

RFP #201923

Parking Garage Access and Revenue Control System

Question and Answer (Q&A) Bulletin Board

(This document will be updated periodically to share all relevant questions and answers.)

- Q1: What type of credit card reader technology does the city want to use? Mag stripe? EMV? P2PE?
A1: EMV.
- Q2: Can install be done to include loops during normal business hours?
A2: Generally, yes. A plan will need to be developed for the Braddock Street garage because there is only one entrance and exit.
- Q3: Should replacement of existing traffic detection loops be included?
A3: The existing loops can be reused if they are working correctly. Otherwise, the existing loops will need to be repaired or replaced.
- Q4: For intercoms, would the city like VOIP intercoms or regular phone line call boxes?
A4: Currently, Comcast phone lines are being utilized. The City would consider switching to VOIP.
- Q5: Are there network or internet connections at the existing carparks?
A5: Yes.
- Q6: Will the city provide network equipment like firewalls, switches and routers if needed?
A6: Yes. Please outline in your proposal what the City will need to provide.
- Q7: Will intercom calls need to be forwarded to another phone number for after hours or weekend calls.
A7: Yes, all calls during these periods are forwarded to a cell phone carried by the employee on-call.
- Q8: Who would be a best POC for a site visit to determine conduit paths and existing power source for lanes?
A8: Corey MacKnight: 540-974-8737
- Q9: Where will Pay on Foots be located in the garages?
A9: These locations were pointed out during the tour after the mandatory pre-proposal meeting.
- Q10: How many Full signs should be provided and where should they be installed? What size should the signs be?
A10: A sign should be provided at each entrance. Signs should be a minimum of 18" x 14".

- Q11: Please define how you would like the variable message sign to work.
A11: Once hourly parking numbers have been reached sign should come on stating "HOURLY LOT FULL". Monthly parkers should still be able to enter.
- Q12: Please define "car counter technology."
A12: Technology that counts the cars entering and exiting as hourly parkers to determine when the maximum number of hourly spaces has been reached so "HOURLY LOT FULL" sign can be activated.
- Q13: Will gates remain down and revenue be collected 24/7?
A13: Yes.
- Q14: Regarding #15, typically the City would contract directly with merchant service provider and the gateway. In order to include the costs for the services, I will need to know the number of transactions that the city expects to do annually.
A14: There were 71,686 credit card transactions processed in calendar year 2019 in the four garages.
- Q15: Which credit card clearinghouse does the city currently use?
A15: Currently, TSYS and BB&T process the credit card transactions in the garages.
- Q16: Would the city like a local server based or a cloud-based facility management system?
A16: Cloud based.
- Q17: Section B/17: Please define "web-based software."
A17: It means the same as cloud based.
- Q18: Would the city like to be able to validate parking and if so, does it have a preferred validation method? Table top validator, validation Sticker, web-based validation?
A18: Please provide options for this within the proposal.
- Q19: Would the city like to have red/green LED strip on the gate arm?
A19: No.
- Q20: Should I include the cost for the performance and labor and materials payment bonds on the proposal?
A20: Yes, the costs for the bonds should be included in the cost proposal.
- Q21: Would it be possible for the existing monthly parkers cardholder data to be exported into an excel spreadsheet or does the City want to input the cardholder data?
A21: The City can provide an Excel spreadsheet with this information.
- Q22: Please confirm current cards are mag stripe versus prox cards.
A22: Current cards are prox cards.
- Q23: Should the pricing include any additional prox or magnetic swipe cards?
A23: Yes. The City will also consider other options for these cards.

Q24: Should pricing include spare parts?

A24: Yes, please provide options and associated costs for spare parts in your proposal.

Q25: Will the camera video need to be recorded and if so should proposal include a network video recorder?

A25: Yes, to both. The City will also consider an option of utilizing the existing DVR system that is in place.

Q26: Where will the camera feed be viewed?

A26: The live camera feed will be viewed primarily from the smart phone by the employee on call.

Q27: Should five or seven hard copies of the RFP response be provided?

A27: Seven (7) copies.

Q28: Do the walk up pay stations need to be able to provide coins as change to customers?

A28: Yes.

Q29: Will there need to be integration of the ParkMobile system in the garages?

A29: No.

Q30: How long do video recordings need to be stored?

A30: 30 days.

Q31: What color should the new equipment be?

A31: White.

Q32: Can the existing DVR's accept IP based cameras?

A32: No.

Q33: Please provide the make and model for the existing DVR's.

A33: All DVR units are HIKVISION. Specific models for each garage:

George Washington: DS-7316HQHI-SH

Court Square: DS-7316HQI-K4

Loudoun: DS-7316HQHI-SH

Braddock: DS-7316HQHI-SH

Q34: Do the existing DVR's have additional channels available for the new lane cameras?

A34: Yes.