposer must describe how the LPR will capture front license plates on vehicles.)

6. The exit cameras shall become active when the vehicle is present on the arming loop. At this time, the image will be time stamped, queried, matched in the database and displayed on the monitor in the Lesher Center Garage Parking Office. The system will then verify the plate matches the image so:

- a. The transient ticket number is verified and the proper fee is assessed at the exit lane or;
- b. The PARC system is notified to vend the gate if the ticket was paid previously at a Pay on Foot machine or a pre-paid credential was used to enter the facility.

7. Before a transient transaction is started, the system will verify the license plate images stored in the database and the ticket match. In the case of a pre-paid credential, the system will verify the license plate images match the record stored in the database.

8. All lanes will be outfitted with cameras (color preferred) and any necessary illumination lights or devices.

9. The database shall have the ability to query license plates, calculate a rate based on the duration of stay, and allow for supervisor interaction/override and verification of matching image/plate if needed.

10. The system will be able to display the entry/exit plate image(s), duration of stay, a calculated fee based on the entry/exit time stamps and allow staff to verify the match.

11. The system shall be able to sort plates alphabetically or numerically.

12. The system shall be able to sort plates by lane.

13. The system shall be able to sort plates by garage.
14. The system shall have the ability to report exception transactions.
15. The system shall have an override feature which will allow interaction from a manager or supervisor.
16. Vendor will describe how the customer will be released in an unattended setting if the LPR system misreads a plate.
17. Entry equipment should be able to use the LPR system to connect a vehicle's license plate to an incoming ticket taken by a transient parker or to an event parking credential so the ticket/credential is only needed at exit if the LPR system does not properly recognize the vehicle's license plate or if the system is requested to collect the ticket by the centralized management computer. Otherwise, the system should vend the gate immediately upon LPR recognizing the license plate if the parking charges have been previously paid or fully validated.
18. Proposal should provide data on capture and accuracy rate for Vendor's fixed LPR installations (from the total number of license plates, how many plates read and how many of those plates read were read correctly).
19. How many megapixels are the cameras?
20. Do they require illumination? If so, are these separate items or built into the cameras?
21. Do the cameras support Internet Protocol version 6 (IPv6)? PARCS

MAINTENANCE CONSIDERATIONS

Proposers shall provide the City with complete PARCS support for the new PARCS systems to comply with the system availability and reliability requirements defined herein.

The service coverage for hardware covered by the maintenance contract is twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. Contractor-certified technicians shall provide total system support.

Access to a Contractor-certified technician includes contact by telephone, e-mail, and online problem reporting tools and on-site as needed to provide the levels of support defined within the Contract.

The Contractor shall furnish all labor, materials, equipment, travel, supplies, parts, supervision, warning signs, other safety devices, and all other things necessary or proper for, or incidental to, such maintenance required to maintain and repair all PARCS hardware installed as part of this project, as well as all PARCS hardware, for the new systems during the term of the maintenance portion of this Contract.

The scope of the maintenance work includes Preventive Maintenance and Remedial Services Maintenance. The maintenance program shall be performed to keep the Parking Access and Revenue Control System (PARCS) operating in a proper, safe, and efficient operating condition. Repairs and/or replacements shall be performed in accordance with the manufacturers written instructions.

The program shall consist of three parts:

- a. Preventative Maintenance of the PARCS, as described below
- b. Remedial Maintenance of the PARCS, which consists of service calls from operations personnel and/or City personnel regarding components of the system not working as in accordance with the Contract regardless of the cause.
- c. Software Maintenance of the PARCS, which consists of maintaining all software furnished, installed and used by the Contractor as described below: The City reserves the right to require the Contractor to utilize specific third party subcontractors where the City believes that the successful completion of work is dependent on the skills provided by such resources.

PREVENTATIVE MAINTENANCE

1. The maintenance services to be provided by the Contractor include maintenance for the PARCS hardware and software components used for the City's parking operations, and the subsystems. The services proposed by the Contractor shall also cover any additional subsystems that are installed by the Contractor as part of this project.

2. The Contractor shall be required to provide resident technicians at the City parking facilities during the preventative maintenance periods to maintain the PARCS after the first lane has been accepted and is in revenue use.

3. As part of the response to this RFP, the Contractor will propose a preventative maintenance schedule for the City that does not require resident technicians to report daily to City facilities.

