

PARCS RFP 2021-01
Q&A

Section 2.10.1 Indicates LPR (License Plate Recognition) but in section 3.5 Proposed Specification for new PARCS it does not mention LPR.

Question: Is LPR required?

A. Section 2.10.1 states what the Authority is currently using. We are not requesting LPR in this RFP.

Section 2.10.1 mentions “The bulk of our current customer base is monthly contract parkers using LPR and barcode cards”.

Question: I do not see any mention of LPR cameras in the RFP but are island mounted cameras providing front plate pre-capture an acceptable configuration at both entry and exit?

A. Our system is currently using LPR technology. However, the purpose of the RFP is to move away from LPR.

Section 2.10.4 Indicates the use of Ticketmaster

Question: Are any other 3rd party reservations required?

A. The purpose is to be able to use the barcode/QR code on the physical tickets to enter and exit the garages and to set garage pricing for events. Example of venues would be Times Union Center, Palace Theater and Capital Repertory Theater.

Section 3.2.11 (page 11).

Question: Please provide additional detail on how the new system will integrate with the existing pay-by-cell operation.

A. The existing pay-by-cell operation is only being utilized for on-street parking at this time. The Authority is requesting a system that can integrate with either a pay-by-cell operation or a form of blue tooth validation.

Section 3.1.12 indicates sign graphics to aid customers understanding the process of the new PARCS System

Question: Can you provide additional clarification of what’s required? i.e. size, material branding, content, etc.

A. The Authority is requesting a sign and information graphics package that includes but is not limited to vinyl wrapping, metal signage, plastic signage, LED sign graphics, etc. All of which will provide use instructions to customers.

Section 3.2.12 Indicates two way audio and video intercoms in Section 3.2.14 it indicates two way Audio and or Video

Question: is Video on the intercom required?

A. Yes.

Section 3.2.17 (page 11).

Question: Please provide additional information on the current ERP and the information required to upload into the system.

A. Currently we use Tyler Technologies, Incode 10 ERP software. Currently our process is that we pull down activity from the PARC system for the previous day (several if over weekend). We would breakdown down each location if it is credit card or cash and which garage these transactions occurred (each garage has several payment locations). For events we would have to go into the current system and manually count how many customers were charged the event rate. Once we calculated the amount that matches the report, we would run a daily deposit template in Incode, and assign those amounts into Incode. We would verify the amounts against the bank the next day. If the amount does not match, we would research as to why. For current validation stickers we invoice the customer at the beginning of the month for the prior month. We would run a report to verify the amount to charge the vendor. If a ticket did not go through the PARC system we would add that to the PARC report and increase the invoice amount.

Section 3.2.21 Indicates integrations with access controls for high-speed rolling doors & pedestrian doors
Question: can you give us locations and quantities? Do you want access through the pedestrian doors for monthlies or Transients or both?

A. Currently there are 2 double doors at the Quackenbush Garage and 3 single doors at the Green Hudson Garage. They utilize Mag Locks. We currently have a barcode reader at the exterior of those doors to let people in and out whether they are monthly or transient. There could be an add-on at Riverfront Garage. Two high-speed doors are located on the Hudson Ave. side of the Green Hudson Garage that can also be utilized by monthlies and transients.

Section 3.2.28 indicates red/green lane control indicators but it is not listed in section 3.5

Question: Are Red/Green lane control signs required?

A. The Authority currently utilizes red/green lane control signs and assume these can be integrated with any system. If unable to integrate, the vendor will be required to submit lane control signs in their proposal.

Section 3.2.32 (page 13). System will have Bluetooth Transponder technology integrated at all garages. The system shall capture a vehicle's Bluetooth/transponder signal as it enters.

Questions:

a) What are we doing with the blue tooth data?

The Authority is requiring Bluetooth technology to enter and exit the facilities.

b) Are they being used as access credentials?

Yes.

c) What if a monthly doesn't have Bluetooth, do you want to use a card system as backup?

