

Request For Proposal

City of Canton, Ohio
Purchasing Department
218 Cleveland Ave. SW, 4th floor
Canton, Ohio 44702

Millennium and Cornerstone Garage Parking Equipment Automation Project
Item/Project

Police Department

Responsible Department

1/16/20 on or before 2:00 PM local time

Proposals Due

Proposal Submitted By:

Company Name

Street Address

City

State

Zip

Contact Person

Phone No.

Email Address

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

LEGAL NOTICE

The Director of Public Service of the City of Canton, Ohio will accept sealed Proposals on or before **2:00 PM local time**, January 16, 2020, for the purpose of entering into contract for the purchase of:

Millennium and CornerStone Garage Parking Equipment Automation

The City will disqualify any Proposal not received on or before 2:00 PM local time on, December 19, 2019. Shortly after the deadline for the submission of Proposals, Proposals received on time will be publicly opened and read aloud. The Sixth Floor Conference Room of Canton City Hall is the location for the Proposal opening. Submit all Proposals to the City of Canton Purchasing Department, 218 Cleveland Avenue SW, Purchasing Department/**Fourth Floor**, Canton, Ohio 44702 according to the instructions in the Invitation to Proposal posted on the City of Canton Purchasing Department website at <https://cantonohio.gov/purchasing>.

A certified check, cashier's check or surety bond made payable to the City of Canton must accompany the Proposal. Draw this check or bond from a solvent bank or bonding company satisfactory to the Director of Public Service as a guaranty the contract and its performance are properly secured if the Proposal is accepted. The Proposer shall verify the certified check, cashier's check or Proposal bond for five hundred dollars (\$500.00). The City of Canton will only accept original checks and Proposal bonds. Therefore, if any company and/or proposer submits a copy (including faxed copies) of his \$500.00 security, the City will disqualify the Proposal. The Director of Public Service reserves the right to waive any technical defects in any Proposal bond submitted so long as the bond is in substantial compliance with State law. Should any Proposal not be awarded or be rejected, such check or bond will be returned to the proposer or proposers after the execution of the contract.

Any Proposer may withdraw his Proposal, by written request, at any time prior to the deadline set for the Proposal opening. Please be advised, the City of Canton may impose a \$500.00 penalty to any Proposer that withdraws his Proposal after the Proposal opening and prior to a contract award(s).

Each Proposal must contain the full name of every person or company participating in the Proposal.

The Board of Control reserves the right to reject any or all Proposals and to accept the Proposal(s) deemed most beneficial to the City of Canton.

All companies must submit their Federal ID Number for IRS purposes.

The Proposer is responsible for monitoring the above named website for any official addenda.

It is requested that the Proposer print the entire Invitation to Proposal and submit an original Proposal packet in its entirety.

Please contact Director of Purchasing Andrew Roth at andrew.roth@cantonohio.gov if you have any questions regarding this Proposal.

By order of the Director of Public Service: John M. Highman, Jr.

Published in the Canton Repository: December 5 and December 12, 2019

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Section I: Table of Contents and Proposer’s Checklist

A complete Proposal packet will consist of the items listed below.

Complete this checklist to confirm the items required in your Proposal. Place a checkmark or “X” next to each item that you are submitting to the City of Canton. Failure to submit the listed documents may be cause for rejection of your Proposal. This checklist should be returned with your Proposal.

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A Pre-Proposal meeting will be conducted on 12/18/19, 1:30pm. The meeting will begin in the Utility Billing outer lobby located within the Cornerstone Parking Deck, 306 2nd Street SE, Canton, OH 44702. At the Pre-proposal meeting interested parties will have the opportunity to walk the two parking decks.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Section II: Proposal Forms and Instructions

Proposal Form Instructions

Failure to submit Proposal forms 1 through 6 with the Proposal may cause the Proposal to be deemed non-responsive, and therefore it may not be considered.

Proposal forms 7 through 11 will be required of the successful Proposer but may be submitted after the awarding of the contract.

*****The City of Canton does encourage Proposers to submit all Proposal forms with their Proposals*****

Proposal Form 1: Proposer and Contractor Employment Practices Report

This form is designed to provide an evaluation of a Proposer's policies and practices relating to the extension of equal employment opportunity to all persons without regard to race, religion, color, sex or national origin. The successful Proposer will be required to complete and submit the Proposer and Contractor Employment Practices Report. Additionally, the successful Proposer will be required to submit an "affirmative action plan" and/or "EEO policy." If the successful Proposer does not have a formal EEO policy, it will be required to complete and submit the provided EEO policy statement.

Proposal Form 2: Authority of Signatory

The authority of the Proposal signatory must be established. Proposal Form 2 provides the means by which the Proposer can identify the type of business organization it is (corporation, partnership, etc.) and instructions as to how signature authority is commonly established.

Proposal Form 3: Bid Guaranty

Although this is a request for Proposals the City is requiring a Bid Bond. A **certified check, cashier's check or surety bond** made payable to the City of Canton must accompany the Proposal. Draw this check or bond from a solvent bank or bonding company satisfactory to the Director of Public Service as a guaranty the contract and its performance are properly secured if the Proposal is accepted.

Proposal Form 4: Proposer Information

The Proposer shall submit the required information on the included form and shall supplement the information there given as may be required by the City after the receipt of Proposals. Low Proposers may be interviewed by the City and shall furnish such information as the City may deem necessary to consider prior to making an award.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Proposal Form 5: Non-Collusion Affidavit

Each Proposer is required to submit with the Proposal an affidavit stating that neither he nor his agents, nor any other party for him, has paid or agreed to pay, directly or indirectly, any person, firm or corporation any money or valuable consideration for assistance in procuring or attempting to procure the contract herein referred to, and further agreeing that no such money or reward will be hereafter paid. This affidavit must be on the form provided.

Proposal Form 6: Insurance Requirements

The successful Proposer will be required to have the required insurance as outlined in Proposal Form 6 and should be prepared to submit proof thereof.

All Proposers would be well advised to consult their insurance agents as soon as possible so that all questions and concerns can be given due consideration.

Proposal Form 7: Affidavit for Foreign Corporations

A successful Proposer who is a foreign corporation, **(a corporation not chartered in the State of Ohio)**, will be required to submit an affidavit duly executed by the authorized Proposal signatory stating in said affidavit that said foreign corporation has, in accordance with the provisions of the laws of the State of Ohio, obtained a certificate authorizing it to do business in the State of Ohio.

Proposal Form 8: Personal Property Tax Certification (ORC 5719.042)

This form/certification must be retyped on the successful Proposer's letterhead and notarized utilizing either paragraph (A) or (B) as it applies to the successful Proposer's company.

Proposal Form 9: Certification – Auditor of the State Of Ohio

This form is used to certify that the Proposer does not have outstanding unresolved finding for recovery issued by the Auditor of the State of Ohio.

Proposal Form 10: Articles of Incorporation

The successful Proposer may be required to submit a copy of the company's articles of incorporation.

Proposal Form 11: W9 Tax Form

Please provide an up to date copy of your Company's W9.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Proposal Form 1: Proposer and Contractor Employment Practices Report

Proposer and Contractor Employment Practices Report
City of Canton Office of Compliance

I. INSTRUCTIONS

- A. This form is designed to provide an evaluation of your policies and practices as they relate to the extension of equal employment opportunity to all persons regardless to race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity.
- B. City of Canton Codified Ordinance 507 and rules and regulations pursuant thereto provide for a contract compliance inspection of personnel policies and practices related to any contract with the City including contracts for work, labor, services, supplies, equipment, materials, leases, concession agreements, and permits.
- C. Completion of this Contractor and Proposer Employment Practices Report is one of the steps which demonstrate compliance with the City's Equal Employment Opportunity Program. Responsibility for demonstrating compliance with the Program by the vendor and its subcontractors rests with the vendor or subcontractor. Such demonstration is a prerequisite for continued eligibility for the award of City contracts.

II. VENDOR OR PROPOSER INFORMATION

1. Reporting Status A. Prime Contractor B. Prime Subcontractor C. Supplier D. Other (Specify)
2. Name, Address and Telephone Number of Proposer Covered by This Report
3. Name, Address and Telephone Number of Principal Official or Manager of Proposer
4. Name, Address and Telephone Number of Principal Office of Proposer

Evaluation (Office Use Only)

- Compliant
- Non-Compliant
- Follow up needed _____

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

III. POLICIES AND PRACTICES

The Proposer and the Contractor will indicate his willingness or unwillingness to comply with the requirements of the Equal Employment Opportunity Program of the City of Canton by encircling the applicable letter associated with each item below. The letters are interpreted as follows:

A – Current Practice **B** – Company will immediately adopt this policy **C** – Company is unwilling or is unable to adopt policy.

Circle One	Items	State Reason if (C) is checked
A B C	1. The company will adopt a policy of non-discrimination on the basis of race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity, with regard to recruitment, hiring, training, upgrading, promotion and discipline of employees or applicants for employment. This policy will be communicated in writing to all employees, subcontractors, recruitment sources and all relevant labor organizations and unions.	
A B C	2. The Company will develop procedures which will assure that this policy is understood and carried out by managerial, administrative, supervisory personnel.	
A B C	3. The company will use recruitment sources such as employment agencies, unions, and schools which have a policy of referring applicants on a non-discriminatory basis.	
A B C	4. The company will participate in training programs for the benefit of employees or prospective employees, according to the intent of City Codified Ordinance 507.	
A B C	5. Company recruiters will seek a broad recruitment base in order that a representative cross-section of applications might be obtained, and will refrain from a hiring policy which limits job applicants to persons recommended by company personnel.	
A B C	6. Company will take steps to integrate any position, departments, or plant locations which have no minority persons, or are almost completely staffed with one particular ethnic or racial group.	
A B C	7. The Company will review its qualifications for each job to determine whether such standards eliminate unemployed persons who could, if hired, perform the duties of the job adequately. The following qualifications should be reviewed: Education, Experience, Tests, and Criminal Records.	
A B C	8. Residence in a particular geographical area will not be a qualifying or disqualifying criterion for employment with the Company.	
A B C	9. The Company will provide that all bargaining agreements with employee organizations, including labor unions, have non-discrimination clauses requiring equal employment opportunity.	

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IV. EMPLOYMENT DATA

Please note that this data may be obtained by visual survey or post-employment records. Neither visual surveys nor post-employment records are prohibited by any Federal, State or local law. All specified data are required to be filled in by law. Please provide truthful and accurate information. If information provided is found to be false, Proposer/contractor will be subject to the loss of all future awards.

MALE:

FEMALE:

Categories	Overall Total	Total Male	Total Female	African American	Asian American	Native American	Hispanic	African American	Asian American	Native American	Hispanic
Officials, Managers and Supervisors											
Professionals											
Technicians											
Part-Time Seasonal											
Office & Clerical											
Craftsman (skilled)											
Operatives (semi-skilled)											
Laborers (unskilled)											
Service Workers											
Total:											

REMARKS: Please explain any identification data appearing on the last report which differs from that given above. This includes major changes in employment, changes in composition of reporting units, and other pertinent information. Use a separate sheet if additional space is required.

V. ADDITIONAL INFORMATION (Optional)

Describe any other actions taken which show that all employees are recruited, hired, trained, and promoted without regard to their race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity. Use a separate sheet if additional space is required.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

VI. POLICY STATEMENT

The City of Canton, Ohio in conformance with local, state, and federal regulations requires each vendor, contractor, and material suppliers working on city projects or awarded City contracts be signatures of the following statements:

- 1) It is the policy of _____ that equal employment opportunities be afforded to all qualified persons without regard to race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity.
- 2) In support of this document _____ will not discriminate against any employee or applicant because of race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity.
- 3) _____ will take affirmative action to ensure that applicants for employment and current employees are treated fairly without regard to race, religion, color, sex, age, national origin, disability, sexual orientation, or sexual identity. Such action will include but not be limited to recruitment, advertising, or solicitation for employment, hiring, placement, upgrading, transfer or demotion, selection for training including apprenticeship rates of pay or other forms of compensation, layoffs or termination.
- 4) _____ will make every effort to comply with minority utilization goals as follows: (9%) nine percent minorities in your workforce on the job, (6.9%) six point nine percent female utilization on this job, and (10%) ten percent of contract amount expended with minority business enterprises, women-owned business enterprises or a combination of both.
- 5) _____ shall require each sub-contractor hired for this project to adhere to this statement.

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VII. SIGNATURE

The undersigned certifies that he/she is legally authorized by the vendor/Proposer to affirm all information and statements included in this employment practices report. That he/she has read all of the foregoing statements, representations, and affirmations and that they are true and correct to the best of his/her knowledge and belief. The undersigned, understands that if any of the statements and representations are made knowing them to be false or there is a failure to implement any of the stated intentions or objectives, set forth herein, without prior notice to the Office of Compliance, the Proposer/contractor could be subject to loss of current and future awards.