4. As part of the response to this RFP, the Contractor will submit the details of the necessary Preventive Maintenance Tasks for the PARCS. Scheduled preventive maintenance shall include, but not be limited to, inspection, testing, cleaning, lubricating, painting, adjustment, repairs, the replacement of field installable parts, including external cabinets, that are approaching unserviceable status, and all actions necessary to prevent system failures and extend the PARCS useful life. Contractor shall conduct Preventative Maintenance as accepted by the City in this Contract.

The Contractor will be required to conform to the City's on-site reporting procedures at each parking facility regarding technician arrival and departure for normal and off hours work.

REMEDIAL MAINTENANCE

Remedial Maintenance of the PARCS at the City's parking facilities shall consist of service calls from operations personnel and/or City personnel regarding components of the system not working as designed, regardless of the cause.

1. Upon request, the Contractor will be required to perform analysis and diagnosis of problems and other issues with all PARCS software. In the course of discharging this responsibility, the Contractor shall engage the assistance of the manufacturer to resolve issues related to software problems when necessary and where appropriate. On an "as needed" basis, the Contractor will be required to provide the City with technical support and respond to questions with respect to any equipment and software system. Such support will be provided during PPM at no additional charge to the City.

SYSTEM UPDATES

1. System updates shall consist of all actions necessary to incorporate hardware and software updates in the Parking Access and Revenue Control System (PARCS) to ensure performance to original Specifications. Maintaining the System to keep it up to date shall be included in software license costs. Contractor shall provide error correction, updates and third party software only after obtaining the written approval of the City. Vendor supplied documentation of updates to reflect these software changes shall be submitted within fourteen (14) days of completion of said software updates. Contractor

shall also make new releases of third party software available to the City at the City's option and expense.

2. The Contractor shall provide System Updates services on a basis that ensures that the system software, including all third party software, shall be the manufacturer's "current" version. The Contractor shall have fourteen (14) calendar days from the time an update or patch is released by the software manufacturer to process updates and patches in accordance with the requirements stated in the Software Maintenance section herein, except security vulnerability patches, which must be processed as soon as possible.

3. Contractor shall test all software upgrades, modifications, and changes in the Contractor provided test system prior to implementation in the production system. The City shall provide approval to migrate to a production environment prior to implementation. Depending on the severity of the upgrade, modification or change, the City may choose to witness testing before approving implementation in the production environment.

4. Contractor shall provide a change control methodology to document system changes and approvals prior to implementation.

5. The Contractor shall support upgrades to its application based on operating system patch and upgrade requirements (For example, if the PARCS runs on a Microsoft operating system, the software shall be patched according to the Microsoft patch and upgrade schedule without breaking any application. If Microsoft decommissions a specific version of an operating system, the Contractor shall release code compatible with next operating system upgrade prior to Microsoft ending support for current operating system, at no cost to the City.)

6. The Contractor shall commit to provide corrective patches and upgrades in the event security vulnerability or system availability issues are found within fifteen (15) business days of said discovery or sooner if approved by the City.

7. Copies of all software (and software updates/upgrades made during and after the warranty period) must be provided to the City at the conclusion of the warranty period.)

SOFTWARE MAINTENANCE

For all Systems (including their component equipment) covered under this Contract, the Contractor shall provide software maintenance for the operating system, applications software, third party software and third party tools, and database that was furnished and installed by the Contractor. Software maintenance shall include but not be limited to the following:

1. Error Correction In the event that the System does not meet the operational availability or function in accordance with the manufacturer's stated functionality and performance due to errors in software or any modifications thereto, the Contractor shall correct any such error in the System as identified by the City. Errors shall include, but not be limited to, flaws in operations and errors due to flaws in the design and coding of the System. Upon notification of the error by the City or discovery of the error by the Contractor, the Contractor shall dispatch trained Personnel to repair, replace and correct all malfunctions required for the System to perform in accordance with the manufacturer's stated functionality and meet the operational availability within one (1) business day from the date of notification. The Contractor shall provide documentation in machine-readable format, if any, relating to the error correction. The corrected software shall be tested by the Contractor in an off-line test environment. The Contractor shall then prepare a test and demonstrate to the City's satisfaction that the error has been corrected and submit it to the City for review and approval before the corrected software is installed into the production System. Such corrections to the software shall be provided at no additional cost to the City. The Contractor's obligations for the performance and completion of such error correction in order to ensure that the equipment meets the operational availability and functions in accordance with the manufacturer's stated functionality and performance within the time provided for in the above are of the essence of this Contract. The Contractor guarantees that it will use best efforts to complete the performance of such error correction within the time set forth.

