



*Prairie Capital Convention Center*  
1 Convention Center Plaza  
Springfield, IL 62701

# **REQUEST FOR PROPOSAL**

**Automated Parking Garage Equipment**

May 18, 2015

*Prairie Capital Convention Center*  
**REQUEST FOR PROPOSAL**

**TABLE OF CONTENTS**

**SECTION I – INTRODUCTION .....2**

**SECTION II – FACILITY PROFILE.....3**

**SECTION III – CRITERIA FOR EVALUATION .....4**

**SECTION IV – VENDOR PROFILE .....5**

**SECTION V – TECHNICAL ENVIRONMENT.....6**

**SECTION VI – IMPLEMENTATION AND SUPPORT .....12**

**SECTION VII – SYSTEM PROPOSAL.....12**

**SECTION VIII – ADDITIONAL NOTICES.....13**

## SECTION I – INTRODUCTION

This Request for Proposal is an invitation to submit proposals for an Automated Parking System for the Prairie Capital Convention Center. The intent is to obtain information leading to the selection of a hardware & software solution that will best meet the parking needs of the Prairie Capital Convention Center.

All questions and inquiries regarding this RFP should be directed to:

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Assistant General Manager  
Prairie Capital Convention Center  
1 Convention Center Plaza  
Springfield, IL 62701  
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### Anticipated Time Frames for Evaluation and Selection Process

Issue RFP to Vendors	May 18, 2015
Response to RFP Due By 11:00 am	June 15, 2015
Sealed Responses Opened at 12 Noon	June 15, 2015

**Please submit two (2) sealed copies of your response to the above address.  
Responses must be received by 11:00 am CST on June 15, 2015 to be considered.**

## SECTION II – FACILITY PROFILE

1. The Prairie Capital Convention Center’s parking garage consists of 671 spaces used not only for convention center events such as exhibition and consumer shows, meetings and conventions, banquets, performance and sporting events, and concerts, but also utilized by the adjacent hotel, monthly parkers working downtown, and various other downtown events.

### 2. Automated Parking System Goals and Expectations

The goals of the new system are:

- A Parking And Revenue Control System (PARCS) designed specifically to operate in a hosted SaaS Internet based environment accessible via Microsoft compatible web browser. Software shall provide all required functionality, reporting, payment and data archiving as a service on a subscription fee basis. From the PARCS, at a minimum, the user shall have the capability to provide program updates to devices, send remote device commands, control the system automatically, monitor the facility, pull and/or create reports, track tickets, etc. The PARCS shall allow the control over the facility’s Parking, Access and Revenue Control Operations remotely and in real time.
- The entry procedure shall be initiated upon a vehicle traversing over the arming loops located adjacent to the daily ticket devices and/or monthly parker access reader. Transient parkers shall have the capability to obtain a unique bar code ticket from the ticket dispenser. When a ticket is dispensed, the entry date and time, ticket number and other pertinent information will be printed on the ticket and an entry record will be simultaneously sent to the PARCS on line server. Record data shall include fields such as; ticket / transaction number, facility and device location, entry date and time.
- Monthly, employee and emergency personnel access shall be accomplished through the use of an integrated card reading device in the lane. The card reader shall generate an “Access Granted” or “Access Denied – (reason)” message and record this message in the PARCS server. The system shall track the usage of the facility by employee and contract parkers. Reports shall be available to the operator showing the number and types of parkers that have entered and left the facility.
- The exit process for the transient patron shall maximize efficiency and patron convenience. The system shall provide for unattended operation in designated lanes that will be equipped with an automated exit device. The automatic exit device (AED) machine shall contain bar code scanners to read tickets and credit card swipe devices to process payments.
- Exit for monthly, employee or frequent parker shall be accomplished through the use of an integrated card reading device or devices. The card reader shall generate and communicate all required data to the PARCS system for archiving and reporting.
- The Barrier Gate shall be a microprocessor-based parking control device designed to restrict access within a vehicle traffic lane by means of a straight or articulating aluminum

## **SECTION II – FACILITY PROFILE CONTINUED**

gate arm. The barrier gates and associated controllers shall be an integrated component of the PARCS system. The gate controller shall generate counts, monitor lane operations, provide related lane status information, and report such information in the lane the integrated system.