Firm or Corporation Name:

Signature:

Title:

Date of Signing:

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Proposal Form 3: Proposal Guaranty

A **certified check, cashier's check or surety bond** made payable to the City of Canton must accompany the Proposal. Draw this check or bond from a solvent bank or bonding company satisfactory to the Director of Public Service as a guaranty the contract and its performance are properly secured if the Proposal is accepted.

The Proposer shall verify the **certified check, cashier's check or Proposal bond for five hundred (\$500.00) dollars**. The City of Canton will **only accept original checks and Proposal bonds**. Therefore, if any company and/or Proposer submits a copy (including faxed copies) of his/her \$500.00 security, the City will disqualify the Proposal.

The Director of Public Service reserves the right to waive any technical defects in any Proposal bond submitted so long as the bond is in substantial compliance with State Law.

Any Proposer may withdraw his Proposal, by written request, at any time prior to the deadline set for the Proposal opening. Please be advised, the City of Canton may impose a \$500.00 penalty to any Proposer that withdraws his Proposal after the Proposal opening and prior to a contract award(s).

Should any Proposal not be awarded or be rejected, such check or bond will be returned to the Proposer or Proposers after the execution of the contract.

Please place your Proposal guaranty at the front of your submitted Proposal.

The City of Canton - Millennium Garage and Cornerstone Garage Parking
Equipment Automation

Proposal Form 4: Proposer Information, Page 1

1. The Proposer shall provide the following information as part of its Proposal.

a. Name of Proposer _____

b. Business Address _____

_____ City _____ State _____ Zip

c. Business Telephone Number (____) _____

d. Person, address, email and telephone to whom official notices are to be sent _____

e. Person, address, email and telephone for further information regarding this proposal _____

f. State(s) of incorporation (w/dates of incorporation) _____

g. Principal place of business _____

h. Federal I.D. Number # _____

i. Amount of Certified Check, Cashier's Check, Proposal Bond \$ _____

The City of Canton - Millennium Garage and Cornerstone Garage Parking
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Proposal Form 4: Page 2

2. Form of Business Organization.

____ Corporation

____ Partnership

____ Other

3. The Proposer shall provide the names and addresses of all persons interested as principals (officers, partners, and associates) in this proposal. Write first name in full, and give titles for offices.

_____	_____
_____	_____
_____	_____
_____	_____

All of the above, including the signatory to this Proposal, are citizens of the United States, except the following. (Provide names and addresses of those not a citizen of the United States.)

_____	_____
_____	_____
_____	_____
_____	_____

4. Name and address of other person, firms or companies interested in this contract.

_____	_____
_____	_____
_____	_____
_____	_____

5. Local Proposer Preference Information: Does your company have a headquarters, division, sales office, sales outlet, manufacturing facility, or similar significant business-related location in Stark County, Ohio? If yes, please provide the name and address of the location below.

**The City of Canton - Millennium Garage and Cornerstone Garage Parking
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Proposal Form 5: Page 2

statements contained in said proposal or Proposal are true; that such Proposer has not, directly or indirectly submitted this Proposal, or the contents thereof, or divulged information or data relative thereto any association or to any member or agent thereof; and further says that all the statements made by him in said proposal or Proposal are true.

Affiant

Sworn to and subscribed before me this _____ day of
_____, 20 ____.

Notary Public in and for

_____ County,

My Commission Expires:

_____, 20 ____.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Proposal Form 6: Insurance Requirements, Page 1

Instructions

All successful Proposers will be required to possess the following items per the requirements below and should be prepared to submit proof thereof:

1. Liability Insurance Certificate
2. Worker's Compensation Certificate

Insurance Requirements

The following standard indemnity agreement and minimum insurance requirements are incorporated in the specifications for all work performed by the Contractor for the Owner, its affiliated and associated organizations or subsidiaries, hereinafter referred to as Owner.

- I. The Contractor agrees to indemnify and save the Owner harmless from and against any and all costs, loss and expense, liability damages, or claims for damages, including cost for defending any action, on account of any injury to persons (including death) or damage to or destruction of property of the Owner, arising or resulting from the work provided for or performed, or from any act, omission, or negligence of the Contractor, Subcontractor and his or their agents or employees. The foregoing provisions shall in no way be deemed released, waived or modified in any respect by reason of any insurance or surety provided by the Contractor.
- II. The Contractor shall maintain liability insurance and furnish the Owner with Certificates of Insurance as evidence thereof in the prescribed form. If any work provided for or to be performed under any Specifications is sublet (as otherwise permitted by the terms of such Specifications), the Contractor shall require the sub-contractors to maintain and furnish him with satisfactory evidence of Worker's Compensation, Employer's Liability and such other forms and amounts of insurance which Contractor deems reasonably adequate.
- III. In accordance with Item II, the Contractor shall maintain the following insurance:
 1. Worker's Compensation and Employer's Liability Insurance affording,
 - a. Protection under the Worker's Compensation Law in the State of Ohio.
 - b. Employer's Liability protection subject to a minimum limit of \$100,000.00.
 2. General Liability Insurance in amounts not less than:

a. General Aggregate Limit	\$2,000,000.00
b. Personal and Advertising Injury Limit	\$1,000,000.00
c. Each Occurrence Limit	\$1,000,000.00
d. Fire Damage	\$ 100,000.00
e. Medical Expense Limit	\$ 5,000.00

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Proposal Form 6: Page 2

3. Commercial Automobile Liability Insurance in the following minimum amounts:
 - a. Bodily Injury and Property Damage
any one accident or loss: \$1,000,000.00

VI. This insurance shall:

1. include coverage for the liability assumed by Contractor under Item I (Indemnity);
2. be evidenced by Certificates of Insurance furnished by the Contractor that show by specific reference that each of the foregoing items have been provided for;
3. not be subject to any of the special property damage liability exclusions commonly referred to as the XCU exclusions pertaining to blasting or explosion, collapse or structural damage and underground property;
4. provide the City of Canton **“additional insured status”** and shall **contain an endorsement by the insurance carrier providing thirty (30) days’ notice to both the City and insured in the event of any change in coverage under the policy.** No less than thirty (30) days advance notice of cancellation of the insurance policy shall be given to the City by the insurer.

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Proposal Form 7: Proposer's Affidavit: Foreign Corporation

***Any corporation that is not incorporated in the State of Ohio is a foreign corporation.**

The undersigned certifies that _____ is a foreign corporation incorporated in the State of _____, whose principal place of business is _____ and is required to obtain authorization to transact business in the State of Ohio.

The undersigned Proposer further certifies that said authorization has been obtained and is in effect and the Proposer has a designated statutory agent upon whom process against Proposer corporation may be served within the State of Ohio. The designated

statutory agent is _____
(name and address)

_____.

Process served upon the designated statutory agent named above shall be effective service, unless the Owner has been informed, by certified mail or its equivalent (return receipt), of a change in the agent upon whom process can be served.

Date

Signed

Title

Note: This statement is to be reproduced on the Proposer's letterhead, signed by the authorized Proposal signatory, notarized and submitted with the Proposal.

The City of Canton - Millennium Garage and Cornerstone Garage Parking
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Proposal Form 8: Personal Property Tax Certification (ORC 5719.042)

NOTE: The below form and/or certification must be retyped on the Proposer's letterhead and notarized utilizing either paragraph (A) or (B), and paragraph (C) as it applies to your company.

Office of the Auditor
City of Canton
218 Cleveland Avenue S.W., 2nd floor
Canton, OH 44702

To Whom It May Concern:

(A) The undersigned hereby certifies that the party for whom the contract award is being considered was not charged with any delinquent personal property tax at the time of the Proposal opening for the project nor is said party currently charged with such a delinquency on the general tax list of personal property for Stark County, Ohio.

Or

(B) The undersigned hereby certifies that the party for whom the contract award is being considered has been charged with a delinquency regarding personal property tax on the general tax list of personal property for Stark County, Ohio, either currently, or at the time of Proposal opening for the project. The amount of the due and unpaid delinquent taxes, including any due and unpaid penalties and interest thereon is _____.

and

(C) It is understood that, under Ohio law, this statement is to be signed by the party whose Proposal has been tentatively accepted, and must be affirmed under oath. The law also requires that his statement is to be submitted to the City Auditor and this statement must be incorporated into the pending contract before any payment can be made under the subject contract.

Name of Company

Signatory

Secretary

Sworn to and subscribed in my presence this _____ day of _____, 20 _____

(Notary Public)

The City of Canton - Millennium Garage and Cornerstone Garage Parking
Equipment Automation

Proposal Form 9: Certification: Auditor of the State of Ohio

I, _____
(Name of person signing affidavit) (Title)

do hereby certify that _____ does not have
an
(Company or Individual Name)

outstanding unresolved finding for recovery issued by the Auditor of the State of Ohio as
defined

by Ohio Revised Code (ORC) Section 9.24 as of _____.
(Current date)

Signature of Officer or Agent

Name (Print)

Sworn to and subscribed in my presence this _____ day of _____, 20 _____

(Notary Public)

**The City of Canton - Millennium Garage and Cornerstone Garage Parking
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Proposal Form 10: Articles of Incorporation

Please provide a copy of the company's articles of incorporation. The City of Canton may request this information if it is not provided.

**The City of Canton - Millennium Garage and Cornerstone Garage Parking
Equipment Automation**

Proposal Form 11: W9 Tax Form

Please provide an up to date copy of your Company's W9.

The City of Canton - Millennium Garage and Cornerstone Garage Parking Equipment Automation

Section III: City of Canton Income Tax Information

1. All successful Proposers shall be required to comply with all City of Canton income tax ordinances including the following:
 - a. No person, partnership, corporation or unincorporated association may be awarded a contract with the City under Sections 105.09 or 105.10, unless the vendor is paid in full or is current and not otherwise delinquent in the payment of City income taxes, including any obligation to pay taxes withheld from employees under Section 182.05 and any payment on net profits under Section 182.06.
 - b. Falsification of any information related to or any post-contractual violation of the requirement to pay City income taxes set forth in subsection (a) shall constitute cause for the rescission of the balance of the contract at the City's discretion.
 - c. No partnership, corporation or unincorporated association which has as one of its partners, shareholders or owners a person who is a twenty percent (20%) or greater equity owner in such partnership, corporation or unincorporated association and who is delinquent in the payment of City income taxes as set forth in subsection (a), may be awarded a contract with the City under Sections 105.09 or 105.10.
 - d. A person who is a twenty percent (20%) or greater equity owner in any partnership, corporation or unincorporated association which is delinquent in the payment of City income taxes as set forth in subsection (a) may not be awarded a contract with the City under Sections 105.09 or 105.10.
 - e. By entering into contract with the City of Canton the vendor agrees with the City regarding the manner of withholding of City income taxes as provided in Section 718.011(F) of the Ohio Revised Code including the following:
 - i. Municipal income tax withholding provisions of Sections 718.011(B)(1) and 718.011(D) ORC shall not apply to qualifying wages paid to employees for work done or services performed or rendered inside the City or on City property.
 - ii. The vendor agrees to withhold income tax for the City from employees' qualifying wages earned inside the City or on City property, beginning with the first day of work done or services performed or rendered inside the City.
2. Vendors will be registered with the City of Canton Income Tax Department to ensure that the above qualifications are met. Vendors are encouraged to contact the City of Canton Income Tax Department prior to Proposing with any questions regarding these provisions and for registration. Please use the contact information on the following page.

**The City of Canton - Millennium Garage and Cornerstone Garage Parking
Equipment Automation**

City of Canton Income Tax Department

Office Address

424 Market Ave. N
Canton OH 44702

Phone: (330) 430-7900

Fax: (330) 430-7944

Email: cantontax@cantonohio.gov

Correspondence Address

P.O. Box 9940
Canton, OH 44711

3. Additionally, all public improvement, professional services, and services contracts shall also contain the following provisions:

Provision 1

Said _____ hereby further agrees to withhold all City income taxes due or payable under Chapter 182 of the Codified Ordinances for wages, salaries, fees and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such City income taxes due for services performed under this contract. Furthermore, any person, firm or agency that has a contract or agreement with the City shall be subject to City income tax whether a resident or nonresident in the City, and whether the work being done is in the City or out of the City. In addition to the tax withheld for employees, the net profits on the contract shall be subject to City income tax.

Provision 2

By entering into contract with the City of Canton _____ agrees with the City regarding the manner of withholding of City income taxes as provided in Section 718.011(F) of the Ohio Revised Code.

- i. Municipal income tax withholding provisions of Sections 718.011(B)(1) and 718.011(D) ORC shall not apply to qualifying wages paid to employees for work done or services performed or rendered inside the City or on City property.
- ii. _____ agrees to withhold income tax for the City from employees' qualifying wages earned inside the City or on City property, beginning with the first day of work done or services performed or rendered inside the City. *(Ord. 238-2015. Passed 11-30-15.)*

Section IV: City of Canton Codified Ordinances

Proposers shall take notice that they are to comply with the Codified Ordinances of the City of Canton including but not limited to the following:

1. Chapter 105.06 – Minority contract provision.

- a. All contracts with the City shall include the following clause:
The Proposer agrees to expend at least \$ _____ of the Contract in the event the contract is awarded to such Proposer for minority/women's business enterprises. For purposes of this pledge, the term "minority/women's business enterprise" means a bona fide business established as a sole proprietorship, partnership or corporation owned, operated and controlled by one or more minority persons or women who have at least fifty-one percent (51%) ownership. "Minority" includes African Americans, Asian/Pacific Islanders, Hispanic/Latino Americans and Native American Indians. The minority or woman must have operational and managerial control, interest in capital, and earnings commensurate with the percentage of ownership. Minority/women's business enterprises may be employed as construction contractors, subcontractors, vendors or suppliers.
(Ord.185-2011. Passed 10-31-11.)

