



*Bank of Springfield Center*  
1 Convention Center Plaza  
Springfield, IL 62701

# **REQUEST FOR PROPOSAL**

**Automated Parking Garage Equipment**

March 8, 2022

*Bank of Springfield Center*  
**REQUEST FOR PROPOSAL**

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## SECTION I – INTRODUCTION

This Request for Proposal is an invitation to submit proposals for an Automated Parking System for the Bank of Springfield 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 BOS Center.

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

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General Manager  
Bank of Springfield Center  
1 Convention Center Plaza  
Springfield, IL 62701  
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### Anticipated Time Frames for Evaluation and Selection Process

Issue RFP to Vendors	March 9, 2022
Response to RFP Due By 11:00 am	April 18, 2022
Sealed Responses Opened at 12 Noon	April 18, 2022

**Please submit two (2) sealed copies of your response to the above address.  
Responses must be received by 11:00 am CST on April 18, 2022 to be considered.**

## SECTION II – FACILITY PROFILE

1. The Bank of Springfield 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 Cloud-based Parking Access And Revenue Control System (PARCS) with a 4G/LTE back-up network service (Note: A hosted server in the cloud is not acceptable) completely compliant with all applicable ADA standards and requirements functioning in the manner described herein. The PARCS system shall be comprised of all new equipment and accessories – no used or refurbished parts will be acceptable.
- 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 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 an 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.

## SECTION II – FACILITY PROFILE CONTINUED

- 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 Bank of Springfield Center parking garage currently utilizes Parkingsoft/T2 Systems equipment for 3 entry gates, 2 exit gates, 3 pay-on-foot machines, and 1 register.

### 4. Summary of PARCS and Supplementary Equipment

- Barrier Gates
- Entry and Exit Kiosks
- Pay on Foot Kiosks
- Central Management Software
- Mobile Application
- Payment Card Industry requirements.
- Training of Owner's designated personnel in the operation maintenance and repair of equipment.
- Parts Warranty for a minimum of two (2) years to begin after substantial completion.
- Adequate inventory of on-site spare parts to allow for self maintenance of equipment by Owner. (Videos and/or manuals must be available for servicing equipment)
- Manufacturer installation requirements.

### 5. Scalability

- Solution shall be readily upgradable, scalable, and modular in design to accommodate additional equipment, parking facilities, features, integrations, and functionalities including but not limited to license plate recognition (LPR).
- The PARCS shall allow incorporation of new technology through application programming interfaces (API) to add features and capabilities as they are developed. Describe your solution's ability to supply, integrate, or interface with each of the following:
  - Additional payment systems (provided through a variety of Vendors) for prepayments as well as to pay for an open parking session.
  - Mobile Reservation System
  - External Reservation Systems (provided through a variety of Vendors).
  - Rate/hours/occupancy inquiries (provided through a variety of Vendors).
  - Mobility Hub Integrations (Capability)
    - Valet Parking

## SECTION II – FACILITY PROFILE CONTINUED

- Central Management and Business Intelligence
  - Central Management
    - Single, management platform for data related to occupancy, revenue, equipment health, and mobility services.
    - Real-time visibility at site and portfolio levels.
    - Intelligence across the entire Parking experience (supply, volume, capacity pricing, elasticity, trends)
    - Mining tool to uncover actionable insight on revenue opportunities, underperforming venues, and mobility service opportunities
    - Training to be included for the life of the system at no additional cost
  - Monitoring and Reporting
    - Monitor operation in real-time via desktop or mobile browser
    - Browser based business intelligence dashboard with key datapoints for monitoring
    - Pre-built reports
    - Automated and customizable reporting
    - Visibility and control over revenue (no matter what tender)
    - Track
      - Credit Card Payments
      - Online Reservations
      - Electronic Validations
    - Receive other inquiries from or make inquiries to external systems
    - Ability to export revenue and other accounting data to third-party accounting system
    - Ability to export operational data and statistics to other systems.
    - List the application programming interfaces (API) that exist in the system and indicated how the APIs are accessed, e.g. through web services or another mechanism.