SOFTWARE UPDATES

The Contractor shall notify the City whenever Contractor furnished upgrades and/or enhancements to operating system, the application software, third party software or third party software tools used by the System when they become available. The Contractor shall also provide the City with an analysis of the potential effects of such upgrades/enhancements on the System. This analysis shall include, at a minimum, the following:

1. Compatibility of the application software with the new operating system or third-party software;

2. Compatibility of the upgrade with the system architecture, server and communications infrastructure;
3. Infrastructure improvements required to support the upgrade;
4. Potential increases or decreases in equipment performance;
5. The availability of product support for the current (older) version of the operating system or third party software;
6. The cost of the software upgrade, including testing and any other tasks which may be associated with the upgrade. The City will then determine whether or not to order the upgrade. If the City selects the upgrade, the Contractor shall perform the upgrade on the System, test the system, and update the documentation, all in accordance with the contract terms.

ADAPTIVE CHANGES

In the event changes to the computing or network environment are disruptive to the System or prevent the System from meeting the operational availability or function in accordance with the manufacturer's stated functionality and performance, the Contractor shall implement corrections to the software or System configuration to mitigate those changes to the computing environment. Upon notification of the disruption by the City or discovery by the Contractor that the System is not operating in accordance with the manufacturer's stated functionality and performance, the Contractor shall dispatch trained personnel to correct the disruption and restore System operation. The Contractor guarantees that it will use its best efforts to implement required corrections as soon as practical based on the nature of the disruption and criticality of the lost services. The Contractor shall implement all changes, test the System, and update the documentation.

MONITORING APPLICATION TO MAINTAIN SYSTEM PERFORMANCE

The Contractor shall be responsible for routine operation of all software and data used by the application, application files, diagnosing and effecting correction of all problems that impact operation of the applications software and its data, including, but not limited to, the tasks listed herein. The Contractor shall employ system monitoring devices and programs, and diagnostic tools to ensure that all aspects of the application software are operating properly and the System is meeting all specified performance criteria. This work shall include, but not be limited to the following:

1. Monitor disk usage to verify adequate empty disk space available for program usage and data files (i.e., temporary files, logs, etc.,)
2. Monitor logs to verify log files are saved to removable media and log files are purged on a regular basis and purge log files that exceed the data retention period

3. Monitor the database to verify database operation and ensure its performance is within acceptable tolerances and implement corrections to maintain acceptable performance,
4. Monitor the application software, to ensure its performance is within acceptable tolerances and meets the operational availability requirements.

MANAGE CYBER SECURITY VULNERABILITIES

The Contractor shall monitor, evaluate, track, log, and immediately report on all cyber-security vulnerabilities or other vulnerabilities related to the software used in the equipment. The Contractor shall work with the City to address any identified vulnerabilities and mitigate all security/malware/virus alerts.

FIELD TESTING AND QUALITY CONTROL

Prior to implementing any changes on the production system, the Contractor shall test the System in a separate development/test system environment to ensure that the changes are compatible with the application and other installed components. Testing procedures shall test all system functionalities that are described in these General Technical Specifications as well as any other functionalities performed by the system (e.g. standard functionalities) that are not specifically described within these Specifications.

ELECTRONIC SYSTEM MAINTENANCE TRACKING SYSTEM

1. The Contractor shall utilize a Maintenance Tracking System, provided by the Contractor, to monitor and record all scheduled, requested, and performed maintenance services. Contractor shall propose the Maintenance Tracking System to the City for review and approval prior to the implementation of such system.
2. The Contractor shall fill in all required fields, completely, for all Preventive Maintenance and Remedial Maintenance Services scheduled and performed at City parking facilities.
3. The Contractor shall submit Monthly Maintenance Reports in a City-approved format to designated personnel during the Contract period. All reporting requirements shall be determined at the time of Contract start.