- Contain partner and customer self service portals where patrons can receive and/or purchase validations via the internet utilizing unique promotional codes, print them and redeem the bar code coupon automatically by scanning at the facility exit. The portal must permit patrons to self enter all required registration information and automatically generate email notifications to designated staff. The system must have the ability to produce automated recurring paperless billing. The system rates must be unlimited monthly, per entry, hourly, daily or any combination. Payment options must include check/cash payment or credit card payments. The credit card payment of a corporation, group or the single parker must be able to be established with or without automatic recurring billing. An automated feature must be included if payment is not received, the system can be set to automatically deny entry and exit to the facility in real time.

### **3. Current Automated Parking System Environment**

The Prairie Capital Convention Center parking garage currently utilizes Federal APD/3M equipment for 3 entry gates, 2 exit gates, 3 pay-on-foot machines, 1 voucher creation station, and 1 computer running ScanNet version 6.1.2 (Build 5038) on Windows XP.

## **SECTION III – CRITERIA FOR EVALUATION OF RESPONSES**

The Prairie Capital Convention Center will evaluate the responses to this RFP based on the vendor's ability to:

- Meet the functional and technical requirements described in this RFP as evidenced by the RFP response and demonstration of the equipment.
- Provide the lowest bid solution that meets the financial goals of the Prairie Capital Convention Center.
- Demonstrate expertise and functionality as evidenced by client references and site visits.
- Provide a superior level of customer service and technical support, both pre-installation and post-installation to clients as evidenced by references.

## **SECTION IV – VENDOR PROFILE**

1. Identify the company name, address, city, state, zip code, telephone, and website.
2. Identify the name, title, address, phone and fax numbers, and e-mail address of the primary contact person for this project.
3. Provide a brief overview of your company including number of years in business, number of employees, nature of business, and description of clients.
4. Identify any parent corporation and/or subsidiaries, if appropriate.
5. Give a brief description of the evolution of the parking system. Include the date of the first installed site and major developments which have occurred (e.g. new versions, new modules, specific features). Describe any previous ownership, if appropriate.
6. List any industry awards/recognition that you have received, the awarding party, and the date received.
7. Indicate the total number of installations in the last 3 years by the year of installation for the proposed system.
8. Provide a summary of your company's short term and long term goals and strategic vision.
9. Provide a list of three references similar in size and specialty mix to the Prairie Capital Convention Center. References should be clients who have had their system installed within the past 48 months. (Include name, contact, address, telephone, system(s) installed and date of installation)

## **SECTION V – TECHNICAL ENVIRONMENT**

### **Entrance Lanes**

The entry procedure shall be initiated upon a vehicle traversing over the arming loops located adjacent to the daily ticket devices and/or monthly parker access reader. Transient parkers shall have the capability to obtain a unique bar code ticket from the ticket dispenser. When a ticket is dispensed, the entry date and time, ticket number and other pertinent information will be printed on the ticket and an entry record will be simultaneously sent to the PARCS online server. Record data shall include fields such as; ticket/transaction number, facility and device location, entry date and time.

Upon completion of obtaining a ticket or presenting a valid monthly pass, the system will open the barrier gate allowing the vehicle to proceed through the lane. The transient parker completes the entry cycle by proceeding through the entry lane in the proper direction.

A single detector loop shall be used to reset the barrier gate. Directional control shall be achieved through the combination of the arming and reset loop, eliminating the need to install an additional reset loop. Should the patron back out after having pulled a ticket, the ticket number shall be broadcast to all devices in the facility that accept tickets and compute parking fees and detected as a discarded/invalid ticket, if used at any of these devices.

Monthly, employee and emergency personnel access shall be accomplished through the use of an integrated card reading device in the lane. A patron approaching the entry lane equipped with a card reader shall have the capability of their card being read and validated by the reader. Upon detecting a valid card, the card reader shall open the barrier gate allowing the vehicle to proceed through the lane. The parker completes the entry cycle by proceeding through the entry lane in the proper direction. A single detector loop is used to reset the barrier gate. The card reader shall generate an “Access Granted” or “Access Denied – (reason)” message and record this message in the PARCS server. The system shall track the usage of the facility by employee and contract parkers. Reports shall be available to the operator showing the number and types of parkers that have entered and left the facility.

### **Exit Lanes**

The exit process for the transient patron shall maximize efficiency and patron convenience. Patrons with an unpaid ticket wishing exit will proceed directly to the most convenient exit lane. The system shall provide for unattended operation in designated lanes that will be equipped with an automated exit device. The automatic exit device (AED) machine shall contain bar code scanners to read tickets and credit card swipe devices to process payments. The patron may scan their unpaid or pre-paid ticket, calculate the parking fee and the transaction is ready to be completed. The patron may swipe their Credit Card as payment for the transient parking fee.