### 6. Central Management Software

- The Central Management Software (CMS) shall be **Cloud-based** and the number of concurrent, active sessions shall not be limited, and password protected under the owner's direct control. **A true cloud solution is required whereas a Hosted PARCS Solution will not be acceptable.** Software must reside on the Microsoft Azure cloud with a minimum of three (3) instances.
- Central Management Software (CMS) should not require the need to install software or licensing on any computer or tablet. This must be accessible from any computer or mobile device by using any web browser.
- The system must have the ability to provide an accurate count of the number of cars and spaces available. The system must have the ability to shut down select entry kiosks once the maximum parking capacity has been met or when and as required by the owner. **The option to disable transient entry and still allow monthly parkers to enter is a must.**
- System must have an availability and uptime of 99.9%. Software updates and upgrades required for the life of the system must be included and shall not interfere with operation of the system.

## SECTION II – FACILITY PROFILE CONTINUED

- System must have an open application programming interface (API) architecture to allow third party systems to share data to and from the system and third-party system both live and via batching.
- System shall have the ability to interface with Variable Message Signage (VMS).
- Must provide three (3) workstations, two (2) desktop PC's, and one (1) Laptop.
- Must include a wall mount locking rack with power and ventilation.

### 7. Reports

- The System software must be capable of providing multiple reports
  - Reporting data must be available for the life of the system, without the requirement to retrieve data from an archived database or external data source.
  - All reporting shall be accessible via the internet using any computer or mobile device.
- Reports shall include but are not limited to:
  - eValidation Detail by Date Dept and Validator (validations)
  - Location Trans Detail (transaction details)
  - Location Operational Summary (revenue summary)
  - Monthly Parking Payment Detail (monthly account billing through PARCS manufacturer)
  - Monthly Parking Aged Balances (monthly account billing through PARCS manufacturer)
  - Monthly Arrival and Departure Detail (monthly account activity)
  - Occupancy Percentage Per Hour (occupancy by ticket type)
  - Shift Summary (shift report)
  - This is not expected to be a complete list of all reports that will be available or needed.
  - Flexibility in adding and modifying reports is a critical requirement.
- The report module shall be accessible via web browser and provide real time reports in both PDF and XLS formats.
- Report layouts must have the capability to be adjustable and customizable.
- The report module shall provide reports in multiple formats including:
  - PDF
  - CSV Format
  - MS Excel

### 8. System Dashboard

- The system must have a browser-based management platform representing datapoints showing occupancy, revenue, and equipment health. Dashboard will contain, at a minimum, the following configurable widgets:
  - Average occupancy duration-Displays average occupancy duration in minutes for specified date.
  - Daily Average Occupancy Duration-Displays average occupancy duration in minutes for the specified date range.
  - Daily Entries & Exits-Displays total entries and exits per day.
  - Daily Revenue and Key Statistics-Displays revenue, transactions, average revenue per transaction and average revenue per day. Also displays daily revenue for pre-set period.

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

- Daily Revenue by Parker-Displays daily total revenue by parking type.
- Daily Revenue by Ticket-Displays total daily revenue by standard ticket type.
- Equipment Health-Displays equipment status for each lane device.

### **9. Payment Card Industry**

- The PARCS manufacturer must have a PCI-DSS Level 1 certification and must provide all verification reporting for the useful life of the PARCS system at no additional cost. If respondent is not a Level 1 Service Provider, please describe how this requirement will be met.
- All respondent-provided aspects of the credit card processing subsystem shall be PCI-compliant, such that no Respondent-provided product or solution will prevent the Owner or Owner's Representative from achieving PCI compliance in its parking operation.
- Respondent's proposed PARCS shall conform to PCI-DCC Version 3.2, or the most current version.
- All service providers shall validate PCI-DCC Compliance on an ongoing basis through a certificate of letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment to remain PCI-DCC compliant at no additional cost.
- Any software upgrades or software changes required to maintain PCI compliance through the warranty period and any extensions, including optional maintenance contracts shall be included in the cost proposal as described herein, or shall be provided at no additional cost.

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

The Bank of Springfield 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 Bank of Springfield 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.



