CAPITOL SQUARE REVIEW AND ADVISORY BOARD
<u>RFP AMENDMENT #1 AND</u>
<u>RFP SUBMITTED QUESTION & ANSWER SUMMARY</u>

RFP TITLE:	Parking Access and Revenue Control Systems Upgrade Request for Proposals
RFP ISSUED BY:	Capitol Square Review and Advisory Board
SUBMITTED QUESTIONS DUE DATE:	Original: March 22, 2023 Amended Date: **March 31, 2023**
AMENDMENT AND QUESTION & ANSWER DOCUMENT ISSUED BY CSRAB:	Original: March 24, 2023 Amended Date: **April 5, 2023**

This Amendment hereby incorporates the following changes set forth in **Part A**, and Q&A and Meeting Minutes set forth in **Part B**, as part of the above-referenced RFP and associated Terms and Conditions.

Unless specifically addressed below, all other provisions of the RFP and Terms and Conditions shall remain unchanged.

PART A: Changes to RFP and Terms and Conditions:

1. The CSRAB will not require a local back-up server for this project, and will only require a hosted solution. Any and all references to a "local back up server" or "onsite server" shall be stricken from the RFP project requirements.

2. Any and all references to a 1-year warranty on equipment, parts, and service including labor, in the RFP and/or contract terms and conditions shall be stricken.

   The selected contractor shall instead provide a 3-year comprehensive warranty for equipment, service, parts, electronics, and software, including labor, with an option to extend the warranty an additional 2 years.

3. The "Tentative Schedule" on page 2 of the RFP is modified as follows:

RFP Event	Revised Dates
Offerors' Pre-Bid Questions Due	March 31, 2023
CSRAB Distributes Responses to all Offerors' Questions	April 5, 2023
Offerors' Responses to RFP Due	April 14, 2023 @ 5PM

4. Payment acceptance requirements for the exit lane devices shall be EMV credit card only. Pay-on-foot stations, on the other hand, must accept both cash and credit card payments.

Questions Submitted via Email:

1. **Q:** It appears there is a pre-bid meeting and site visit scheduled for Friday, March 17 at 12pm. Is this a mandatory pre-bid meeting?

   A: The pre-bid meeting is not mandatory.

2. **Q:** Is [Friday, March 17 at 12:00 pm] the only time a site visit is possible or could I set something up for early next week if I can't attend Friday? Thanks.

   A: This is the only official site visit scheduled, but prospective offerors are welcome to come visit the site independently, and the CSRAB will post the questions asked and answered for the benefit of those who could not attend.

3. **Q:** Will we be meeting at the Parking Garage Office in the garage for the Pre-bid Site Walk-thru on March 17, 2023 at noon?

   A: We will meet in the Capitol Square Review and Advisory Board main office on the ground floor of the Statehouse. We will then proceed to the garage for the site visit.

4. **Q:** We understand that the RFP requires that "Credit card readers will comply with EMV standards for contactless, chip and pin operation." At this time our gateway for EMV is Windcave. Would the Capitol Square Review and Advisory Board accept an EMV solution that uses Windcave?

   A: To the extent that Windcave will be requiring customers and affiliates to utilize it as an **end processor**, the CSRAB would not accept a solution that uses Windcave. However, Windcave may serve as a middle processor if it serves solely as a middle processor and remains certified with the State's end processor (currently Worldpay Vantiv) and is otherwise compliant with R.C. 113.40.

5. **Q:** Please provide the Model # for the existing Transcore readers

   A: E4/05530-33

6. **Q:** Is this project exempt from sales tax?

   A: Yes

7. **Q:** Please confirm the Pay-on-Foot machines accept bills and credit cards only. No coins.

   A: This is correct.

8. **Q:** Does the level counting communicate with the software system only? No level count signage is required?

   A: Yes, the current level counting system, which is currently only functioning on the south end entry/exit, communicates with the software system only. No level count signage is required for this project.

9. **Q:** Does this proposal include new lane light/directional signage?