2. Chapter 105.12 – Local Proposer Preference.

- a. The Board of Control, in determining the lowest and best Proposer in the award of contracts to which this section is applicable, is authorized to award contracts to local Proposers as hereinafter defined, whose Proposal is not more than five percent (5%) higher, subject to a maximum amount of twenty thousand dollars (\$20,000.00), than the lowest dollar Proposal submitted by non-local Proposers. The Board of Control's decision in making such an award shall be final.
- b. For purposes of this section, "local Proposer" means an individual or business entity which at the time of the award of the contract has a headquarters, division, sales office, sales outlet, manufacturing facility, or similar significant business-related location in Stark County, Ohio.
- c. All contract specifications and/or Proposal documents that are distributed by Canton for the purpose of soliciting Proposals for goods and/or services shall contain the following notice:

Prospective Proposers will take notice that the City of Canton, in determining the lowest and best Proposer in the award of this contract, may award a local Proposer preference to any qualified Proposer pursuant to Section 105.12 of the Codified Ordinances of the City of Canton. The determination of whether a

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Proposer qualifies for the local preference shall be made by Board of Control. The Board's decision shall be final. A copy of Section 105.12 is attached.

- d. This section shall be applicable to all contracts for equipment, goods, machinery, materials, supplies, vehicles and/or services, which are purchased, leased and/or constructed at a cost in excess of fifty thousand dollars (\$50,000.00) and which require bidding pursuant to Ohio R.C. 735.05 through 735.09 and Ohio R.C. 737.03.

(Ord. 115-2018. Passed 5-14-18.)

3. Chapter 105.15 – City Income Tax

- a. No person, partnership, corporation or unincorporated association may be awarded a contract with the City under Sections 105.09 or 105.10, unless the Proposer is paid in full or is current and not otherwise delinquent in the payment of City income taxes, including any obligation to pay taxes withheld from employees under Section 182.05 and any payment on net profits under Section 182.06.
- b. Falsification of any information related to or any post-contractual violation of the requirement to pay City income taxes set forth in subsection (a) shall constitute cause for the rescission of the balance of the contract at the City's discretion.
- c. No partnership, corporation or unincorporated association which has as one of its partners, shareholders or owners a person who is a twenty percent (20%) or greater equity owner in such partnership, corporation or unincorporated association and who is delinquent in the payment of City income taxes as set forth in subsection (a), may be awarded a contract with the City under Sections 105.09 or 105.10.
- d. A person who is a twenty percent (20%) or greater equity owner in any partnership, corporation or unincorporated association which is delinquent in the payment of City income taxes as set forth in subsection (a) may not be awarded a contract with the City under Sections 105.09 or 105.10.
- e. A contract awarded under Sections 105.09 or 105.10 for a public improvement project, services other than personal or professional services, and personal or professional services shall not be binding or valid unless such contract contains the following provisions:

Said _____ hereby further agrees to withhold all City income taxes due or payable under Chapter 182 of the Codified Ordinances for wages, salaries, fees and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such City income taxes due for services performed under this

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contract. Furthermore, any person, firm or agency that has a contract or agreement with the City shall be subject to City income tax whether a resident or nonresident in the City, and whether the work being done is in the City or out of the City. In addition to the tax withheld for employees, the net profits on the contract shall be subject to City income tax.

(Ord. 238-2015. Passed 11-30-15.)

4. Chapter 182.30 – Contract Provisions

- a. No contract on behalf of the City under Sections 105.09 or 105.10 of the Codified Ordinances of Canton for a public improvement project, services other than personal or professional services, and personal or professional services shall be binding or valid unless such contract contains the following provisions:

Said _____ hereby further agrees to withhold all City income taxes due or payable under Chapter 182 of the Codified Ordinances for wages, salaries, fees and commissions paid to its employees and further agrees that any of its subcontractors shall be required to agree to withhold any such city income taxes due for services performed under this contract. Furthermore, any person, firm or agency that has a contract or agreement with the city shall be subject to city income tax whether a resident or nonresident in the city, and whether the work being done is in the City or out of the City. In addition to the tax withheld for employees, the net profits on the contract shall be subject to City income tax.

- b. By entering into contract with the city of Canton _____ agrees with the City regarding the manner of withholding of City income taxes as provided in Section 718.011(F) of the Ohio Revised Code.
 - i. Municipal income tax withholding provisions of Sections 718.011(B)(1) and 718.011(D) ORC shall not apply to qualifying wages paid to employees for work done or services performed or rendered inside the City or on City property.
 - ii. _____ agrees to withhold income tax for the City from employees' qualifying wages earned inside the City or on City property, beginning with the first day of work done or services performed or rendered inside the City.

(Ord. 238-2015. Passed 11-30-15.)

5. Chapter 507.03 – Equal Employment Opportunity clause.

- b. During the performance of this contract, the contractor agrees as follows:
 1. The contractor shall not discriminate against any employee or applicant for employment because of race, age, handicap, religion, color, sex, national origin, sexual orientation or gender identity. The contractor shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to race,

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religion, color, sex, national origin, military status, sexual orientation or gender identity. As used herein, the word "treated" shall mean and include without limitation the following: recruited, whether by advertising or other means; compensation, whether in the form of rates or pay or other forms of compensation; selected for training, including apprenticeship; promoted; demoted; upgraded; downgraded; transferred; laid off; and terminated. The contractor agrees to and shall post in conspicuous places available to employees and applicants for employment notices to be provided by the contracting officers setting forth the provisions of this nondiscrimination clause.

2. The contractor shall, in all solicitations or advertisements for employees placed by or on behalf of the contractor; state that all qualified applicants will receive consideration for employment without regard to race, age, handicap, religion, color, sex, national origin, military status, sexual orientation or gender identity.

(Ord. 153-2012. Passed 9-24-12.)

3. The contractor shall send to each labor union or representative of workers, with which he has a collective bargaining agreement or other contract or understanding, a notice advising the labor union or workers' representative of the contractor's commitments under the equal opportunity clause of the City; and he shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. The contractor shall submit in writing to the City his affirmative action plan, and each subcontractor and supplier of equipment or supplies shall submit to the general contractor his affirmative action plan. The responsibility for securing these affirmative action plans falls upon the general contractor and shall be on file at the office of the general contractor. The contractor shall furnish all information and reports required by the City or its representative pursuant to this chapter, and shall permit access to his books, records, and accounts by the contracting agency and by the Executive Secretary for purposes of investigation to ascertain compliance with the program.
5. The contractor shall take such action with respect to any subcontractor as the City may direct as a means of enforcing the provisions of this equal opportunity clause, including penalties and sanctions for noncompliance; provided, however, that in the event the contractor becomes involved in or is threatened with litigation as the result of such direction by the City, the City will enter into such litigation as is necessary to protect the interests of the City and to effectuate the City's equal opportunity program and, in the case of contracts receiving Federal assistance, the contractor or the City may request the United States to enter into such litigation to protect the interests of the United States.

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6. The contractor shall file and shall cause his subcontractors, if any, to file compliance reports with the City in the form and to the extent prescribed by the City or its representative. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the contractor and his subcontractors.
7. The contractor shall include the provisions of this equal employment opportunity clause in every subcontract or purchase order, so that such provisions will be binding upon each subcontractor or vendor.
8. Refusal by the contractor or subcontractor to comply with any portion of this program as herein stated and described will subject the offending party to any or all of the following penalties:
 - A. Withholding of all future payments under the involved public contract to the contractor in violation, until it is determined that the contractor or subcontractor is in compliance with the provisions of this contract.
 - B. Refusal of all future Proposals for any public contract with the City or any of its departments or divisions, until such time as the contractor or subcontractor demonstrates that he has established and shall carry out the policies of the program as herein outlined.
 - C. Cancellation of the public contract and declaration of forfeiture of the performance bond.
 - D. In cases in which there is substantial or material violation or the threat of substantial or material violation of the compliance procedure or as may be provided by contract, appropriate proceedings may be brought to enforce these provisions, including the enjoining within applicable laws of contractors, subcontractors or other organizations, individuals or groups who prevent, directly or indirectly, or seek to prevent, directly or indirectly, compliance with the policy as herein outlined.

(Ord. 179-74. Passed 6-17-74.)

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Section V: Proposal Specifications

SPECIFICATIONS

1.0 SCOPE AND CLASSIFICATION

1.1 **Scope:** The City of Canton is seeking proposals from qualified and experienced vendors for a Parking Access and Revenue Control System (PARCS) including hardware and software ("System") in order to fully automate two City of Canton owned garages, The Millennium Garage and CornerStone Garage. Currently both garages have limited hours of operations and are partially automated.

a. Cornerstone Garage:

Location: The east side of Walnut Ave. SE between 2nd St. SE and

3rd St. SE Entrances: 3rd St. SE (Hourly Parking) & Walnut Ave. SE

(Monthly Parking) Hours of operation: 6:30AM to 7:30PM

Hourly Rates: \$1.00/hour, \$3.00 daily maximum

Monthly Rates: \$40/month Standard Rate, \$50/month Preferred Rate*

Millennium Garage:

Location: The west side of Walnut Ave. NE between 2nd St.

and 3rd St. Entrance: Piedmont Ave. NE north of 2nd St.

Hours of operation: 6:30AM to 7:30 PM

Hourly Rates: \$0.50 for first 15 minutes, \$0.75 per each additional 15 minutes up to \$5.00 maximum

Monthly Rates: \$50/month Standard Rate, \$60/month Preferred Rate*

* Allows for parking on first level with 24 hour access.

Hours of operation: 6:30AM to 7:30 PM

The City is looking to utilize technology and data to better provide customer service, improve utilization of parking spaces, and develop innovative solutions based on the data collected. To achieve these results, the City desires to partner with vendors and organizations that can integrate data applications with other partners. The ideal vendor would have existing integrations with Canton existing equipment. The ideal vendor will also possess the ability and desire to develop integrations with new software and services.

The contract will require the supply of parking and access control equipment, computer hardware, computer software, interconnection of hardware devices, testing programming, training, installation, and warranty of a fully integrated system for controlling revenue and vehicular access for the parking facilities serving the City.

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The City requires a System that accepts multiple payment options, including cash, credit card (Visa, MasterCard), validations, mobile payments, touchless payments, bar code readers, proxy cards, online reservations, etc., and has the capability to manage special event parking.

The System shall have the capability of processing and tracking various parking users including transient, monthly parkers, special event parking and valet parking.

The City is interested in a hosted, scalable, web-based solution that utilizes ticketless entry including License Plate Recognition (LPR) technology to process and/or track transactions, access, and inventory of vehicles using the garages as well as a lighted parking guidance signage system with the garages. These special features are highly desired but not required.

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

The City is soliciting proposals from qualified firms with demonstrated experience in providing and supporting leading edge PARCS technology.

The scope of the required project shall include, but is not limited to, the design, development, programming, reliability testing, fabrication, unit testing, system testing, packaging, shipping, installation, start up, maintenance, training of staff and documentation of a PARCS that will provide for multiple credentials for access control and payment services. The new PARC system will provide transient parkers with automated payment stations strategically located in each parking garage coinciding with a graphics program to assist transient parkers.

The technical requirements for the installation describe the system concepts, operational and technical requirements and various procedures for the design, development, fabrication, programming, testing, installation and implementation of the various items of access control credentials and fee collection equipment.

The primary objectives are as follows:

- Install leading edge technology that can be scalable into the future
- Improve customer service by reducing system downtime and repair costs
- Enhance service and maintenance of PARCS equipment
- Improve technology to use data for better parking space utilization
- Improve administration and operations process through enhanced reporting.
- Reduce in-lane Queue time for all parkers

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

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Proposal Format

Each Proposal must be identified with the words "RFP# 2019-75". The submittal should be limited to fifteen (15) pages, including brochures. Covers and dividers are not included in the page count. Please provide four (4) hard copies and one electronic copy on a flash drive in a common file format such as PDF. In addition, any information that needs to be returned should not be submitted. The proposal should include information in the following order:

- a. Cover Letter (2 Pages Maximum):
 - i. Name the submitting firm or individual and describe the work in which the Proposer is engaged. Provide the location of the office that will be performing the work and the name of the project manager.
 - ii. Confirm the Proposer's ability to meet RFP, Contract & Insurance requirements.
 - iii. State why the Proposer should be considered for this project.
- b. Firm and Personnel Experience: Submit a brief history of your firm's qualifications and experience, including that of project team members, providing a description of previous relevant projects/contracts, with a reference and contact information for each. Identify all members of the Proposer's project team that will be involved in the installation, maintenance, commissioning and training of the system (5 pages maximum).
- c. Describe your understanding of the project and a description of the process/approach to be used, including, but not limited to:
 - i. Proposed equipment and software.
 - ii. Proposed project schedule
 - iii. Customer support
 - iv. Proposed warranty language (2 yr. minimum)
 - v. Training programs
 - vi. Any additional information as may be pertinent to provide the City with adequate information as to the Proposer's ability to furnish the materials and services provided herein.
- d. References and History:
 - i. Reference related work which best illustrates your qualifications.
 - ii. List all contracts/agreements terminated for convenience or default within the past three years, if any.
 - iii. List any litigation that now affects or may affect the contractor's future ability to perform the scope of work.