## SECTION IV – VENDOR PROFILE CONTINUED

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 – DESIGN REQUIREMENTS

- Parking control equipment manufacturer to design and engineer the entire PARCS, including controls, connections, and anchorage to building structure, making necessary additions and modifications to PARCS manufacturer's standard details as may be required to comply with specified performance requirements, while maintaining the basic design concept.
- The PARCS shall be an open API architecture system: Vendor independent, non-proprietary, Cloud-based system with device design based on official and/or popular standards. It shall have non-proprietary, USB components and allow vendors to create add-on products that increase the PARCS (or devices) flexibility, functionality, interoperability, potential use, and useful life and enables the users to customize and extend the PARCS (or devices') capabilities to suit individual requirements.
- A Cloud solution is required.
- PARCS Operation: A fully functioning system providing features such as described below:
  - This PARCS shall require that other devices such as ticket dispensers, card readers, exit terminals, etc, be armed by a loop detector before a transaction can be started and therefore not allow gates to open without first being armed by a loop detector and without a transaction. All means of entry and exit shall automatically operate with full anti-passback functionality.
  - In lanes where two (2) devices reside, the device not processing the transaction must be disabled immediately so that the PARCS cannot be actuated.
  - Each gate shall have a sensory unit that will ensure that the gate arm will automatically reverse its direction should an object be stuck by the gate arm during its descent. The arm will remain in the open position until automatically reset by a time-out mechanism.
  - The PARCS equipment should feature 120 VAC, internal power panel unit, separation of high and low voltages, circuit breaker, up/down and on/off switches.
  - Operation: IP addressable and fully compatible with PARCS.

## SECTION VI – PARCS PRODUCTS

- Barrier Gates and Loop Detectors:
  - Each Barrier Gate shall be capable of being selectively programmed for operation with entry stations, exit stations, fee computers, and card readers.
  - **All Barrier Gates must be capable of being vended from a remote location via the computer or mobile device.**
  - The Barrier Gates shall be activated by a signal from an access or revenue control device.
  - Barrier Gates shall be manufactured with the gate down height not more than thirty-five (35) inches from the bottom to prevent vehicles from passing under the arm.
    - Controller: Factory sealed, solid-state plug in type with galvanized steel box for wiring connections. Each controller shall have the following features and functionality:
      - All components must be non-proprietary contained in one housing that is constructed of heavy gauge all weather aluminum with power coat finish for maximum protection.
      - Capable of storing successive inputs and sequentially processing each input. Barrier Gates shall be able to support a minimum of four (4) vend inputs (transient, contract, intercom, & remote).
      - Automatic instant reversing mechanism that stops and reverses motion returning the gate to the up position in the event the arm strikes an object. A variable time (0-60 seconds) reset device shall be included.
      - On/off power supply switch
      - Automatic/manual switch
      - Directional arming logic
      - TCP/IP communication port
      - Broken gate arm monitoring
      - Programmable timer
      - Thermal-overload protection with manual reset
      - Support a three-loop configuration
      - Diagnostic mode for on-site testing, with LEDES for inputs/outputs
      - Automatic and continuous testing of inputs and outputs.
      - Single 120-V AC grounded power receptacle.
      - LED Red/Green light kit
    - Communications: Communication commands for raising and lowering gate arm and disabling entry stations and card readers.
    - Operator: Barrier Gates shall be equipped with a direct drive motor which does not require belts or pulleys.
  - Gate arms shall be articulating and sized to provide full lane coverage.
  - The Vendor shall be responsible for providing arms that will open without striking obstructions in the garage.
  - Barrier Gates shall include two (2) detectors of a self-tuning type with the capability of activating a third loop internal detector.
  - Vehicle Loop Detector System:
    - Provide self-tuning electronic detector with adjustable detection patterns, adjustable sensitivity and frequency settings, and panel indicator light designed to detect presence or transit of a vehicle over an embedded loop of wire and to emit a signal activating a gate-arm operator.
    - An automatic closing timer with adjustable delay before closing, timer cut-off switch, and vehicle loop detector designed to open and close gate arms shall be provided.