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 City staff who have proper password access.
2. The City shall establish its virtual midnight for transaction processing, credit card batch close, and report cutoff times. Establishing virtual midnight shall be a City responsibility that follows applicable instruction and training of City staff 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: Monthly/Contract parking, Special Event, 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. The City of Walnut Creek 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, 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 City 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 adhoc reports. The license to the report writer 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 the City of Walnut Creek as required during the system design to address the specific reporting needs of the City. 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

- i. Cashier shift report
- ii. Express exit station shift report
- iii. Daily shift report
- iv. Weekly shift report
- v. Monthly shift report
- vi. Yearly shift report
- vii. Cashier detail report – w/ date range

b. Monthly Reports

- i. Monthly ISF summary
- ii. Monthly lost ticket summary
- iii. Monthly lane load factors report
- iv. Monthly exit lane summary
- v. Monthly revenue summary
- vi. Monthly credit card summary
- vii. Monthly cash & credit card transaction summary
- viii. Monthly paid ISF summary
- ix. Monthly peak occupancy report
- x. Monthly average occupancy report
- xi. Monthly year to date transaction & revenue summary

c. Daily Reports

- i. Daily Shift Summary of (Date)
- ii. Daily Credit Card Summary of (Date)
- iii. Daily Revenue Summary
- iv. Daily Revenue Summary (Relating to Facility)

d. Credit Card Reports

- i. Detailed Credit Card Report – displays credit card revenue generated by card type 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.

ii. Credit Card Summary Report – summarizes credit card transaction total for each day by credit card type for the time period selected (usually by month).

iii. A listing of credit card shift summary and occupancy counts by event at which temporary permits are sold directly from handheld devices.

iv. Credit Card Reversal/Refund Report – summarizes credit card reversals and refunds, and includes information to identify GL accounts, clerk, receipts, and override information.

v. A listing of expiring credit card profiles for recurring credit card payments

e. Access Card Reports

i. Active Access Card Listing

ii. Access Cards Blocking Listing

iii. Access Cards Delete Listing

iv. Access Card Expired Listing

v. Daily Access Card Granted Entry Listing - Reports that allow queries over any length of time (hours or days)

f. Occupancy Reports (including the peak occupancy over a given timeframe)

i. Length of stay

ii. Revenue statistics

iii. Summary report turnover – movement

iv. Summary report events RFP No: 18-0029 for Off-Street

v. Event journal

g. Gate Open Report – For manual gate raises

i. 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 sortable/ filterable columns below)

i. Exit date & time

ii. Transaction #

- iii. Lost Ticket Amount
- iv. Last name (non-case sensitive)
- v. First name (non-case sensitive)
- vi. Middle initial (non-case sensitive)
- vii. Address
- viii. Phone #
- ix. LPN State
- x. LPN
- xi. Cashier (non-case sensitive)
- xii. Supervisor approval (non-case sensitive)
- xiii. 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. Fiscal Yearly report (July 1 – June 30)
 - 6. Individual access card usage report for at least a 6 month period
 - 7. Maintenance report specific to time & device
- i. Summary Reports
 - ii. Credit Card In & Out
 - 1. By Date
 - 2. With Dollar Amount
 - 3. Day, Month & Year
 - iii. Employee & Company Access Card
 - 1. Company Activity
 - 2. Card Activity
 - 3. Customer Activity
 - 4. Activity By Date/Time
 - 5. Access Card Revenue Detail
 - 6. Access Card Revenue Summary
 - 7. Monthly Activity Detail
 - 8. Monthly Activity Summary
 - iv. Instantaneous (access card) presence check
 - 1. Specific areas in the garage (Nest, Terminal Direct & General
 - v. All transactions for a specific device

QUALITY ASSURANCE

1. 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.

2. 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.

3. 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. 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 industry standards, such as NEMA, or ANSI. Evidence of compliance shall include certified test reports and definitive shop drawings.

4. 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.

5. 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.

DELIVERY AND STORAGE

1. Contractor shall be responsible for insuring all shipped items. Any items damaged during shipping shall be replaced and shipped to the City of Walnut Creek, by expedited means if requested, at no additional cost to the City.

2. Contractor shall provide the staging and storage area for the equipment. The City 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. The City 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 the City.

3. 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 City of Walnut Creek 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 that occur after installation.

SPARE PARTS INVENTORY

1. Proposers shall provide a recommended inventory of spare parts and equipment as part and included in the cost, of the initial installation. The purpose of such inventory is to provide the capability of repairing a device by replacing the entire device or the failing component from the spare parts inventory to avoid any delay in making repairs for shipment of replacement items.

2. The cost of each item in the spare parts inventory shall be itemized except that fully assembled components such as read head assemblies shall be considered and priced as single items.