The Project includes, but is not limited to, performing the following work:

The design, development, programming, reliability testing, fabrication, unit testing, system testing, packaging, shipping, installation, start up, maintenance, training of staff

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and documentation of a PARCS that will provide for multiple credentials for access control and payment services.

The City values product innovation aimed at operational flexibility and developing future product and service offerings to meet technological change. The City encourages this proposal to include a discussion of proposed innovative concepts.

Project / Site Conditions

- a. Contractor must notify the City of Canton Parking Manager prior to starting work.
- b. Testing and training on the system shall be coordinated with the City Parking Manager
- b. Contractor shall specify and dedicate a Parking Manager for the installation of the project as well as for training and service of PARCS equipment.
- c. Protect adjacent buildings, site, infrastructure, and/or landscape from damage during the project.
- d. Maintain safe access for employees and the public to existing walkways and building entries during the project.
- e. Contractor is responsible for all materials delivery, storage, and handling.
- f. All materials, equipment and debris shall be completely removed at the end of each shift.
- g. Contractor is responsible for the verification of all existing conditions and dimensions prior to Proposal.
- h. In the case of an emergency, work must stop immediately and continue only after prior authorization from the City of Canton.
- i. Payment and Performance Bonds equal to 100% of the construction (materials, equipment and labor to install) amount are required. Performance bonds shall be for a period of 12 months.
- j. A minimum 12 month warranty that includes all service and maintenance, as well as the inclusion of all upgrades of software and hardware for the life of the system, shall be included in the project, with supporting documentation submitted to the City upon completion of the installation.

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Removals / Demolition

All PARCS equipment to be replaced shall be removed and disposed of at the contractor's expense. Expenses associated with removal and disposal should be included in the total proposal cost.

Contract and Software Requirements

- a. There shall be no upgrade fee for software for the term of the agreement and any contract extensions made at the City's option.
- b. Software shall have Microsoft Windows compatibility for versions 7 and subsequent.
- c. All Contractor-provided aspects of the credit card processing subsystem shall be PCI DSS compliant, such that no Contractor-provided product or solution will prevent the City from achieving PCI compliance in its parking operation.
- d. Vendor must provide marketing materials, customer instruction materials, and ideas to the City for a smooth transition for public users at no cost to the City of Canton.

Current Garage Configuration

A: Millennium Garage

There is an entrance on one side of the garage. The entrance area consists of an entrance lane, a transverse lane (entrance and exit) and one exit lane. There is an additional separate entrance only for reserved "premium" parkers. This is a separate nesting area in the garage. The reserved area has a separate exit onto Piedmont Ave.



There have been recent upgrades to the parking equipment, a MHTM (MicroDrive), entrance ticket dispensers, entrance barrier gates and exit barrier gates. The City prefers to keep the newer parking equipment to help reduce costs of this possible automation project.

The entrance equipment uses bar coded tickets for transient parkers and monthly parkers use readers attached to gooseneck stands.

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Current revenue collection:

There is one lane for all transient and validations.



The Exit lane: Middle lane (transverse) is for monthly only parkers with a reader.

Additional pictures

Reserved Area



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Second floor of garage. Entrance to main building. Install Pay On Foot (POF) station/kiosk outside the door in garage.

B: Cornerstone Garage

A skywalk connects to the building across the street. There are one way streets on each side of the garage. Cornerstone Garage has about 80% monthly parkers vs. 20% transient business. Cornerstone Garage has an office next to the only exit lane that takes cash and credit cards.

There is one entrance for transient parkers. This entrance has older Federal equipment and the office is on the other side of the garage.



Entrance for monthly parking only. Middle lane is a transverse lane (in am / out pm). Garage office on the other side of the middle picture below.

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Additional entrance for monthly parking only.



Requirements:

1. The PARCS shall include hardware, software, licenses, installation, onsite training. The proposer shall be responsible for shipping, installing, power and communication cables, and changes to current infrastructure, connections, terminations, loops, and all related elements to provide a fully operational PARCS system.
2. The proposal shall define all cost associated with their PARCS system after install is completed to include the following areas:

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- a. Service agreements. What is included, example: parts, labor and phone support. Provide a sample of a typical service contract. Does the service contract increase every year? If so, what is the exact percentage of annual increase (5 years)?
 - b. If service call is placed for onsite repairs then City of Canton expects a technician onsite within 24 hours.
 - c. Please provide a list of references, preferably with close proximity to the City.
 - d. Please provide all costs associated with your product and any software need to operate/communicate with the equipment. Describe any and all recurring fees, license agreements, convenience fees, credit card or other processing fees, etc.
 - f. Please list any and all consumable items needed for the on-going use of your equipment. Eg., Tickets, receipt paper, proximity cards, validation paper etc. List each item as a separate line item within your response.
3. The PARCS software will need to generate the reports to include the following non-resettable reports
- a. Daily Revenue Report. Should include all cash totals and credit card transactions by card type and total (combined PARCS stations).
 - b. Validation report. Ability to set by time and date.
 - c. Transient customers. Duration of stay.
 - d. Credit card by station including cash.
 - e. Cash by device.
 - f. Alarms: anti-pass back, note safe, POF door open.
 - g. Entry and exit lane counter report. Ability to run by date and time and totals.
 - h. Active monthly parkers, proxy cards. Non active month parker's proxy cards.
 - i. Facility vacancy report.
 - j. Validation auditing report. Set by time and date. Report will show all validations created by code number (customer) and ticket number.
 - k. Transient rate report. Show number of tickets paid by rate table. Eg., number of max Tickets and revenue collected by day.
- *Please provide a sample or screen shot of the above reports.
4. Ability to change dynamic pricing/rate structure in a user friendly manner that does not require programming skills. Including a temporary price/rate for designated time period (special event).
 5. PARC System should have the ability to have multiple users remotely logged-in at the same time for administrative purposes with the ability to assign access parameters.
 6. PCI compliant. Ability to process Visa, MasterCard, American Express, and Discover.
 7. All equipment should be weather resistant (wind, rain, snow, hot, cold). Describe in detail within your proposal the thresholds of your equipment.

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8. Please provide five references of similar type garages. One reference should include proposer nearest facility to City of Canton Garages that you service. Second reference of a recent install and third reference of a similar garage.
9. Any wireless network via cellular communications providers connected to PARCS must be approved by City IT Department before installation and disclosed in proposal. Please list which carriers your equipment is compatible with and if there are any cost differences.
10. Describe physical installation time schedule from start to finish for both garages.
11. Help buttons on PARCS equipment must be able to accept three programmable numbers.
12. Credit cards: prefer a bi-directional single slot.
13. Tickets and validation are to be all bar code. Single slot preferred.
14. Receipt to be provide at pay stations and exits. Must show time, date, amount paid, last 4 digits of credit card or cash, type of credit card used, station id, and City Garage.
15. City currently has vehicle detection loops in both parking garages. The proposer will be responsible for the installation of any new loop detectors including any saw cuts and sealing thereof.
16. Any damage running cabling or to the concrete island and curbs resulting from installation shall be the responsibility of the selected vendor to repair.
17. Describe in detail the entire credit card process including all third party appliances and software.
18. How does your credit card processing meet PCI (PA-DSS) compliance standards?
19. Does PARCS system have a single independent UPS unit in each entrance, exit, POF and if applicable, server environment? What is length of back-up run time?
20. Training and Technical Support: Onsite training will be needed and is to be included within your proposal. In addition, your proposal should include training by phone and technical support for the first year at no charge to the City of Canton.
21. Maintenance and Warranty:
 - a. All parts and labor to be covered for the two years beginning on the day of accepted completion.
 - b. If any part needs to be replaced within the first two years, no re-manufactured parts will be accepted.
 - c. If there are any software or hardware issues a technician will be onsite within 24 hours to fix the system to the satisfaction of the City of Canton representative.
 - d. The proposer shall provide a maintenance schedule for the first two years within their documents at the completion of the installation.
 - e. City personal and or garage operator may help try to resolve any PARCS issue by phone with a proposer's technician however if unable to resolve within an hour then a technician must be onsite within 24 hours.

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General Technical Specifications:

The City is issuing this request for proposals for the procurement of an integrated PARCS for off-Street parking garages owned and operated by the City. The City expects this complete parking conversion will increase overall parking efficiency, system productivity, improve customer service while ensuring data security and system reliability.

The desired PARCS will work via web browser, function on all mobile platforms, possess intuitive user management, accommodate location-based and on-line sales, have interactive reporting, and provide multiple media access, such as barcode, HID (human interface device), AVI (automatic vehicle identification), Smart Phone, NFC (near field communication) Access, LPR (license plate recognition), Online reservations, etc.

The new system may replace or incorporate the existing PARCS system Parking Pro RCB 1040.

This shall include furnishing all material, equipment, labor, and supervision to install in place a fully operating Parking Access and Revenue Control System (PARCS) as specified herein. Included will be the supply, delivery, unloading, setting, anchoring, electrical and control wiring installation, electrical and control wiring termination, start up and testing the system, and all associated equipment. Also included shall be on-site training for City staff (or a third party management staff) as described further in this RFP. All Proposers are strongly advised to inspect the parking facilities to ensure that there are adequate conduit runs and loops for their proposed equipment and system. If additional conduit runs and loops are required, an itemized listing of the additional conduit runs and loops must be included with the proposal along with a fixed price quote for installation.

The PARCS shall have the following requirements and features:

- a. The PARCS shall include all hardware, software, licenses, installation, training and support services shall be provided for the two (2) parking garages previously discussed. The proposer shall be responsible for identifying existing and needed infrastructure, locating existing and future equipment, PARCS design, installation, power and communication cables, connection, termination, commissioning, training and all related elements to provide a fully operational PARCS system.
- b. In the proposal response, include a list of equipment and related hardware, software, licenses, infrastructure and all related items for each lane and Pay on Foot Machines in each garage.
- c. The PARCS can offer integrated License Plate Recognition (LPR) capture and mobile LPR, data storage and fee calculator. The proposer shall host the system and provide all needed infrastructure, servers, equipment, communication network, and other elements, at proposer's site and at City's parking facilities and parking management office, to provide an operational parking system. The City prefers not to have the system reside on the City's network.

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- d. The PARCS system shall be remotely managed using a fiber optics, Ethernet, or other communication systems that are acceptable to the City's IT department.
- e. The PARCS shall offer a cashier-less fee collection system.
- f. The PARCS shall be able to operate in the following modes (for all facilities):
 - i. Pay at exit – Standard mode
 - ii. Pay on entry – Special event mode
 - iii. Pay on foot – Standard mode
 - iv. Pre-Pay – Standard and special event mode.
 - v. Gated environment
 - vi. Gateless environment.
 - vii. Other modes suggested by the PARCS proposer
- g. The PARCS shall offer leading edge parking solutions for the following users and/or type of parking:
 - i) Transient parkers
 - ii) Monthly parkers
 - iii) Special event parking
- h. The PARCS can offer as many vehicular entry options as possible that are suitable and applicable to the parking users and type of parking. The vehicular entry should offer the following options but not limited to:
 - i. Ticket-less options including:
 - a. Using Automatic License Plate Recognition (ALPR) only
 - b. Using LPR and phone number
 - c. Using LPR and driver's license number
 - d. Other ticket-less options
 - ii. Pulling a paper ticket
 - iii. Access and self-service transaction processing using Credit Card In & Out (CCIO); Automated Vehicle Identification (AVI) transponders, proximity card readers and bar code/QR code readers, etc.
 - iv. Frequent parker program using Automatic Vehicle Identification (AVI)
 - v. Frequent parker program using smart phone/cellular technology
 - vi. Frequent parker program using geo-fence
- i. Other vehicular entry options offered by the proposers.
- j. The system shall allow the City to sell weekly, monthly, seasonal, yearly, and special event passes using parkers' license plate numbers. These passes may be sold on a prepayment or post payment basis.