Exit for monthly, employee or frequent parker shall be accomplished through the use of an integrated card reading device or devices. A patron approaching the exit lane equipped with a card reader shall have the capability of their card being read and validated by the reader. Upon detecting a valid card, the card reader shall open the barrier gate allowing the vehicle to proceed through the

## **SECTION V – TECHNICAL ENVIRONMENT CONTINUED**

lane. This completes the cycle by proceeding through the exit lane in the proper direction. A single detector loop is used to reset the barrier gate. The card reader shall generate and communicate all required data to the PARCS system for archiving and reporting.

### **Barrier Gate**

The Barrier Gate shall be a microprocessor-based parking control device designed to restrict access within a vehicle traffic lane by means of a straight or articulating aluminum gate arm. The barrier gates and associated controllers shall be an integrated component of the PARCS system. The gate controller shall generate counts, monitor lane operations, provide related lane status information, and report such information in the lane to the integrated system. The barrier gate shall be designed to operate with a wide variety of lane devices capable of providing a vend signal to the gate upon valid detection of a patron ID (Ticket, Card, Cashier Terminal, etc.). The use of barrier gates, arms and related components that require minimal maintenance and create limited down time is preferred. The barrier gate shall provide a safety function that shall reverse the gate arm if an object is under the gate arm and comes into contact with the gate arm during a down cycle. The gate arm stays in the up position for a configurable amount of time. In addition, if the detector should sense the presence of a vehicle while the gate arm is in a downward movement, the controller shall reverse the direction of the gate arm. The gate arm shall reset upon the vehicle clearing the reset loop.

### **PARCS MANAGEMENT SYSTEM REQUIREMENTS**

The Parking, Access, and Revenue Control System (PARCS) shall be designed specifically to operate in a hosted SaaS Internet based environment accessible via Microsoft compatible web browser. Software shall provide all required functionality, reporting, payment and data archiving as a service on a subscription fee basis. From the PARCS, at a minimum, the user shall have the capability to provide program updates to devices, send remote device commands, control the system automatically, monitor the facility, pull and/or create reports, track tickets, etc. The PARCS shall allow the control over the facility's Parking, Access and Revenue Control Operations remotely and in real time.

Features of the PARCS shall include at a minimum:

- a) An integrated web based computerized revenue and access control system which shall be installed and configured as defined by the PCCC.
- b) The system shall include all web based bar code ticket issuing, cashiering, counting, and data entry device continuous communication with the facility and host servers to efficiently control and record all parking activity in real time.
- c) All communication between hardware components at the facility server shall be securely generated via SSL encrypted firmware.
- d) A cashiering system, including fee computers, automated exit devices, and pay-on-foot units that will accept payments for parking fees and prepaid validations.
- e) Fee computers shall additionally have the ability to accept monthly parking fees, permit parking and/or payment for products.



## SECTION V – TECHNICAL ENVIRONMENT CONTINUED

- f) Once purchased, pre-paid parking products shall be immediately printable, downloadable and deliverable with active bar codes for redemption at the facility by the consumer.
- g) Online integrated payment processing system producing all required accounting, audit and revenue tracking reports.
- h) The system will also permit defined consumers, company and public to log in online via secured password on the internet to pre-purchase parking and/or validations.
- i) The system shall provide for unlimited rates, validations, coupons, discounts, taxes, fees and product calculations programmable by the PCCC.
- j) The system shall provide for unlimited software seat licenses for PCCC designated personnel to access the system and for the levels of access which are granted by the PCCC system administrator.
- k) The system will utilize secure “bar code” technology, create, audit and maintain a virtual ticket inventory, produce paperless invoices and receipts via the web by consumer password secure log in, web based paperless accounting and activity reports, secured encrypted credit card and financial account allocations, all of which can be exported via PDF, EXCEL, WORD or other compliant specified integrated accounting software systems.
- l) The system will automatically receive at no additional charge system-wide manufacturer’s software upgrades.
- m) The system will read and record proximity card, AVI and bar code media at the discretion of the PCCC. The media will be read and recorded, controlling and providing reports on all access and egress to the facility.
- n) The system shall be customer account based, in lieu of media or value card based, to permit all media activated for customer to communicate charges applied to the customer account regardless of the media used. Nesting, pass back and other restrictions that may be established shall be maintained in sequential flow.
- o) In addition to the standard monthly parking and payment functions, the system shall permit the registration and promotion of frequent parker functions. The selected media can be used by pre-registered customers to park in the facility utilizing the PARCS system. Hourly and daily charges based on the posted rates or discounted at the discretion of the PCCC can be automatically charged to their account and credit/debit card on file.
- p) The contractor will provide replacement of Modular System Component modules included in the equipment description, for basic Plug & Play replacement of any failed modules, removed and returned by the designated trained PCCC or contractor’s maintenance staff.
- q) All data will be retained and archived for PCCC for a designated or indefinite time period.
- r) Web based, Client/Server network software applications are provided utilizing Microsoft Windows based appropriate communications software for real time data upload/download of daily ticket, monthly, payment, count and all other activity data between the PCCC hardware server and the Host online system servers.
- s) The system shall provide in appropriate formats, for the reporting of activity of any given period and end-of-the-month accounting, operational and statistical data.
- t) All tickets and receipts will have ability to display a facility logo (Black & White), facility name, address, phone number in addition to the required bar code.