3. A list of the spare parts inventory shall be provided as part of the proposal submission for supplying the system and the parts shall be the property of the City of Walnut Creek.

4. The City may elect to store the spare parts inventory on City property in a location accessible to personnel designated by the Proposer to perform warranty service.

THIRD PARTY SERVICES

1. List names of any technology companies that your organization is partnered with, the nature of your relationship, and the value that it brings to your proposed solution and ultimately the City of Walnut Creek.

2. Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to 3rd party systems.

3. Detail any limitations/issues regarding the willingness or ability to interface/integrate the proposed system with other 3rd party automated systems.

4. Please indicate if your firm offers an interface engine product and/or describe your experience with 3rd party interface engine products and the proposed system.

5. If customization is required, describe how this will affect the cost, timeline for development, and support after implementation of the interface.

6. The City shall negotiate contracts directly with any third part service, when the City is required to sign a contract directly with the third party

Appendix B

PRICING SHEET

1) Equipment Lease-to-Own Estimate

Item Description	Proposed Time Unit	Estimated Price (\$)	Payment Time Unit
Equipment Lease-to-Own*	5-Years	_____	Monthly
Equipment Lease-to-Own	3-Years	_____	Monthly

2) Purchase and Maintenance Pricing

Item Description	Estimated Unit Price (\$)	Per Unit Time
Equipment Purchase**	_____	One Time
Annual Maintenance Agreement	_____	Per 1 year

Additional Information:***

- * Lease-to-Own Price estimate should include installation and lease of all equipment, hardware, and software for all three garages and workstations.
- ** Purchase price should include total price installation and purchase of all equipment, hardware, and software for all three garages and workstations.
- *** Please use this section to provide any additional information or clarification related to your lease and purchase cost estimates.

Appendix C

City of Walnut Creek CONSULTANT SERVICES AGREEMENT

THIS CONSULTANT SERVICES AGREEMENT (“Agreement”) is entered into on _____, 2017, between the City of Walnut Creek, a California municipal corporation (“City”), and _____ (“Consultant”).

RECITALS

- A. The City wishes to contract for professional consulting services.
- B. Consultant has the skill, experience, ability, background, certification and knowledge to provide the services. The City has reviewed and accepted Consultant’s qualifications.
- C. Consultant wishes to perform such professional services under agreement with the City.

NOW, THEREFORE, in consideration of the terms in this Agreement, the City and Consultant agree as follows:

AGREEMENT

1. **Services.** Consultant shall provide the professional services described in Exhibit A. The time of performance of the services under this Agreement is important to the City, and the time deadlines identified in Exhibit A shall be strictly construed.
2. **Compensation and Payment.**
 - a. Compensation. As full consideration for the performance of services under this Agreement, City agrees to pay Consultant, and Consultant agrees to accept from City, an amount not to exceed \$_____, including an accounting of time and materials expended for the entire project. Time and materials shall be billed at the rates set forth in Exhibit B.
 - b. Payment. Consultant shall bill City monthly for work completed, and City agrees to pay the invoice within 30 days of receipt.
 - c. Additional Services. Any additional services required beyond those set forth in this Agreement shall be performed only if mutually agreed to in writing by the parties.
3. **Term; Termination.**
 - a. Term. This Agreement shall begin upon execution by both parties and remain in effect until terminated under subsection (b).
 - b. Termination. City may terminate this Agreement without cause at any time and for any reason upon 10 days written notice to the Consultant. Upon receipt of any notice of termination, and if requested to do so by the City, Consultant shall stop work at the stage directed by City and shall deliver all drawings, specifications and documentation developed as of that stage.

Consultant shall accept as full payment for services rendered to the date of termination a pro rata share of the total Agreement payment based on the portion of work actually performed.

4. **Professional Efforts.** Consultant shall perform all services required in the manner and according to the standards observed by a competent practitioner of the profession in which Consultant is engaged in the geographical area in which Consultant practices his profession.

5. **Responsible Personnel.** Consultant represents that it is fully qualified to perform the services under this Agreement. Consultant represents and warrants to the City that Consultant has, and at all times during the performance of this Agreement shall, maintain all licenses, permits, qualifications, and approvals that are required for Consultant to practice Consultant's profession. Consultant shall assign only competent personnel to perform services under this Agreement. If the City, in its sole discretion, at any time, wishes the removal of any person(s) assigned by Consultant to perform services, Consultant shall remove any such person immediately upon receiving notice from the City.