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- k. The system should track and identify vehicles (with or without license plate numbers) that remain in the parking garages or facilities if the garages or facilities are closed.
- l. The system shall allow the City and parking management staff to remotely access (via internet) all functions and data. The City and parking management staff will use desktop computers, laptop computers, tablets, and smart phones to access the PARCS.
- m. The system shall offer smart phone parking applications that may be used for parking reservations, prepayment, ingress/egress, and payment onsite.
- n. The installation shall use existing equipment where possible. Please provide information concerning any equipment that will not be compatible with the new installation and why.
- o. The system shall integrate through API with the City's current parking data analytics system, Easy Access Control through Bosch.
- p. The system shall eliminate or minimize open paper tickets. Therefore, the system shall track and generate electronic trails of each transaction and vehicular ingress and egress for management and audit purposes.
- q. The proposer shall provide system security, upgrades, maintenance, and managing access controls. The City's parking manager or designee shall control and manage access control rights. Segregation of duties should be an integral internal control, so that a single individual cannot have access to divert resources.
- r. The City prefers the "open IT architecture" and equipment agnostic approach that allows future scalability and flexibility.
- s. The preferred PARCS shall minimize the number of physical devices to reduce operations and maintenance costs and reliance on hardware.
- t. The preferred PARCS shall have hardware modules that are easily replaceable and/or repaired. The proposer shall provide spare hardware modules to the City.
- u. The PARCS shall use leading edge hardware including ruggedized tablets and smart phones.
- v. The hardware shall be vandal resistant and shall be designed and protected to properly function in Canton's environment. The hardware selection must consider the high number of visitors and Downtown employees (or non-repeat customers) that will be using (and in some cases abusing) this system daily.
- w. All field equipment and components shall be fully protected from the ambient environment. Operation of the equipment shall not be affected in any way by normal weather conditions. At a minimum, operation of the equipment shall not be affected in any way by the conditions listed below:
 - i. Ambient Temperatures: -10°F to 140°F (with addition of solar loading)
 - ii. Humidity: 0% to 98% (non-condensing)
 - iii. Rain: Blowing Rain 120 mph Gusts
 - iv. Dust: Blowing dust and fine particles

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- x. PARCS software shall be user-friendly and dashboard based. The system shall be designed to provide various standard and custom dashboards for appropriate uses and data manipulations across new as well as existing platforms.
- y. The PARCS software shall provide City staff, at various levels of access rights, to generate and format custom reports. Below are the minimum revenue reports required for the new PARC system. The PARC system must be able to generate/query reports which can be set by the management users. Please include samples and/or screen shots of all reports in Proposals.
 - i) Daily Revenue Report including revenue type by location
 - ii) Transaction Report including revenue type by location
 - iii) Revenue Alarm Report
 - iv) Outstanding Ticket Report 0-29 days, 30-44 days, 45-89 days, 90-110 days, 111-1095 days, and 1096+ days.
 - v) Daily device revenue report including revenue type
 - vi) Daily lane report
 - vii) Active access card holder report by location
 - viii) Card transaction report by date
 - ix) Credit card report
 - 1. By Credit Card type
 - 2. By Facility
 - 3. By Device
 - x) Validation report
 - xi) Non resettable totals
 - (1) Cash report
 - (2) Transaction report
 - (3) Validation report
 - xii) Count statistics report
 - xiii) Duration of stay report with ability to breakdown by 30-minute increments
 - xiv) Entry/exit report by facility and parker type
 - xv) Parking Fee Report
 - xvi) General Totals Report
 - xvii) Detailed activity reports on sales inventory, and statistical data by parker type
 - xviii) Ticket tracking
 - xix) Reconciliation
 - xx) End of month closing
 - xxi) Accounts receivable
 - xxii) Revenue
 - xxiii) Aging
 - xxiv) Daily payments by device
 - (a) Number of transactions
 - (b) Dollar amount, cash and credit
 - xxv) Entries (Ticket, card access, and total vends) by facility, by lane
 - xxvi) Exits (Ticket, automated exits, card access and total vends) by facility, by lane
 - xxvii) Total Exits by facility, by lane

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- xxviii) Card Reader Vends by facility, by lane RFP
 - xxix) Total Gate Vends (entry and exit) by facility, by lane
 - xxx) Differential Count by facility
 - xxxi) Hourly Peak Occupancy reports
- z. The system shall offer ease of programming changes, now and in the future, related to parking management, operations, and types of users. All programming shall be performed by the selected proposer.
- aa. The system shall offer dynamic pricing structure that can be changed on an as-needed basis.
- bb. The City and parking management staff shall be able to remotely adjust parking pricing structures.
- cc. The system shall log and track rate changes and major activities so that audit reports can show when and by whom changes were made.
- dd. The system shall be able to add future Off-Street parking facilities (structured parking) and offer all PARCS features and services at the new facilities.
- ee. The payment system must be PCI-DSS, MasterCard, and Visa (EMV) compliant. The payment system shall also stay compliant with future PCI-DSS changes and the proposer shall provide this assurance in writing.
- ff. The City requires that credit card readers be capable of reading mag stripe products; and the City will require integration infrastructure for NFC cards and EMV smart cards with chip and pin technology.
- gg. Under no circumstances, except acts of nature, shall the PARCS be down without the ability of allowing parkers to enter and exit the parking garages/facilities and collecting parking revenues. In the event of losing entry/exit and/or revenue collection capabilities, the proposer shall reimburse the City loss of revenue for the days and nights while the system was down. The amount of parking revenues lost will be determined by the City based on the average collected revenue over the past three years for the same days and nights.
- hh. The system shall include a robust alarm management system. Alarms with visual graphics and appropriate messages shall be provided on computer screens, tablets, and smart phones about all system/equipment failures and customer related issues.
- ii. After issues are addressed or fixed, alarms should be remotely reset.
- jj. All equipment shall generate real-time alarms and status reports for maintenance needs, reporting by text messages, and/or e-mails to maintenance staff designated by the City.
- kk. The system shall provide remote management of entry/exit lane equipment including payment devices.

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- ll. If ALPR is used, the system shall manage and recognize license plates on “park” and “no-park” lists. The system shall send an alarm when a license plate from “no-park” list is recognized. In addition, the system shall be capable of integrating with the Police department’s system (Leonardo).
- mm. The system shall track parking occupancy counts in the various parking areas and display vacancy counts in the back-office software platform.
- nn. The system shall issue, recognize, and track discount coupons that may be offered by the City to frequent parkers, at the parking web site or through smart applications.
- oo. The current On-Street parking citation management system will remain a separate system. At some point in the future, the City may choose to integrate the On- Street and Off-Street systems into one system. The Off-Street PARCS shall be capable of integrating with the On-Street parking and citation management system and therefor both systems will operate from the same PARCS.
- pp. Credit card types accepted by the PARCS shall include Visa, MasterCard and preferably all major E-wallet systems including Apple-Pay, Samsung Pay and/or Google Wallet. During the implementation phase, the City will decide if one or all systems shall be installed.
- qq. All parking equipment shall be hardwired or wirelessly networked via cellular network and connected to the PARCS. Two-way communications shall be used to monitor equipment status, payments, and usage while also providing remote diagnostics and the ability to change settings (e.g., pricing or out of service notifications). Alternative wireless communication solutions may be considered at the sole discretion of the City.
- rr. If a cellular network is used, the City requires a minimum of two (2) options for cellular communication providers.
- ss. Successful proposer shall have at least two (2) technicians on-site during installation of all PARCS and related equipment.
- tt. The proposer shall provide the complete installation of all hardware and software including site preparation, foundations, communication and power conduits and cables, and hard and soft connections.
- uu. The successful proposer shall test and initiate the system and other implementation measures before the City will start system acceptance tests.
- vv. The acceptance period will consist of a minimum of sixty (60) consecutive calendar days, twenty-four (24) hours per day, and will begin at 8:00 AM on the first workday following “go live” on the new System.
- ww. During the acceptance period, the System must remain fully operational, must operate without failure, must operate in conformance with the City’s

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functional business requirements, and must operate with response times acceptable to the City.

- xx. If the System fails to meet any of the criteria above, the City shall notify the selected proposer of such failure and the acceptance period starts over at 8:00 AM on the first workday following the correction and completion of testing of the failure.
- yy. The City will notify the Contractor in writing of the acceptance of the System if:
 - i. The performance standard is attained for the duration of the acceptance period
 - ii. All training has been completed
 - iii. All documentation and other deliverables have been received
 - iv. And other items which will be defined in detail during the contract negotiation phase
- zz. Unless approved in advance by the City, primary parking control and revenue control equipment including barrier gates, payment terminals, card readers and lane controllers must be supplied by a single equipment manufacturer to assure quality control, reliability, uniform compatibility and one source service responsibility. An exception will be made for any reuse of existing equipment.
- aaa. Any fiber-optic data or fiber-optic voice communications installation shall be performed by technicians certified for fiber-optic installation.
- bbb. All equipment shall be factory finished with proper priming and powder coat finish to suit the environment in which it is to be installed. Final color will be determined and selected by the City. All equipment enclosures shall be properly gasketed and sealed for weather tight integrity.

AUTOMATED PAY-ON-FOOT EQUIPMENT (POF)

Automated Payment Stations shall provide the following components and capabilities:

- a. POF Stations will meet all ADA-AG Installation and operating requirements.
- b. POF Stations will accept payment by cash (notes), coin, credit card, debit card, QR barcode device, integrated chip & pin reader
- c. Front access door with appropriate 5 point tamper-resistant locking system (each Automated Payment Station to be keyed differently and unique to this installation) and provide alarm contacts upon entry.
- d. POF Cabinet shall be weather resistant to all climates and designed for the specific weather associated with Canton, OH. It is the Contractor's responsibility to provide all climate and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:

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- i. Ambient Temperatures: -10°F to 140°F
- iii. Humidity: 0% to 98% (non-condensing)
- iv. Rain: Blowing Rain with 120 mph Gusts
- v. iv. Dust: Blowing dust and fine particles

POF Station will accept and recycle nickels, dimes, and quarters and dispense as required to the parker. All incoming coins will be first placed in the hoppers then to the coin vault within the station.

POF Station will accept notes and escrow One, Five, Ten and Twenty Dollar denominations in any sequence during the transaction. The note acceptor will reject from escrow all damaged notes and shall store all approved incoming notes into the vault.

POF Station shall dispense change in both coin and notes. An integral Note to Note dispenser will contain separate vaults for note storage and will dispense as change back when required. Each denomination will have separate vaults for reloading and real-time management.

POF Station shall accept validation coupons, chaser tickets, or other credential for partial or full payment of parking fee.

Exit Grace Period shall be programmable by parking facility. The Exit Grace Periods shall be programmable by entry ticket location, not by one general facility configuration.

Push-button VOIP intercom integrated into the face of the Pay Station.

Utilize visual instructions for parkers to understand the sequence of events to complete a payment transaction.

Issues audio voice annunciation instructions to compliment the visual instructions.

Intuitive parker interface monitor/screen with pictographs as necessary to assist the parker through the payment process.

Cancel button that allows a parker to cancel a transaction once a parking ticket has been inserted.

All static text shall be in English or other approved language with universal icons and graphics.

Parker interface capable of displaying two user-selective languages at a minimum, including English and Spanish.

Colors for the pay stations, all text, and graphics shall be configurable and approved by the City prior to manufacturing.

Integrated and on-line within the PARCS utilizing TCP/IP.

Utilizes single-slot technology for ticket and credit card insertion and reading.

Inserted credit cards shall be read in all four directions. Illuminated ticket slot.

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Capable of processing parking fee payments using multiple forms of payment, e.g., any combination of credit card payment, coupon, validation, and the future-planned City of Canton prepaid parking cards.

Barcode reader for reading coupons, tickets, and PDA electronic visual display integrated into the face of the Pay Station.

Capable of completing on-line, real-time credit card authorization as well as storing offline credit card transactions for uploaded upon re-establishment of communications.

Permit the City to change the grace time (the number of minutes between the time a ticket is paid and the time a driver exits with vehicle through exit lane).

Log when a cabinet has been opened or closed; password entry required to allow software access; date, time and user recorded in real-time on the Event Log.

Receipt generation - Upon successful payment, print a receipt that includes:

- a. Garage Address
- b. Third party parking management telephone number
- c. Receipt #/Transaction #
- d. Pay station identification number
- c. Time, date and lane in
- d. Time paid
- e. Length of stay
- f. Parking fee
- g. Total amount
- h. Validation Amount
- i. Method of payment
- j. Credit card type and last 4 digits of credit card #
- k. Amount paid
- l. Change Due
- m. The City shall have the option to change receipts for all transactions to be auto issue or by request. The configurable timeout function for receipt request shall be initially set for 20 seconds or until the next ticket is inserted.
- n. Receipt Stock Low alarm generated

As part of their Proposal Response, the Contractor shall submit shop drawings/cut sheets of proposed Automate Payment Stations.