## **SECTION V – TECHNICAL ENVIRONMENT CONTINUED**

### **Frequent / Monthly Parker Program**

The PARCS system program must contain a “Frequent Parker Program” (FPP) which at a minimum must contain the following features:

- a) The FPP design must contain features to market and provide frequent parkers points and rewards.
- b) The customer account registration must be a self registration system through a secure web portal providing customers with the ability to access, view and self redeemed rewards.
- c) The Frequent Parker points must act as another form of currency to satisfy parking fees, based on selected promotions at the discretion of the PCCC.
- d) The option of valuing points in the system as an equivalent of U.S. currency for the purpose of satisfying posted parking fees.
- e) The feature must not allow a parker to redeem points unless the registration of the FPP card through the online portal has been verified.
- f) The FPP must allow a frequent parker after earning sufficient points to preprint a coupon before parking and bring the coupon to the facility to use as redemption.
- g) The FPP must have the ability to track various corporate accounts usage allowing creative ways to channel market each account.
- h) The system must permit the PCCC to offer corporate customer discount parking based on a minimum level of revenue generation.
- i) The system must provide the PCCC with the capability to track the usage of each corporate discount. For example, if the corporation fails to meet the required revenue goals the facility can adjust the corporate discount to a lower rate.
- j) The FPP must also have the ability to track individual parkers to adjust and improve customer service and promotions.
- k) The system must be hosted and based locally. The central database that connects the facility and customer to one server center shall allow all frequent parkers to utilize the system to achieve peak marketing efficiency.
- l) Monthly parking can be marketed with at a flat rate and/or usage rate with a monthly or annual membership fee.

### **Customer Self Service Portals**

The PARCS system program must contain a Customer Self Service Portal which at a minimum must contain the following features:

- a) The system must have the capacity for unlimited frequent parkers to be functionally hosted in its database.
- b) The system must allow the customers to self register/edit their own data and view their own activity via a secure internet connection.
- c) The system must have the ability for customers to retrieve their password via email.
- d) This portal is used by the parkers to log into their account. Inside this portal the customer can add and edit all personal information and credit card information. The customer can track their parking transactions in the system and reprint any receipts for expense reports.
- e) The system must allow authorized, designated, corporate account representatives the ability to track all corporate parkers and transactions that occurred within each accounting period. The designated corporate account representative can track, add, edit or delete corporate parkers securely through this portal in real time.

## **SECTION V – TECHNICAL ENVIRONMENT CONTINUED**

- f) FPP customers must be able to track all of their transactions that occurred within any given accounting period and view their account balances and usage through the secure portal in real time.

### **Partner / Customer Portals**

The partner and customer portals must provide the PCCC with the ability to partner with other hotels, internal departments, major retailers, venues, travel agencies and tour providers to offer special discount validations. PCCC will at its discretion offer special discounts available only to the partner's patrons. The partner or the customer's patrons can receive and/or purchase validations via the internet utilizing unique promotional codes, print them and redeem the bar code coupon automatically by scanning at the facility exit. Discounts must be available in time, cash and percentage values.

### **Monthly Account Registration Portal**

The system must have the ability to provide an automated web based monthly customer registration portal for individual and group customers. The portal must permit the customer to self enter all required registration information and automatically generate email notifications to designated staff.

### **Monthly Accounts / Automated Paperless Invoicing / Recurring Payment**

The system must have the ability to produce automated recurring paperless billing. The system rates must be unlimited monthly, per entry, hourly, daily or any combination. Payment options must include check/cash payment or credit card payments. The credit card payment of a corporation, group or the single parker must be able to be established with or without automatic recurring billing. An automated feature must be included if payment is not received, the system can be set to automatically deny entry and exit to the facility in real time.