[For projects involving Federal funding only; delete for all others.] Contractor is not debarred or suspended under Federal law and shall not use funds provided under this Agreement directly or indirectly to employ or engage the services of any subcontractor during any period of disbarment, suspension or placement in ineligible status under Title 2 Code of Federal Regulations Part 180. Further, Contractor has signed the Debarment and Suspension Certification attached as Exhibit C.

6. **Facilities and Equipment.** Consultant shall, at its sole cost, expense, and liability; furnish all facilities and equipment that may be required for providing services under this Agreement.

7. **Independent Contractor.** Consultant, its agents, employees and independent contractors are and shall at all times remain as to the City wholly independent contractors. Neither the City nor any of its officers or employees shall have any control over the manner by which the Consultant performs this Agreement and shall only dictate the results of the performance. Consultant shall not represent that Consultant or its agents, employees or independent contractors are agents or employees of the City. Consultant is responsible for the payment of all taxes, workers' compensation insurance and unemployment insurance. Consultant shall obtain no rights to retirement benefits or other benefits that accrue to City's employees, and Consultant hereby waives any claim it may have to those rights. Except as the City may specify in writing, Consultant shall have no authority, express or implied, to act on behalf of the City or to bind the City to any obligation.

8. **Interest of Consultant.** Consultant (including principals, associates and professional employees) covenants and represents that it does not now have any investment or interest in real property and shall not acquire any interest, direct or indirect, in the geographical areas likely to be covered by this Agreement, or any other source of income, interest in real property or investment that would be affected in any manner or degree by the performance of Consultant's services under this Agreement. Consultant further covenants and represents that, in the performance of its duties; no person having any such interest shall perform any services under this Agreement.

If Consultant is determined to be a "Consultant" or a "designated employee" within the meaning of the Political Reform Act, Consultant will comply with the requirements of that Act by submitting a Statement of Economic Interest Form 700. (2 Cal. Code of Regs. §18701(a)(2).)

9. **Accounting Records.** The Consultant agrees to maintain all records and other evidence pertaining to costs incurred and work performed, and shall make them available at the Consultant's office

during the Agreement period and thereafter for a period of three years from the date of receipt of final payment.

10. **Ownership of Documents and Data.** All data, maps, photographs, and other material collected or prepared under this Agreement, and all documents of any type developed or obtained by Consultant in the performance of this Agreement, shall become the property of the City.

11. **Indemnification.** Consultant shall, to the fullest extent permitted by law, indemnify, defend (with independent counsel approved by the City), and hold harmless the City from and against any claims arising out of Consultant's performance or failure to comply with obligations under this Agreement, except to the extent caused by the active negligence or willful misconduct of the City.

In this section, "City" means the City, its officials, officers, agents, employees and volunteers; "Consultant" means the Consultant, its employees, agents and subcontractors; "Claims" includes claims, demands, actions, losses, damages, injuries, and liability, direct or indirect (including any and all related costs and expenses in connection therein) and any allegations of these; and "Arising out of" includes "pertaining to" and "relating to".

(The duty of a "design professional" to indemnify and defend the City is limited to claims that arise out of, pertain to, or relate to the negligence, recklessness or willful misconduct of the design professional, under Civ. Code § 2782.8. Except as otherwise authorized by Civ. Code § 2782.8, the cost to defend charged to any "design professional" shall not exceed the design professional's proportionate percentage fault.)

The provisions of this section survive completion of the services or the termination of this contract, and are not limited by the provisions of Section 12 relating to insurance.

12. **Insurance.** Consultant shall procure and maintain at its sole cost for the duration of this Agreement the following insurance:

- a. Minimum Scope of Insurance. Coverage shall be at least as broad as:
 - (1) Insurance Services Office Commercial General Liability coverage ("occurrence" form CG 0001).
 - (2) Insurance Services Office form number CA 0001 covering Automobile Liability, code 1 (any auto).
 - (3) Workers' Compensation insurance as required by the Labor Code of the State of California and Employers Liability insurance.
 - (4) Errors and omissions/Professional liability insurance for all design professionals such as architects, landscape architects or engineers.
- b. Minimum Limits of Insurance. Consultant shall maintain policy limits of no less than:
 - (1) General Liability: \$2,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General

Liability Insurance or other form with a general aggregate limit is used, the general aggregate limit shall be double the combined single limit, with completed operations coverage.