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EXIT STATION (CREDIT CARD STATION)

1. Automated Credit Card Exit Station (no cashier) shall be installed and will allow customers to pay by credit card or other forms of electronic payment.
2. Exit Station Cabinet shall be weather resistant to all climates. It is the Contractor's responsibility to provide all and ambient control devices to maintain operating functionality during the worst of weather spectrums provided below:
 - a. Ambient Temperatures: -10°F to 140°F
 - b. Humidity: 0% to 98% (non-condensing)
 - c. Rain: Blowing Rain with 120 mph Gusts
 - d. Dust: Blowing dust and fine particles
3. The Exit Station shall be capable and programmed to perform automated processing of credit card exit transactions and pre-paid tickets. Both modes shall be active simultaneously.
4. The Exit Station shall include a two-line visual display capable of being programmed to automatically provide visual prompts at each step in the transaction process and for other likely events, such as insertion of the credit card before insertion of the ticket. Minimum character height for the display shall be 3/8 inch.
5. The Exit Station shall include a programmable/recordable voice annunciation capable of automatically delivering audible message prompts at each step in the transaction process or in response to likely deviations.
6. The Exit Station shall be equipped with a single slot for accepting credit cards.
7. The Exit Station shall be on-line with the central computer and/or credit card server.

BARRIER GATES (GATED ENVIRONMENT)

1. Barrier Gates shall be Underwriters Laboratory (UL)-Approved and labeled on the exterior of the cabinet.
2. Barrier Gate Cabinet color shall be determined by the City.
3. Barrier Gate shall display on the exterior of the cabinet a Model Plate indicating the manufacturers name, address, model number, serial number, main power supply, secondary power supply ratings, and amperage ratings.

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4. The Barrier gate shall provide an effective barrier to one-way vehicles in the entrance and exit lanes. The barrier arm shall retract quickly in a vertical plane on a command signal from the Entry Station - ticket dispenser, Exit Station, LPR/RFID Permit reader, card reader, or detector loop depending on location, and return to the lower position upon a signal from a detector ("closing loop") located beyond the gate arm. Electronic sensor switches or variable motor measurement is preferred over mechanical limit switches to control the up and down stopping points of the barrier gate arm.

5. Barrier Gates may be on-line to the central computer and shall be capable of responding to remote "Raise", "Lower", "Open Lane" and "Close Lane" commands through a network device from the central computer. A real-time status condition is required for all barrier gates.

6. Barrier Gates shall transmit status messages to the central computer to indicate "UP" and "DOWN" status and gate malfunction or alarm condition.

7. The Barrier Gate shall be installed and shall incorporate in one housing all necessary components for the functioning of the unit. The assembly shall operate in the environmental conditions of the installed location.

a. Ambient Temperatures: -10°F to 140°F

b. Humidity: 0% to 98% (non-condensing)

c. Rain: Blowing Rain with 120 mph Gusts

d. Dust: Blowing dust and fine particles

8. The unit shall include a 10' (ft.) arm of reflective aluminum construction. The barrier arm shall be a breakaway design that can be easily be replaced when broken. The height of the gate arm shall be approximately 36 inches from drive level in the DOWN position. Provide and install articulating gate arms where required by low ceiling height.

9. Each Barrier Gate shall be installed with an audible alarm and a visual warning beacon to warn pedestrians of the moving gate arm.

10. The Barrier Gate shall remain in the up position so long as a presence is detected on the closing loop.

11. The Barrier Gate arm shall have a down strike safety feature. This feature provides that should any object be struck by the gate arm during its descent, the arm shall immediately reverse and return to the UP position without damage, and remain up from 2 to 60 seconds, until automatically reset by an internal variable control. The sensory function shall be initiated by sensing the internal mechanical action. The external mounting of tubes, wiring, and electrical devices on the gate arm shall not be acceptable.

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12. The Barrier Gate arm shall return to the down position after a programmable period of time if vehicle passage through the gate is not completed and there is no vehicle presence on any detector loops in the lane.

13. If a Barrier Gate remains in the up position when there are no vehicles detected on the lane loops, the gate shall send an alarm signal to the central computer.

14. If an entry Barrier Gate remains in the up position for more than sixty (60) seconds without completing a vehicle entry sequence, the gate shall send an alarm signal to the central computer.

WIRELESS DATA AND MANAGEMENT SYSTEM CAPABILITIES

1. The system shall remotely communicate with all devices in real-time for a general broadcast of information or software update or communicate to a single device to upload information or software. Broadcasting information such as rate changes shall be in real-time to all field devices. The system shall include the functionality to remotely shutdown a field device's operating system, upload updates, and remotely restart the field device.

2. System shall generate alarms for any user selectable event type. Alarm hierarchy shall be configurable so that the City can adjust priority of alarms, audible tones, where the alarms are sent, etc. Initial alarm hierarchy shall be coordinated with the City during implementation.

3. Management system shall be a web-based system accessible via desktop computer, laptop computer, or handheld wireless devices to authorized personnel. No additional software other than an internet browser shall be required for management to access and fully use the PARCS and its components. The proposer shall provide access to the hardware and software management system by authorized users 24/7 over the web. Proposers shall list and provide all equipment and software necessary for the City to operate software systems including desktops, laptops, handheld devices, and servers which the City would need at the time of installation. Access rights to the system for City staff and others shall be defined during implementation. Proposer shall identify the ongoing and annual costs associated with the PARCS in their proposal.

4. The server mentioned above in item 3 shall be maintained by the proposer. All needed software, anti-virus, anti-malware, anti-adware, security updates, system updates, and patches shall be provided installed, and the City's assigned staff shall be trained by the proposer or at the proposer's expense. This server may be connected to the City's computer network.

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5. All parking facilities, field equipment, office equipment, and access from tablets and smart phones shall operate from the same PARCS management software.
6. PARCS shall provide role-based access control using the principle of least privilege for all system functions including system administration and security administration.
7. PARCS shall provide a variety of reports to include financial, technical, and administrative functions via a single web-portal.
8. PARCS shall export all query results to multiple formats including comma-separated value, Microsoft Excel®, Microsoft Access®, Adobe Acrobat (.PDF), etc.
9. The proposer shall install, configure, and maintain all application software and firmware required by the PARCS. All software licenses shall be registered to the proposer and the City will not accept any software license terms and conditions.
10. The PARCS shall automatically detect and report fault conditions through the management system. The system shall perform a self-check on a routine basis and provide notification for fault conditions and equipment failure and maintenance.
11. The system shall monitor and report status of all hardware, software, and communications links.
12. Industry standard software shall be utilized. Each such software shall be identified in the proposer's proposal. The proposer's proposal shall state the purpose of each software, where it will be used, and how it will be used. If one software application is required to interface with another software platform, the interface shall be documented and supported by flowcharts or block diagrams as appropriate. The proposer shall advise the City if the software used in the RFP system will be customized or "off the shelf" software, and shall describe the method of obtaining further software updates/upgrades or modifications.
13. Application software shall be written in a standard, industry-accepted computer language such as Java, C++, Visual Basic, etc. The proposer shall identify the version of software that will be used in their proposed system.

VEHICLE DETECTION LOOPS AND VEHICLE DETECTORS

1. The City currently does not have vehicle detection loops in all of its parking garages.

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2. The Proposer shall ensure that detectors be installed for barrier gates, ticket dispensers, exit stations, LPR Camera Readers, LPR/RFID Antenna/Reader, PROX/Bar Code readers, count system and any other device that requires loop detection input to function as a complete system. Regardless of quantities detailed in this RFP, a sufficient number of detectors shall be installed to provide the directional logic necessary to the equipment functions described in this RFP.
3. The parking equipment detector loops installed by Contractor shall be complete and terminated at the vehicle detectors without breaks or splices.
4. Contractor shall be responsible for complete installation of the embedded loops, including required saw-cuts.
5. Approved loop sealant must be used in order to provide weather and moisture protection for the loops.
6. Contractor shall use care and diligence in making saw-cuts to avoid contact with, or exposure of, embedded concrete reinforcement or cabling.
7. Contractor shall use care and diligence in locating embedded loops so as to avoid interference from other metal objects. Contractor shall repair any damage to concrete curbs or islands resulting from the installation.

INTERCOM AND CAMERA SYSTEM

1. The Contractor shall provide a turn-key IP intercom system that consists of two host intercom stations, an integrated camera system, and an integrated microphone and speaker in each Entry Station, Express Exit Station, Automated Pay-on-Foot Stations, Permit lanes, etc.
2. The intercom shall be a push-button intercom such that in the event a parker needs assistance while stopped in a lane, the button can be pushed and a connection established between the field location and any host intercom station.
3. In the event that the arming loops are triggered for a configurable amount of time with no transaction being initiated, the intercom station in the lane shall automatically call the Division of Parking Management.
4. The intercom system shall utilize VOIP.
5. The intercom and camera communications shall be directed to a command desk console located in the Parking Office with roll over capabilities to a second call center station as designated by the City. The Parking Office shall be equipped with an intercom base station that displays the physical location of the incoming intercom call.
6. Once activated, two-way communication shall be possible and the intercom line remains open until the parking staff member terminates the call.

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7. It shall be possible that if one intercom is open, and a second call comes in, the Parking Operator shall be able to place the first call on hold and answer the second call.

8. As part of their Proposal, the Contractor shall submit shop drawings of the intercom and camera base station and push button intercom terminals.

CUSTOMER PROCESSING PROCEDURES FOR LOCATIONS WITH PARCS EQUIPMENT

1. Public Entry Procedures

A. The following shall take place for all entry events:

- i. When the entry lane arming loops are not activated, the screen shall display the City of Canton current logo, date, and time.
- ii. When the vehicle activates the arming loops, the message on the Entry Station's display shall read, and an audible voice shall sound, "Press Button for Ticket".
- iii. Upon clearing the barrier gate's closing detector, the barrier gate arm shall lower to the closed position and reset the lane for a subsequent transaction.
- iv. The barrier gate's mechanical counter shall increment by a count of one.
- v. The entry event shall be validated and the associated data with the entry event shall be stored.
- vi. The Parking Space Count System shall decrement the number of available spaces by a count of one from the appropriate facility.

B. Normal Entry with Ticket

i. When a patron presses the ticket issue button, no other entry method is allowed at that point and the Entry Station shall issue a uniquely numbered parking ticket while an audible signal shall sound. The Entry Station shall dispense a magnetically encoded or bar code imprinted parking ticket and print on the ticket the year, month, date, entry time (hour/minute/second), facility code, lane number, entry sequence number, unique transaction number, and unique machine number. Abbreviations are acceptable; time stamps shall be in 24-hour, military time.

ii. When the printed/encoded ticket is extracted from the Entry Station, the audible signal shall cease and the display shall read and an audible voice shall sound "Welcome to the City of Canton." The barrier gate shall rise to the open position, allowing the vehicle to enter the parking facility.

C. Back Out at Entry

i. If a patron pushes the ticket issue button and backs out of the lane without retrieving the ticket the barrier gate shall remain closed and the ticket shall be retracted and retained in the Entry Station. The ticket shall be

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invalidated by the entry station and within the system to prevent future use. The back out entry event shall be stored in the system and the lane shall reset for a subsequent transaction.

D. Stolen Ticket at Entry

i. If a patron pushes the ticket issue button, retrieves the ticket, and then backs out of the lane the barrier gate shall automatically return to the closed position (no timed delay to lower the barrier gate arm to the closed position shall be acceptable), the ticket shall be invalidated within the system, and an alarm shall be generated. The stolen ticket entry event shall be stored in the system. The ticket shall be electronically invalidated and shall not be allowed to be processed at any exit.

EMV AND NFS CREDIT CARD READER CONVERSIONS

1. The reference to credit card readers for use within the PARCS RFP refers to traditional mag stripe credit card acceptance in use today and EMV readers.
2. It is paramount to the City that the Contractor provides the replacement hardware, software and all technology requirements, including maintaining PCI- DSS Compliance, for all future use, implementation, installation, and PARCS interface of EMV (Chip & Pin) and NFC Payment acceptance devices.
3. The Contractor must also recertify pursuant to PCI Compliance for all payments and all parking applications at the Entry Station, Automated Payment Stations, and Exit Stations for all methods of credit card payments.

CREDIT CARD PAYMENTS AND COMPLIANCE QUESTIONS

1. The City of Canton currently uses First Data and Vitalcheck for clearing credit card transactions. The Contractor shall include with their Proposal, confirmation that their system has a certified interface for processing credit card transactions through 2025. In the future, the City may wish to change credit card clearinghouses. As part of the Proposal, the Contractor shall provide a list of clearinghouses for which they have a certified interface.
2. Describe in detail and provide a flowchart of the entire credit card process including all third party appliances and software.
3. All Contractor-provided aspects of the credit card processing subsystem shall be PCI-compliant, such that no Contractor-provided product or solution will prevent the City from achieving PCI compliance in its parking operation. Is the process for credit card processing PCI DSS and/or PADSS compliant? Describe your cardholder processing systems' Payment Card Industry (PCI) Payment Application.
4. Does the implementation, including any required auxiliary servers, store the card holder PAN on hosted servers for any length of time at any time during the credit card payment process?

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5. Please provide information on where the City can verify your application and/or payment gateway compliance - on the PCI Standards validated payment applications list or on the Visa's Global Registry of Service Providers – PCI DSS Validated Entities compliance list?
6. For parking lots/decks requiring a payment to park, the mobile web application or native application will provide user the ability to pay via their mobile device. Respondents must specify how the application will meet PCI compliance for payments.
7. Describe in detail and provide a flowchart on how the credit card payment is relayed in the system that you are proposing from the handheld devices in remote locations to the PARC system.
8. Because credit card processing is critical to the City's parking operations, processing redundancy shall be built into the system. The Contractor shall provide a system such that processing credit card transactions shall not degrade the time allowed for positive authorizations. The system shall process and store credit card transactions at each field device that accepts credit cards while in an offline mode due to a communication loss.