### **Email Marketing**

The system must provide creative marketing features with capability via targeted or mass email to registered parkers. The system must allow the PCCC to set up HTML email templates with tagging abilities. Email messages can include JPG and GIF pictures, logos, text and required bar codes in the email.

### **PARCS Reports**

The PARCS report system shall provide complete, easy to use, standard or customer configurable reports. The standard reporting features shall allow the users to manipulate a report in the following ways:

- a) To retrieve a desired report from a database. By using criteria such as certain date, time and devices, the user can retrieve a specific report from the database.

## **SECTION V – TECHNICAL ENVIRONMENT CONTINUED**

- b) To view, save, export and print a report. The user shall be able to view the report retrieved from the database, save the report to a new location in PDF, EXCEL, WORD or other compliant specified, and print out the report.
- c) To navigate with the database report. The user shall be able to use navigational buttons to navigate to different pages of the report.
- d) To rename a report. The user shall be able to rename any report exported from the PARCS Database.
- e) To export sort able data fields from the PARCS to Microsoft Excel. By exporting data from the PARCS to Microsoft Excel, the user can work with data in Excel spreadsheets and import the data to other compatible financial systems.

### **Revenue Reports**

Integrated within the PARCS shall be standard reports that provide a wide array of information. Specific to revenue reports, the PARCS shall provide reporting capabilities that allow the user to generate and audit parking operations and revenue from the data sources.

- a) Transaction Report
- b) Parking Fee Report
- c) Totals Report (Any Time Period)
- d) Daily Revenue Report
- e) Cashier Shift Report
- f) Validation Report
- g) Manual Transaction Report
- h) Ticket Revenue Report
- i) Discount / Validated Ticket Report
- j) Outstanding Ticket Report
- k) Revenue Summary Reports
- l) Monthly / Frequent Parker Database and Payment Reports
- m) Coupons / Validations – Sold / Redeemed Reports
- n) Arrival and Departure Reports
- o) Access Control Activity Reports
- p) Year to Date, Month to Date, Week to Date and Daily automatic variance reports to previous year actual gross revenue activity.

## **SECTION VI – SYSTEM IMPLEMENTATION AND TECHNICAL SUPPORT**

1. Describe and attach your typical implementation plan.
2. Describe the experience and qualifications of your installation team.
3. What kind of client communication and implementation planning is done prior to the installation?
4. Describe the training provided. Include a training outline.
5. Where is your technical support center located?
6. What are the methods for contacting technical support?
7. What are your hours of operation for technical support?
8. Describe the qualifications of your technical support staff.
9. Describe the organization and structure of your technical support services.
10. What percentage of your total employees is responsible for direct client support?
11. Describe the ongoing system support.
12. Describe your software upgrade process.
13. Are there “hot fixes” or “updates” between versions?
14. How often are new versions released?
15. How are customer requests for enhancements and customizations handled?
16. Describe the recent history of system enhancements.
17. Describe the qualifications of your product development department.
18. What percentage of your total employees is responsible for product development?
19. Do you have a formal users’ group?
20. Describe the company’s policy regarding source code.

## **SECTION VII – SYSTEM PROPOSAL**

Provide a system proposal that includes:

1. Detailed listing of equipment provided.
2. Description of training provided, including location and time commitment.
3. Description and cost of ongoing support.
4. Cost of proposed system.

## **SECTION VIII – ADDITIONAL NOTICES**

1. The Illinois Department of Labor prevailing rate of wages for Sangamon County is required for each craft or type of worker needed to execute the contract.
2. Responsible Bidder: Any entity submitting a bid shall include a complete, accurate, and truthful listing and description of all citations, complaints, summons, decisions, determinations, judgments, or other allegations or findings of any violation of state or federal laws, which protect health, safety, or welfare of workers, including but not limited to OSHA, FMLA, FLSA, ADA, ADEA, NLRA, the Federal Civil Rights Act, the Illinois Human Rights Act, the Illinois Wage and Hour Law, and the Prevailing Wage Act filed against it or any entity with whom it is submitting the bid.
3. If the lowest bidding local vendor is a responsible bidder and the lower bidders are not local vendors and if the local vendor's bid is higher than the nonlocal by no more than five (5) percent, then that local vendor shall be considered the local responsible bidder.