(2) Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage

(3) Worker's Compensation and Employers Liability: Worker's Compensation limits as required by the Labor Code and Employers Liability limits of \$1,000,000 per accident.

(4) Errors and Omissions/Professional Liability: \$1,000,000 per claim and annual aggregate. If Consultant maintains higher limits than the minimum required by this contract, the City requires and shall be entitled to coverage for the higher limits maintained by the Consultant.

c. Deductibles and Self-Insured Retention. Any deductibles or self-insured retention must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retention as respects the City, its officers, officials, employees and volunteers; or Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

d. Other Insurance Provisions. The policies shall contain, or be endorsed to contain, the following provisions:

(1) General Liability and Automobile Liability Coverage.

(a) The City, its officers, officials, employees, agents and volunteers are to be covered as additional insured as respects: liability arising out of activities performed by or on behalf of Consultant; products and completed operations of Consultant; premises owned, occupied or used by Consultant; or automobiles owned, leased or borrowed by Consultant. The coverage shall contain no special limitations on the scope of protection afforded to the City, its officers, officials, employees, agents or volunteers.

(b) Consultant's insurance coverage shall be primary insurance as respects the City, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, agents or volunteers shall be excess of Consultant's insurance and shall not contribute with it.

(c) Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the City, its officers, officials, employees, agents or volunteers.

(d) Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

f. Incorporation. The Preamble, the Recitals, Exhibits and all defined terms set forth in both are incorporated into this Agreement by this reference. If there is a conflict between the body of this Agreement and an exhibit prepared by Consultant, the body of the Agreement shall control.

g. Severability. Should any part of this Agreement be declared unconstitutional, invalid, or beyond the authority of either party to enter into or carry out, such decision shall not affect the validity of the remainder of this Agreement, which shall continue in full force and effect; provided that, the remainder of this Agreement can, absent the excised portion, be reasonably interpreted to give effect to the intentions of the parties.

h. Authority. All parties executing this Agreement represent and warrant that they are authorized to do so.

i. Entire Agreement; Amendments. This Agreement is the entire Agreement between the parties and supersedes all prior negotiations, representations, or agreements, whether written or oral. This Agreement may be amended only by written agreement signed by both parties.

j. Non-waiver. A party's waiver of any term shall not be deemed a continuing waiver or a waiver of any other term.

k. Counterparts. This Agreement may be executed in counterparts.

14. **Signatures.**

<p>CITY OF WALNUT CREEK</p> <p>By: _____ City Manager</p> <p>Approved as to Form:</p> <p>By: _____ City Attorney</p>	<p>CONSULTANT</p> <p>By: _____</p> <p>Its: _____</p> <p>City business license # _____</p>
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Exhibits:

- A Scope of Services (Agreement Section 1.)
- B Rates for time and materials (Agreement Section 2.a.)
- C Debarment and Suspension Certification (Agreement Section 5.) *[Note to Staff: For projects involving Federal funding only; delete for all others. There are often many other*

federal requirements which need to be incorporated. Contact City Attorney's office with your federal funding information, so it can be integrated into the Agreement.]

Exhibit A
Scope of Services

[to be completed by staff]

Exhibit B
Rates for Time and Materials

[to be completed by staff]

Exhibit C
City of Walnut Creek
Debarment and Suspension Certification
(For projects involving federal funding)

Title 2, Code of Federal Regulations, Part 180, Section 180.335

The Proposer, under penalty of perjury, certifies that, except as noted below, he/she or any other person associated with the Proposer (in the capacity of owner, partner, director, officer, manager):

- (a) Is not currently excluded or disqualified by any Federal agency;
- (b) Has not been convicted within the preceding three years of any of the offenses listed in 2 C.F.R. 180.800(a) (Causes for Debarment), or had a civil judgment rendered against him/her for one of those offenses;
- (c) Is not currently indicted or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses listed in 2 C.F.R. 180.800(a); or
- (d) Has not had any public transactions (Federal, State or local) terminated within the preceding three years for cause or default.

If there are any exceptions to this certification, insert the exception in the following space. For each exception, indicate to whom it applies, the initiating agency, and dates of action.

Exceptions will not necessarily result in denial of your participation. (2 C.F.R.180.340.)

Signed: _____

Date: _____

Initials of City staff member checking EPLS (<http://epls.gov>): _____
(2 C.F.R. 180.300.)