UNINTERRUPTABLE POWER SUPPLY (UPS)

1. A single UPS unit, appropriately sized, shall support all devices at an individual entry lane or exit lane with the exception of cashier booth HVAC units. UPS units that supply conditioned and back-up power to multiple components are required to minimize maintenance.
2. Conditioned/emergency power through the TCP/IP-enabled UPS units shall be provided for the following components and facilities to protect components from loss of power, power spikes, and power sags:
 - a. All Entry Lanes
 - b. All Automated Payment Stations
 - c. All Exit Lanes
3. UPS battery back-up for all lanes shall be sized to last sixty (60) minutes.
4. An on-line, solid state UPS shall provide both backup power and transient surge protection. The Contractor is alerted to the fact that there are a number of power distribution panels providing electrical service Campus wide. The Contractor shall be responsible for providing the UPS backup requirements for each of the locations where UPS backup is required, based upon the equipment that is actually being supplied by the Contractor. The City shall review and approve the UPS units to be provided by the Contractor. The Contractor shall test all UPS system components during the Site Acceptance Tests for each parking lane/facility. The UPS shall be sized with a 20% spare capacity minimum.

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5. The UPS shall consist of a power module, storage battery and a battery disconnect switch.
6. The UPS shall have a lockable weather resistant UL designation suitable for outdoor mounting.
7. All UPS units shall be SNMP (simple network management protocol) compatible to allow automated notification when battery power is activated or the battery levels become critically low. On-line communication using an appropriate UPS monitoring software application shall be provided on one or more workstations with user selectable options to view the status of each individual installed UPS unit. At a minimum, the monitoring software shall display the operational status of each UPS unit (line/battery, online/offline) and generate alarms in the event the UPS unit's battery power is activated, becomes low or is completely exhausted.
8. As part of their Proposal, the Contractor shall submit shop drawings of all proposed UPS devices and UPS monitoring software. Included in the UPS shop drawings shall be the manufacturer's recommended battery refresh cycle.

TRAINING

1. By means of instructional classes augmented by individual instruction as necessary, the Contractor shall fully instruct the City's designated staff, including contractual staff, in the operation, adjustment, and maintenance of all products, equipment, and systems. Should implementation be completed in phases, instructing the City personnel shall also be phased to correspond with deployment of the various components.
2. Scheduling of instruction classes shall be coordinated by the Contractor and City personnel to avoid conflicts and peak period personnel demands. The Contractor shall submit a proposed instruction schedule at a joint meeting conducted prior to equipment installation. The City shall tentatively approve or suggest changes to the training schedule at that time. Ample time shall be allotted within each session for the Contractor to fully describe and demonstrate all aspects of the Parking Program, and allow City personnel to have hands-on experience with the Parking Program.
3. Provide eighty (80) hours of on-site instructions to City staff and any other third party parking staff under contract with the City. Specific allocation of training time to be determined by the City.
4. The proposer shall train and certify City and/or parking operator staff on back-office software and operational system. The training and certification shall include identifying and fixing minor hardware maintenance and operational issues. The appropriate duration of training shall be determined by the proposer. All software modifications and maintenance shall be performed by the proposer.

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5. The successful proposer shall provide robust training and certification programs for the City and parking management staff to operate their PARCS (software and hardware). The initial system and operational training shall be offered on site at the City's facilities before the system acceptance tests are initiated. Additional training may be offered at proposer's headquarters, at City's facilities, via webinar, videos, and/or on-line training. The type and locations of training may vary based on training level and personnel being trained. The proposers shall identify in their proposals various training programs, types, and locations for various staffing levels.

6. Provide an additional twenty-four (24) hours of on-site training, in any area, at the City's request, during the first twelve (12) months after system start-up.

7. Provide an additional sixteen (16) hours of on-site training, in any area, at the City's request, within twelve (12) months after system acceptance.

8. Refresher courses shall be offered on predefined schedules and/or at City's requests. The refresher courses shall be offered in the City of Canton. The proposers shall identify the frequency and duration of each refresher course.

9. The proposer shall provide training on an individual basis or in a group setting as approved by City for the operation and maintenance of the PARCS (hardware and software). The proposer shall provide a training program for technicians and staff responsible for:

- a. Installation, start up, and maintenance/repair of each equipment.
- b. Programming rates, access controls, etc.; through the PARCS software.
- c. Monitoring the system and equipment, generating reports and internal auditing.
- d. Other related elements.

10. The proposer shall provide draft training manuals for review by the City of the training content and provide training schedule for both software and hardware within prior to the scheduled training. The schedule shall include periodic refresher training (continual education), included but not limited to, emphasis on particular areas of City's choice and upgrades of software and/or hardware.

11. An instructional notebook or user's manual shall accompany every instruction course. The Contractor shall submit a hardcopy of the user's manual per the submittal guidelines. In addition, all manuals (instruction and maintenance) shall be submitted in electronic format (.PDF) on a CD-ROM, DVD, or thumb drive. Two copies shall be supplied. The user's manuals shall be written in common English with appropriate photos, diagrams, and schematics to supplement the text. The City reserves the right to prepare additional copies of the course materials as needed.

12. The Contractor shall provide all documentation required for instructing City personnel. Documentation shall be provided for each student in the form of workbooks, lecture notes/overheads, and manuals for student markup. The Contractor-supplied instruction documentation shall be sufficiently detailed so that the user can in most

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cases resolve issues. The City retains the right to copy training materials as frequently as required for ongoing internal use only.

13. All instruction courses shall consist of classroom instruction and actual hands-on" experience. Classes shall be set up in a room designated by the City. The Contractor shall provide one instructor for the duration of each program. The instructor shall speak fluent English in a clear and precise manner. The Contractor shall submit resumes for each proposed instructor. The City of Canton reserves the right to request replacement instructors.

14. Class content shall be coordinated and developed with the City so that procedures for all transaction types are included.

15. The class material shall include schematics, as well as an overview and descriptions of the equipment. The City reserves the right to videotape all training sessions for future instruction purposes or Contractor shall supply video demos if available.

16. Contractor shall include "Training the Trainer" as part of the Training Plan. The City of Canton trainers and other third party parking management supervisors shall be trained and participate in teaching the training classes. Contractor shall be responsible for training all City trainers and supervisors as part of "Training the Trainer." Contractor shall train up to ten (10) City trainers and supervisors.

17. The City shall have authority to copy and distribute training materials at its discretion. The City requires the written permission from the Contractor or any third party to reproduce, modify, and print all training material, including copyrighted material, thirty (30) calendar days prior to training.

18. At the completion of instruction courses, all City and other third party management parking staff that completes the courses shall receive a Certificate of Successful Completion.

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IMPLEMENTATION SPECIFICATIONS

1. The successful proposer shall submit a detailed transition and implementation plan with the Proposal for the transition from the existing system to the new PARCS. The Implementation Plan shall be a complete plan for implementation, training and testing and shall include provisions for the new PARCS to operate concurrently with the old system until implementation is complete. This plan shall be developed in an industry standard project management software and should include but not be limited to the following:

- a. Milestone dates in the form of a Gantt Chart schedule
- b. Narrative description of phasing to decommission each lane, install new field devices, perform lane acceptance testing (LAT), and activate for public use
- c. A lane switchover approach
- d. Training timing as system is activated
- e. Decommissioning strategy for existing PARCS equipment that maintains all critical systems and functionalities throughout the switchover process
- f. Contractor recommendations that benefit the overall project schedule and switchover process.

2. The proposer shall submit details of at least five facilities where similar systems are installed and operational. The City's staff and its representatives may visit these sites to learn and evaluate the capabilities of those systems. These site visits will be organized by the City.

3. The implementation plan shall also include software and hardware testing phase. The schedule shall include fixing any issues or "bugs" that may be identified and retesting the system after the issues are fixed.

4. Provide qualified staff that shall assist, consult, install, train and oversee the system implementation.

5. Upon award of the RFP, signing of the contract and within ten (10) days of receipt of the executed contract, the successful Contractor shall provide a complete project timeline to the City's Parking Management.

6. Provide integrated implementation process that incorporates on-line tools, on-site and web based technical services and on-site consultation.

7. Assist in the development of reports prior to implementation.

8. Provide an on-site support member during the launch of the new software to help and monitor any issues that may come up.

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AS-INSTALLED DOCUMENTATION

The Contractor shall submit as-installed documentation of all systems and components installed as part of this project. As-installed documents shall include depiction of the actual installed conditions of all equipment and cabling components. In addition, As-installed documentation shall include configuration settings of each system upon the completion of any acceptance test. Contractor shall update the most recent “As-installed” documents submitted as further changes occur in the field or as a result of a patch or upgrade to an installed system.

ONGOING TECHNICAL SUPPORT

1. The proposer shall provide ongoing management service contract for maintenance of all hardware, software, equipment, servers, hard and soft connections, communication network, and other elements. The proposers shall identify the costs of management service contract on a yearly basis.
2. The proposers shall identify life expectancy of each piece of equipment, hardware, software and other elements and when would they be replacing each item/element under normal usage. The items that are not repairable or failing repeatedly shall be replaced after three repairs.
3. The proposer shall provide a point of contact that is able to be reached Monday through Friday during normal operating hours (8 am to 7 pm), local time (EST).
4. The proposer shall also provide a point of contact for after hour requests (6PM-8AM), weekends, and holidays.
5. The proposer shall return phone calls within two-hours should the City need assistance. After two calls from the City to the proposer, the City may assess \$500 for every hour until the proposer calls back to the City.
6. Within four hours, the proposer shall address issues that can be fixed through remote internet access.
7. The proposer shall send a technician within 12 hours if a technician needs to be onsite to address the issue, including weekends and holidays. Addressing or fixing issues via internet will be acceptable.
8. Under no circumstances, except acts of nature, the PARCS shall be down without the ability of allowing parkers to enter and exit the parking garages/facilities and collecting parking revenues. In the event of losing entry/exit and/or revenue collection capabilities, the proposer shall reimburse the City loss of revenue for the days and nights while the system was down. The amount of parking revenues loss will be determined by the City based on the average collected revenue over the past three years for the same days and nights.

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9. The proposer shall provide to the City, 30 days before system start up, regular and preventive maintenance schedule to ensure optimal system performance.

DISASTER RECOVERY PLAN

1. The final documentation shall include a disaster recovery plan. The plan shall provide the step by-step procedures for disaster recovery for each point of failure. These procedures shall be comprehensive.

2. The first steps shall be in diagnostics. The remaining steps shall provide procedure for resolution in order to bring the system back to full operational status.

3. Should disaster occur immediately following, or as a result of, a patch or software update the disaster recovery plan shall return the system to the software version in effect prior to the patch or update being applied.

4. Points of failure shall include each component and sub-components in complex units, such as servers.

5. The disaster recovery plan shall include requirements for and location of spares.

LICENSE PLATE RECOGNITION SPECIFICATIONS (Desired but Optional)

1. System may have License Plate Recognition (LPR) integrated at all garages. The intent of this system is to:

a. Capture a vehicle's license plate/image on the front and/or back of the vehicle as it enters;

b. Connect the license plate number to a transient ticket (if taken) or verified against the pre-paid credential that is presented;

c. Store the plate/image and transient ticket number (if taken) in a database;

d. Have the ability to view the plate/image when exiting;

e. Verify the plate matches the image so:

i. The transient ticket number is verified and the proper fee is assessed or; ii. The PARC system is notified if the ticket was paid previously at a Pay on Foot machine or a pre-paid credential was used to enter the facility.

f. Besides having the ability to view an image/plate, all images/plates shall be time stamped on entry and exit.

2. The Contractor shall ensure that the LPR cameras capture license plate data and interface successfully with the Police department's software (Leonardo).

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4. The Contractor shall ensure that the proposed PARCS LPR solution successfully integrates with the mobile payment provider(s).
5. The entry cameras shall become active when the vehicle is present on the arming loop. At this time, a time stamped image will be taken of the plate and stored in the database and the license plate number will be connected to a transient ticket (if taken) or verified against the pre-paid credential that is presented. (Note: The Proposer must describe how the LPR will capture front license plates on vehicles.)
6. The exit cameras shall become active when the vehicle is present on the arming loop. At this time, the image will be time stamped, queried, matched in the database and displayed on the monitor in the parking office. The system will then verify the plate matches the image so:
 - a. The transient ticket number is verified and the proper fee is assessed at the exit lane or;
 - b. The PARC system is notified to vend the gate if the ticket was paid previously at a Pay on Foot machine or a pre-paid credential was used to enter the facility.
7. Before a transient transaction is started, the system will verify the license plate images stored in the database and the ticket match. In the case of a pre-paid credential, the system will verify the license plate images match the record stored in the database.
8. All lanes will be outfitted with cameras (color preferred) and any necessary illumination lights or devices.
9. The database shall have the ability to query license plates, calculate a rate based on the duration of stay, and allow for supervisor interaction/override and verification of matching image/plate if needed.
10. The system will be able to display the entry/exit plate image(s), duration of stay, a calculated fee based on the entry/exit time stamps and allow staff to verify the match.
11. The system shall be able to sort plates alphabetically or numerically.
12. The system shall be able to sort plates by lane.
13. The system shall be able to sort plates by garage.
14. The system shall have the ability to report exception transactions.
15. The system shall have an override feature which will allow interaction from a manager or supervisor.
16. Vendor will describe how the customer will be released in an unattended setting if the LPR system misreads a plate.