## SECTION VI – PARCS PRODUCTS CONTINUED

- Provide loops consisting of multiple strands of wire, number of turns, loop size, and method placement at location as shown on the Drawings, as recommended by the detection system manufacturer for the function indicated.
  - Detector Loop: Performed in size indicated for pave-over or for saw-cut installation, as recommended by the manufacturer.
  - System performance: must be capable of the following:
    - Recognizes two (2) vehicles within six (6) inches of each other on a standard size loop.
    - Recognizes vehicle direction by detecting vehicle moving from one loop to the next.
    - Continuous diagnostic monitoring for intermittently operating and failed loops.
- Entry Kiosk
  - The Entry Kiosk will print a machine-readable (barcode) encoded thermal paper ticket using a non-proprietary printer.
  - **The Entry Kiosk must have the ability to issue a virtual ticket upon entry using a mobile number.**
  - The Entry Kiosk must have the ability to issue a virtual ticket using a Credit Card on Entry.
  - The Entry Kiosk must be capable of automatically switching to credit card on entry should tickets run out. The entry station display must be capable of automatically changing to indicate the alternate functionality.
  - The Entry Kiosk shall incorporate Bluetooth Low Energy (BLE) technology to allow for frictionless ingress (software required).
  - **Intercom functionality shall be integrated into the kiosk touch screen without the addition of physical push buttons.**
  - The Entry Kiosk shall have a large, high-definition, vandal & smudge resistant touch screen for user interface.
  - The cabinet shall be constructed of heavy gauge all weather aluminum with a power coat finish for maximum protection.
  - The Entry Kiosk shall be equipped with a credit card reader for both Pay on Entry and credit card in/credit card out functionality.
  - The Entry Kiosk shall be equipped with a barcode scanner and be capable of reading both **printed** and **digital QR codes**.
  - The Entry Kiosk shall be equipped with an integrated camera for video intercom calls.
  - The Entry Kiosk shall be equipped with one large, hinged access door for easy service and maintenance on internal components. The doors will be outfitted with a tamper-resistant locking mechanism.
  - The Entry Kiosk display screen shall have a programmable area for custom advertising graphical images.
  - Must meet all applicable ADA standards and requirements.
  - Touchless push button for ticket issuance.
- Exit Kiosk
  - The Exit Kiosk shall print receipts using thermal paper via non-proprietary printer, which can be turned on or off by the owner.
  - **The Exit Kiosk must have the ability to process virtual tickets by entering in a mobile number**

## SECTION VI – PARCS PRODUCTS CONTINUED

- **PARCS shall have the ability to issue a text receipt.**
  - The Exit Kiosk must have the ability to process a virtual ticket by using Credit Card on Entry.
  - The Exit Kiosk shall incorporate Bluetooth Low Energy (BLE) technology to allow for frictionless egress.
  - All forms of exit shall only be granted by kiosk when vehicle present on arming loop.
  - Intercom functionality shall be integrated into the kiosk touch screen without the addition of physical push buttons.
  - The Exit Kiosk shall have a large, high-definition, vandal and smudge resistant touch screen for user interface.
  - The Cabinet shall be constructed of heavy gauge all weather aluminum with a power coat finish for maximum protection.
  - The Exit Kiosk shall be equipped with a credit card reader for recognizing both Pay on Entry and credit card in/credit card out functionality.
  - The Exit Kiosk shall be equipped with a non-proprietary barcode scanner and be capable of reading both **printed** and **digital QR codes**.
  - The Exit Kiosk shall be equipped with an integrated camera for video intercom calls.
  - The Exit Kiosk shall be equipped with on large, hinged access door for easy service and maintenance on internal components. The door shall be outfitted with a tamper-resistant locking mechanism.
  - The Exit Kiosk display screen shall have area programmable for custom advertising graphical images.
  - Must meet all applicable ADA standards and requirements.
- Credit Card Pay-On-Foot (POF) Kiosk:
  - The POF shall be able to accept cash, **EMV credit cards** or validation transactions
  - The POF shall have easy to follow directions explaining equipment operation to the customer.
  - The POF shall have a large high-definition touch screen for user interface.
  - Parkers shall be able to obtain a receipt from the POF or **request a digital receipt** via the internet.
  - Intercom functionality shall be integrated into the POF touchscreen without the addition of physical push buttons. The call will tie back to a call center of customers' choice.
  - All reporting shall be accessible via the internet using any computer or mobile device.
  - The POF Cabinet shall be constructed of heavy gauge aluminum with a power coat finish for maximum protection.
  - The POF Kiosk shall be equipped with a Barcode Scanner and be capable of reading both **printed** and **digital QR codes**.
  - The POF Kiosk shall be equipped with an integrated camera for video intercom calls (optional).
  - The POF Kiosk shall be equipped with one large, hinged access door for easy service and maintenance on internal components. The door shall be outfitted with a tamper-resistant locking mechanism.
  - The POF Kiosk display screen shall have area programmable for custom advertising graphical images.
  - Must meet all applicable ADA standards and requirements.