   A: No, there is no new lane light/directional signage included in the scope.

10. **Q:** Does CSRAB require a hosted solution AND a local server?

    A: The CSRAB will only require a hosted solution. *Note: See RFP Modification 1 above.*

11. **Q:** Please confirm the warranty requirements listed on page 4. Should we provide a three (3) year warranty or a one (1) year warranty?

    A: The warranty requirements referenced on page 4 should be a three-year comprehensive warranty for parts, equipment, service, electronics, and software, including labor, with an option to extend the warranty an additional two years.

    Any reference in the RFP and/or Terms and Conditions to a one-year warranty for these items should be disregarded. *Note: See RFP Modification 2 above.*

12. **Q:** Is CSRAB interested in Non-EMV credit card options that comply with processing requirements?

    A: The CSRAB is not interested in a non-EMV option.

13. **Q:** The current schedule for this RFP indicates that questions will be answered on March 24. Unfortunately, this does not allow vendors the opportunity to thoroughly review the additional clarifications provided by the CSRAB and to update our proposals accordingly. We would like to respectfully request an extension of one or two weeks to the submission deadline, so that we can all thoroughly review the final addendum before completing our proposals. We believe that it would be in the CSRAB's best interests to provide this extension, as it would allow them to receive the most thorough and thoughtful proposals from all vendors. Not only would the extension allow the CSRAB to make the most educated decision possible, it would also assist in preparing for a smoother installation process, by ensuring that the vendors have ample time to become familiar with all of the CSRAB's needs.

    A: The CSRAB is in agreement and will provide extensions for submittal of pre-bid questions and for the proposal due date. *Note: See RFP Modification 3 above.*

14. **Q:** Page 3. "Install twenty (20) vehicle detection loops." These many loops aren't needed. Are we supposed to reuse or sawcut new loops?

    A: The CSRAB welcomes cost-savings suggestions, including reuse of parts if possible as determined by the selected contractor. These items should be indicated as an alternative to scope with a deduction to contracted service costs.

15. **Q:** Page 3 "Credit card readers will comply with EMV standards for contactless, chip and pin operation." Is the pin portion of the EMV CC reader required for the exit devices? This is not typical.

A: The credit card readers at the exits will not be required to read PINs. <mark>*Note: See RFP Modification 4 above.*</mark>

16. **Q:** Is Attachment 4 available in an excel format?

     A: Attachment 4 was not created in excel so it is not available in that format.

17. **Q:** Please clarify what the payment acceptance requirements are for the exit lane devices? EMV Credit Card Only or EMV Credit Card and Notes.

     A: The exit lane devices only need to accept credit card payments.

Questions asked at 3/17/23 Pre-Bid Site Walk-Through:

18. **Q:** What middle processor must be used as part of the PARCS solution?

     A: The CSRAB does not have any specific requirements regarding which middle processor offerors may use. Any middle processor may be used if they are certified with the State's end processor (currently WorldPay Vantiv) per R.C. 113.40 and otherwise comply with Ohio law. Solutions must, for the duration of the contract with CSRAB, remain compliant with the State's then-current end processor.

19. **Q:** Has something changed in CSRAB's middle processor requirements?

     A: Nothing has changed as far as what rules CSRAB must comply with. The middle processor for CSRAB's current PARCS equipment will be requiring its clients to use it as both the middle and end processor. The CSRAB cannot by law use an end processor that has not been competitively selected by the State of Ohio through a competitive RFP process.

20. **Q:** What sort of handheld payment system is CSRAB looking for? How does the exit process work when these devices are used?

     A: The CSRAB is looking for a handheld, portable system for pre-paid events that performs manual transactions as needed, giving parking staff the option to print vouchers, receipts, and/or validations for customers. CSRAB is seeking to have the portable device totals included in the main revenue reports/have them linked to the rest of the system.

     For pre-pay events, parking staff will collect payment on the way into the garage, then will generally open the gate at the end of the evening, allowing all parkers to roll out. Validations are preferred so if a customer leaves at a different time than the majority of the pre-pay event parkers and the gates are not raised at such time, there are no issues with their ability to exit.