The Authority is primarily interested in utilizing transponder technology, blue tooth would be an option to consider or an add-on. A Barcode/QR code cards are an acceptable backup.

Section 3.2.33.j indicates an integration with the current Daktronics Galaxy Signs.

Question Can the Authority supply a contact person who provided signage?

A. Ray Signs is the company who provided signage:

Russ Hazen Jr., raysignny@hotmail.com 518-377-1371

Section 3.5.2 (Page 16) lists 4 Entry Terminals, 4 Exit Terminals, and 8 Barrier Gates. The drawing indicates 6 Entry and 6 Exit.

Question: Please verify the amount of equipment in the Green/Hudson Garage.

A. On page 16 the QTY listed as 4 Entrance Lane Terminals and 4 Exit Lane Terminals is incorrect. It is 3 Entrance Lane Terminals and 3 Exit Lane Terminals.

Section 3.5.2 Garage 2 Green/Hudson Garage The Diagram & the garage config. indicate (02) inbound lanes, (02) outbound lanes and (01) reversing lane a total of (06) lanes of equipment but the Qty's indicate (08) lanes of equipment

Question: Is this garage going to have (06) lanes of equipment or (08)

A. The Garage will have 5 lanes of equipment (one lane being reversible). On page 16 the QTY listed as 4 Entrance Lane Terminals and 4 Exit Lane Terminals is incorrect. It is 3 Entrance Lane Terminals and 3 Exit Lane Terminals.

Section 3.6.2 Indicate Fiber between Green and the Quackenbush Garages

Question: Can you indicate the locations of the Fiber junction boxes? Are they local to the PARCS Equipment?

A. Fiber is terminated in the MDF/Office Location at each site. The fiber is an ELAN provided by First Light Fiber and is 100MB

Section 3.10.f Explain how customer are billed

Question: Do you require a billing and Invoicing package?

A. Individual monthly garage customers are set up for recurring payments on the 25th of every month (credit card). For corporate accounts, we invoice the 15 days prior to the start of the next month. Most payments are received by automatic payments on our website via credit card. Some corporates pay by check, or EFT. We currently use an ERP system to invoice our corporate accounts. No we do not require a billing or invoicing package.

Section 6.6. This provides for termination for non-performance on 10 days' notice. No cure period is given.

Question: Can a cure period be added?

A. This may be negotiated in the final contract with the awarded bidder.

Section 6.7. A broad indemnity provision.

Question: Two issues- no cap on liability, and indemnity would apply even where there has been contributory negligence by the Owner. Can a cap be added?

A. No we do not generally include liability cap clauses in our contracts. Additionally, Section 6.7 does not indemnify the Authority for losses resulting from the Authority's own negligence. The RFP clearly states: "nothing contained in this provision shall be construed as obligating the Vendor to indemnify any Indemnitee for Losses resulting from the Indemnitee's sole or active negligence or wrongful misconduct."

Section 3.1.6. Credit card system must be able to interface with current credit card gateway processor, 3C.

Question: Is that a hard requirement or could we propose an alternative?

A. You can propose an alternative.

Q. Can you please provide the contact information for 3C, and also confirm details of the unattended EMV credit card hardware that is certified for use with 3C?

A. Customer Service phone # 1-888-336-7778;

Q. Are there as built drawings available that document the current physical layout of equipment on each of the islands (i.e. Ticket machines, Gates, traffic signs, cameras, etc.)?

A. There are no available drawings.

Q. Are there drawings available that document the existing power and communication conduits in each garage related to PARCS including circuit breaker assignments?

A. No Drawings exist that we are aware of but there are conduit from the pedestals into the office spaces.

Q. Are there drawings available that document where the network switch is located in each garage and the detail associated with the network connection back to the parking office in the Quakenbush garage?

A. We do not have a network map of the PARCS System, this was never provided to i.t.s. However we do know where we connect to.

Q. Is there dedicated equipment rack in the parking office or is there rack space for the PARCS servers and associated network equipment?