## SECTION VI – PARCS PRODUCTS CONTINUED

- Validations (required)
  - Validation via **text message**.
  - Validation via mobile application.
  - **Email** validations (individually or in bulk).
  - Printed validation via a non-proprietary printer.
  - Validations via web portal.
  - Ability to void generated validations in PDF, paper, sticker, or digital image format without voiding validations of the selected type.
  - **Pin code access with the ability to assign different rate structures per pin-code.**
- Monthly Access (required)
  - **Proximity card**
  - The ability to call an entry or exit device using the **phone number** on record associated with the contract parkers account to gain ingress or egress to the facility.
  - **Bluetooth access via mobile device.**
  - Contract Parker Pin-Code Access: A contract parker can enter a unique **pin-code** number to issue a monthly barcode ticket on entry. The monthly ticket or other contract parker credential may be used to exit the facility while maintaining passback functionalities.

## SECTION VII – EXECUTION

- Vendor shall provide an inventory of on-site spare parts as required by Owner.
- Supply one of each major component of the PARCS equipment.
- All lane equipment must be factory painted and wrapped with **custom graphics** per Owner requirements.
- Any equipment not listed, but required to meet the performance specifications, shall be included in the bid.
- Manufacturer/Installer of the PARCS shall provide the following:
  - Installation diagrams and details for setting mounted equipment.
  - Templates for setting mounted equipment and bollards.
  - Templates and cast-in inserts to anchor free standing equipment to the curbs and bases.
  - Electrical wiring diagrams and details.
  - Electrical installation requirements.
  - Electrical power requirements.
- The System shall be installed to meet the following requirements:
  - Incorporate features that minimize requirements for preventative maintenance, failure correction, and performance verification.
  - Provide for unobstructed access to equipment components as permitted by basic design constraints.
  - Minimize requirements for special tools and test equipment. Provide for easy removal and replacement of component items.
  - Provide for ease of performance verification and failure detection, while minimizing effort required for adjustment.
  - The System installation shall be neat and workmanlike with all circuitry well labeled.
- Maintenance of the equipment will include activities that are necessary to meet the conditions of the Warranty as described herein.

## SECTION VII – EXECUTION CONTINUED

- Equipment: All equipment shall be installed as indicated on the drawings provided by the Parking Consultant. Installation shall include supply, delivery, unloading, setting, anchoring, control wiring installation and wiring termination, and start-up of all PARCS equipment, including operating software. The Vendor shall be responsible for providing a complete and working system. It is the responsibility of the Vendor to ensure proper equipment quantities.
- Wiring for Data – Communications and Electrical Devices: The Vendor shall pull all wires for data and communication requirements. Conduit runs from each device back to each termination location point, shall be the responsibility of the Owner. The Vendor will make final wire connections of all equipment, electrical devices and other necessary devices or interfaces required to provide a fully functional and operating System shall be included as part of the work.
- Loop Installation: Vendor shall saw cut and install loops, 1 inch deep (maximum) and no less than ½ inch deep (to top of loop wires) as required. For structured slabs, Vendor must verify location of slab tendons and reinforcing prior to saw cutting to avoid damaging post tensioned slab tendons. All loop cuts will be reviewed and approved by the Owner’s Representative prior to any work being done. All loop locations will be illustrated on a drawing and supplied to the Owner’s Representative upon request of the Owner OR immediately after the selection process is complete.
- Permits: The Owner or its designated contractor shall obtain all permits required for the site work/civil scope of work, from the governing agencies having jurisdiction over this project.
- Maintenance: Kiosks must be designed to be maintained by on-site support staff, therefore alleviating expensive and often delayed service calls. The kiosks should be modular in design, meaning any part can be replaced within minutes utilizing only basic tools. The equipment is always on-line; and indicating the health of the system allowing the operator to immediately address any malfunctions. The FMS must be capable of **sending a notification to on-site staff via email or SMS text** so that issues can be addressed immediately. A “Maintenance Kit” must be supplied so staff can have immediate access to replacement parts; the Maintenance Kit must contain at least one replacement part for all of the major components in the entry, exit, and Pay on Foot kiosks.
- Warranty: The proposal should include a two (2) year parts warranty. An extended warranty should be provided beyond the initial two (2) year for years 3 through 7.

## SECTION VIII – 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?

## **SECTION VIII – SYSTEM IMPLEMENTATION AND TECHNICAL SUPPORT CONTINUED**

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 IX – 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 X – 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.