21. **Q:** Are the nested garage doors part of the scope of this project? Do the overhead doors operate on the same system as the gates?

A: The nested garage doors are not part of the scope of this project and should not be quoted. They are owned by another state facility, but the selected contractor will be permitted access to the doors to the extent it's necessary to carry out the project.

The opening of the overhead doors is controlled by the gate. The equipment intersects with the gate and garage door. The exit is a free exit—the garage door opens and patrons leave.

22. **Q:** Does the CSRAB use readers for hang tags?
    A: Yes, readers are used for hang tags.

23. **Q:** The RFP says to use existing Transcore, is that correct? Are the controllers staying? What about reducing the number of pay-on-foot units?
    A: Yes, both the existing Transcore and controllers should be reused if possible as confirmed by the selected contractor. The CSRAB welcomes cost-savings suggestions. These items should be indicated as an alternative to scope with a deduction to contracted service costs. The CSRAB is not looking to reduce the number of pay-on-foot units.

24. **Q:** Where are the pay stations located?

    A: All pay stations are located on the Green level at the following locations: the north and south entrances to the Statehouse, the corner of State and High Streets, the corner of Broad and High Streets, the Huntington tunnel, and the Rhodes tunnel.

25. **Q:** Do the pay stations have cash and coins, or just cash?
    A: Just cash and cards—no coins.

26. **Q:** Should replacing the signs be included in the proposals?

    A: No, the signs are not part of the project scope.

27. **Q:** Does the reversing lane function automatically or with a reversing switch?

    A: Currently, the reversing lane functions by using a macro on the garage software.

28. **Q:** Is the parking deck post-tension (cables coming through concrete)?

    A: No.

29. **Q:** Is the surface of the garage a waterproof membrane?

    A: No.

30. **Q:** Is there already Cat5 and Cat6 present? Is it linked into the network for just the parking system, or other things as well? Is the Cat5 and Cat6 a straight shot back to the office?

    A: Yes, Cat5 and Cat6 is already present and is only linked to the parking system. The cabling runs to numerous locations, including the garage office.

31. **Q:** Who on CSRAB's side runs the fiber?
    A: All runs are Cat5 or Cat6 with no fiber. CSRAB's IT is serviced by Legislative Information Systems (LIS); they will assist with technical support from the CSRAB's facility side.

32. **Q:** How does CSRAB currently switch the reversible from entrance to exit?

    A: CSRAB currently operates with a macro on the control system where staff can switch a button that flips the gates.

33. **Q:** Are cameras that are currently present part of the scope?

    A: No.

34. **Q:** Where is the data closet and network room? Can CSRAB send pictures of where the on-site server is located with estimated distances between the server and pay-on-foots?

    A: There are multiple locations for the rack rooms, but the server is virtual. Distances between the server and pay-on-foot locations do not exceed 150 feet.

35. **Q:** Does CSRAB currently have level-by-level space counting? Are there signs that indicate that a level is full?

    A: We currently have down/up loops on the ramps to detect the car count, but do not have signs that indicate that a level is full. The system is only functioning on the south end currently, but there are loops in place and controlling boards.

Minutes from 3/17/23 Pre-Bid Site Walk-Through:

- CSRAB team members introduced themselves, followed by a brief overview of the RFP document provided by CSRAB Director Laura Battocletti
- Director Battocletti reiterated the following regarding the RFP document:
  o RFP timeframe
  o All questions should be submitted to Alison Buzzard via e-mail.
  o Proposals should be submitted to Alison Buzzard.
  o It is essential that any proposed solution complies with R.C. 113.40 regarding middle and end processors (contractors' chosen middle processor must be certified with the state-mandated end processor, currently Worldpay Vantiv, and remain compliant with R.C. 113.40 throughout the contract).
- The team and interested offerors toured the Green (top) level of the parking garage and viewed the exit/entrances. Interested offerors asked the questions below.