A. We have network racks in each area, depending on the solution we may have enough space, we do have power/UPS at each location but this may need to be upgraded. APA will need to retain control of this equipment because it rides the ADMIN network via VLAN.

Q. Are there **drawings** available that document where the existing Lot Full and the Daktronics Galaxy signs are located in each garage and the conduit associated with each sign?

A. No engineer signs available, however there are drawings associated with the Sign RFP.

Q. Will the two (2) Ryttec rolling doors at the Green/Hudson garage require dedicated PARCS readers to control access? Are there drawings showing the rolling door locations including ground loop locations and the conduit providing power and communications?

A. Yes, the doors will require dedicated PARCS readers to control access. No, there are no available drawings.

Q. How many pedestrian doors at the Green/Hudson garage require dedicated readers integrated to the PARC system and are there drawings showing the pedestrian door locations?

A. There are 3 doors and no available drawings.

Q. How many pedestrian doors at the Quakenbush garage require dedicated readers integrated to the PARC system and are there drawings showing the pedestrian door locations?

A. There is 1 door and no available drawings.

Q. Is the vendor responsible for disposing of old equipment?

A. Yes.

Q. Is it your intention to abandon the LPR system that is in place now, and if so, what type of media do you prefer for the Monthly contract customers, i.e. AVI, Bluetooth, prox cards, bar-code?

A. Yes. The Authority would prefer transponder and Bluetooth- Barcode/QR code cards for backup.

Q. Can you provide additional information on how the new system will utilize or interface with Ticketmaster for the Palace Theater? Should the system allow free or validated parking for all Palace Theater ticket holders? Is there a timeframe for free parking? Can you provide a sample Palace Theater ticket?

A. The purpose is to be able to use the barcode/QR code on the physical tickets to enter and exit the garages and to set garage pricing for events. Example of venues would be Times Union Center, Palace Theater, Capital Repertory Theater, etc. At this time, due to Covid, we have not be able to acquire a sample event ticket however as soon as one is available we will provide it.

Q. Is the Authority open to a digital gateless PARCs solution?

A. No.

Q. Can the total number of transactions for 2019 and 2020 please be provided, broken down by year?

A.

2019
G1- 25,249
G2- 20,473
G3- 17,011
Total- 62,733
2020
G1- 9,257
G2- 8,871
G3- 6,047
Total- 24,175

This does not include tickets with a zero charge (Nights / Weekends) and tickets not fed back through the system (For example if there is an event and tickets are pulled and prepaid, the gate arms would remain open for the guests to leave).

Q. Can you provide a count of interconnects of the lane equipment that is surface mounted currently, that you wanted to change to underground? (i.e. power and communication between the gate and ticket dispenser).

A. There is already an infrastructure in place, everything is already in conduit. You would most likely have to pull the old lines and resupply them with whatever new lines you need.

Q. Is it correct that there is nothing surface mounted in between the gate and ticket dispensers?

A. There are just basic pole mounts, ticket spitters and gates.

Q. The point to point between the garages, is that currently a wireless solution that needs to be changed to a fiber connection?

A. It is currently wireless and we do not intend to make it a fiber connection at this point. Currently Riverfront Garage is on a Dual 100MB wireless point to point with a primary and failover, located at the Riverfront Garage and on Quackenbush Garage. That equipment is replaced every 3 years as part of preventative maintenance. It operates with less than 3MS latency. That link will remain. There is a 50MB Eland currently between the Green Hudson Garage and Quackenbush Garage as well, which is provided by our 3rd party, a physical connection through FirstLight Fiber.

Q. Are the Pay on Foot locations going to remain the same as the existing ones or will they change?

A. The locations will remain the same.

Q. Any restrictions on doing a site visit?

A. No. Please schedule an appointment so that staff are aware.

Q. UPS Backup, do you want that in each lane or just where the servers/network equipment is.

A. UPS backup where the network equipment is. The main closets will already have existing UPS's as part of the network stack. Where UPS power is to be determined is in the pedestals, depending on your configuration. Currently we have individual network switches at each pedestal.