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17. Entry equipment should be able to use the LPR system to connect a vehicle's license plate to an incoming ticket taken by a transient parker or to an event parking credential so the ticket/credential is only needed at exit if the LPR system does not properly recognize the vehicle's license plate or if the system is requested to collect the ticket by the centralized management computer. Otherwise, the system should vend the gate immediately upon LPR recognizing the license plate if the parking charges have been previously paid or fully validated.

18. Proposal should provide data on capture and accuracy rate for Vendor's fixed LPR installations (from the total number of license plates, how many plates read and how many of those plates read were read correctly).

19. How many megapixels are the cameras?

20. Do they require illumination? If so, are these separate items or built into the cameras?

21. Do the cameras support Internet Protocol version 6 (IPv6)?

MAINTENANCE CONSIDERATIONS

Proposers shall provide the City with complete PARCS support for the new PARCS systems to comply with the system availability and reliability requirements defined herein.

The service coverage for hardware covered by the maintenance contract is twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. Contractor-certified technicians shall provide total system support.

Access to a Contractor-certified technician includes contact by telephone, e-mail, and online problem reporting tools and on-site as needed to provide the levels of support defined within the Contract.

The Contractor shall furnish all labor, materials, equipment, travel, supplies, parts, supervision, warning signs, other safety devices, and all other things necessary or proper for, or incidental to, such maintenance required to maintain and repair all PARCS hardware installed as part of this project, as well as all PARCS hardware, for the new systems during the term of the maintenance portion of this Contract.

The scope of the maintenance work includes Preventive Maintenance and Remedial Services Maintenance. The maintenance program shall be performed to keep the Parking Access and Revenue Control System (PARCS) operating in a proper, safe, and efficient operating condition. Repairs and/or replacements shall be performed in accordance with the manufacturers written instructions.

The program shall consist of three parts:

- a. Preventative Maintenance of the PARCS, as described below

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b. Remedial Maintenance of the PARCS, which consists of service calls from operations personnel and/or City personnel regarding components of the system not working as in accordance with the Contract regardless of the cause.

c. Software Maintenance of the PARCS, which consists of maintaining all software furnished, installed and used by the Contractor as described below: The City reserves the right to require the Contractor to utilize specific third party subcontractors where the City believes that the successful completion of work is dependent on the skills provided by such resources.

PREVENTATIVE MAINTENANCE

1. The maintenance services to be provided by the Contractor include maintenance for the PARCS hardware and software components used for the City's parking operations, and the subsystems. The services proposed by the Contractor shall also cover any additional subsystems that are installed by the Contractor as part of this project.

2. The Contractor shall be required to provide resident technicians at the City parking facilities during the preventative maintenance periods to maintain the PARCS after the first lane has been accepted and is in revenue use.

3. As part of the response to this RFP, the Contractor will propose a preventative maintenance schedule for the City that does not require resident technicians to report daily to City facilities.

4. As part of the response to this RFP, the Contractor will submit the details of the necessary Preventive Maintenance Tasks for the PARCS. Scheduled preventive maintenance shall include, but not be limited to, inspection, testing, cleaning, lubricating, painting, adjustment, repairs, the replacement of field installable parts, including external cabinets, that are approaching unserviceable status, and all actions necessary to prevent system failures and extend the PARCS useful life. Contractor shall conduct Preventative Maintenance as accepted by the City in this Contract.

The Contractor will be required to conform to the City's on-site reporting procedures at each parking facility regarding technician arrival and departure for normal and off hours work.

REMEDIAL MAINTENANCE

Remedial Maintenance of the PARCS at the City's parking facilities shall consist of service calls from operations personnel and/or City personnel regarding components of the system not working as designed, regardless of the cause.

1. Upon request, the Contractor will be required to perform analysis and diagnosis of problems and other issues with all PARCS software. In the course of discharging this responsibility, the Contractor shall engage the assistance of the manufacturer to resolve issues related to software problems when necessary and where

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appropriate. On an “as needed” basis, the Contractor will be required to provide the City with technical support and respond to questions with respect to any equipment and software system. Such support will be provided during PPM at no additional charge to the City.

SYSTEM UPDATES

1. System updates shall consist of all actions necessary to incorporate hardware and software updates in the Parking Access and Revenue Control System (PARCS) to ensure performance to original Specifications. Maintaining the System to keep it up to date shall be included in software license costs. Contractor shall provide error correction, updates and third party software only after obtaining the written approval of the City. Vendor supplied documentation of updates to reflect these software changes shall be submitted within fourteen (14) days of completion of said software updates. Contractor shall also make new releases of third party software available to the City at the City’s option and expense.
2. The Contractor shall provide System Updates services on a basis that ensures that the system software, including all third party software, shall be the manufacturer’s “current” version. The Contractor shall have fourteen (14) calendar days from the time an update or patch is released by the software manufacturer to process updates and patches in accordance with the requirements stated in the Software Maintenance section herein, except security vulnerability patches, which must be processed as soon as possible.
3. Contractor shall test all software upgrades, modifications, and changes in the Contractor provided test system prior to implementation in the production system. The City shall provide approval to migrate to a production environment prior to implementation. Depending on the severity of the upgrade, modification or change, the City may choose to witness testing before approving implementation in the production environment.
4. Contractor shall provide a change control methodology to document system changes and approvals prior to implementation.
5. The Contractor shall support upgrades to its application based on operating system patch and upgrade requirements (For example, if the PARCS runs on a Microsoft operating system, the software shall be patched according to the Microsoft patch and upgrade schedule without breaking any application. If Microsoft decommissions a specific version of an operating system, the Contractor shall release code compatible with the next operating system upgrade prior to Microsoft ending support for the current operating system, at no cost to the City.)
6. The Contractor shall commit to provide corrective patches and upgrades in the event security vulnerability or system availability issues are found within fifteen (15) business days of said discovery or sooner if approved by the City.

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7. Copies of all software (and software updates/upgrades made during and after the warranty period) must be provided to the City at the conclusion of the warranty period.

SOFTWARE MAINTENANCE

For all Systems (including their component equipment) covered under this Contract, the Contractor shall provide software maintenance for the operating system, applications software, third party software and third party tools, and database that was furnished and installed by the Contractor. Software maintenance shall include but not be limited to the following:

1. Error Correction In the event that the System does not meet the operational availability or function in accordance with the manufacturer's stated functionality and performance due to errors in software or any modifications thereto, the Contractor shall correct any such error in the System as identified by the City. Errors shall include, but not be limited to, flaws in operations and errors due to flaws in the design and coding of the System. Upon notification of the error by the City or discovery of the error by the Contractor, the Contractor shall dispatch trained Personnel to repair, replace and correct all malfunctions required for the System to perform in accordance with the manufacturer's stated functionality and meet the operational availability within one (1) business day from the date of notification. The Contractor shall provide documentation in machine-readable format, if any, relating to the error correction. The corrected software shall be tested by the Contractor in an off-line test environment. The Contractor shall then prepare a test and demonstrate to the City's satisfaction that the error has been corrected and submit it to the City for review and approval before the corrected software is installed into the production System. Such corrections to the software shall be provided at no additional cost to the City. The Contractor's obligations for the performance and completion of such error correction in order to ensure that the equipment meets the operational availability and functions in accordance with the manufacturer's stated functionality and performance within the time provided for in the above are of the essence of this Contract. The Contractor guarantees that it will use best efforts to complete the performance of such error correction within the time set forth.

SOFTWARE UPDATES

The Contractor shall notify the City whenever Contractor furnished upgrades and/or enhancements to operating system, the application software, third party software or third party software tools used by the System when they become available. The Contractor shall also provide the City with an analysis of the potential effects of such upgrades/enhancements on the System. This analysis shall include, at a minimum, the following:

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1. Compatibility of the application software with the new operating system or third- party software;
2. Compatibility of the upgrade with the system architecture, server and communications infrastructure;
3. Infrastructure improvements required to support the upgrade;
4. Potential increases or decreases in equipment performance;
5. The availability of product support for the current (older) version of the operating system or third party software;
6. The cost of the software upgrade, including testing and any other tasks which may be associated with the upgrade. The City will then determine whether or not to order the upgrade. If the City selects the upgrade, the Contractor shall perform the upgrade on the System, test the system, and update the documentation, all in accordance with the contract terms.

ADAPTIVE CHANGES

In the event changes to the computing or network environment are disruptive to the System or prevent the System from meeting the operational availability or function in accordance with the manufacturer's stated functionality and performance, the Contractor shall implement corrections to the software or System configuration to mitigate those changes to the computing environment. Upon notification of the disruption by the City or discovery by the Contractor that the System is not operating in accordance with the manufacturer's stated functionality and performance, the Contractor shall dispatch trained personnel to correct the disruption and restore System operation. The Contractor guarantees that it will use its best efforts to implement required corrections as soon as practical based on the nature of the disruption and criticality of the lost services. The Contractor shall implement all changes, test the System, and update the documentation.

MONITORING APPLICATION TO MAINTAIN SYSTEM PERFORMANCE

The Contractor shall be responsible for routine operation of all software and data used by the application, application files, diagnosing and effecting correction of all problems that impact operation of the applications software and its data, including, but not limited to, the tasks listed herein. The Contractor shall employ system monitoring devices and programs, and diagnostic tools to ensure that all aspects of the application software are operating properly and the System is meeting all specified performance criteria. This work shall include, but not be limited to the following:

1. Monitor disk usage to verify adequate empty disk space available for program usage and data files (i.e., temporary files, logs, etc.)
2. Monitor logs to verify log files are saved to removable media and log files are purged on a regular basis and purge log files that exceed the data retention period.

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3. Monitor the database to verify database operation and ensure its performance is within acceptable tolerances and implement corrections to maintain acceptable performance.
4. Monitor the application software, to ensure its performance is within acceptable tolerances and meets the operational availability requirements.

MANAGE CYBER SECURITY VULNERABILITIES

The Contractor shall monitor, evaluate, track, log, and immediately report on all cyber-security vulnerabilities or other vulnerabilities related to the software used in the equipment. The Contractor shall work with the City to address any identified vulnerabilities and mitigate all security/malware/virus alerts.

FIELD TESTING AND QUALITY CONTROL

Prior to implementing any changes on the production system, the Contractor shall test the System in a separate development/test system environment to ensure that the changes are compatible with the application and other installed components. Testing procedures shall test all system functionalities that are described in these General Technical Specifications as well as any other functionalities performed by the system (e.g. standard functionalities) that are not specifically described within these Specifications.

ELECTRONIC SYSTEM MAINTENANCE TRACKING SYSTEM

1. The Contractor shall utilize a Maintenance Tracking System, provided by the Contractor, to monitor and record all scheduled, requested, and performed maintenance services. Contractor shall propose the Maintenance Tracking System to the City for review and approval prior to the implementation of such system.
2. The Contractor shall fill in all required fields, completely, for all Preventive Maintenance and Remedial Maintenance Services scheduled and performed at City parking facilities.
3. The Contractor shall submit Monthly Maintenance Reports in a City-approved format to designated personnel during the Contract period. All reporting requirements shall be determined at the time of Contract start.

AUDIT AND REPORTING

1. The system shall document parking revenue and activity and generate revenue and activity reports. All reports shall be available online and on demand for City staff who have proper password access.
2. The City shall establish its virtual midnight for transaction processing, credit card batch close, and report cutoff times. Establishing virtual midnight shall be a City

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responsibility that follows applicable instruction and training of City staff by the Contractor.

3. The system shall identify and produce reports that reflect separately public parking and employee parking.

4. Public parking data shall be separated by category, including but not limited to: Monthly/Contract parking, Special Event, and Hourly for reporting purposes.

5. Provide electronic event journal that can be accessed by a supervisor from a workstation during a cashier shift and following shift close to perform cashier closeout.

6. The transactional stream of data shall be compiled in an ODBC compliant database. The City of Canton shall prepare custom reports using this data including exporting data to Crystal Reports®, and Microsoft Excel®, at a minimum, via a comma-separated-value file format or as a PDF file.

7. All reports shall query, filter, sort, transactions by date/time, location, ticket id, vehicle license plate number, field device unique identifier, parking fee, transaction type, exception, validation type, or cashier, at a minimum.

8. Capture, record and report separately all exception transactions that could not be processed 100% and automatically by the system (swapped, unreadable, lost, foreign, mutilated, used, disputed fee, cancelled, credit card transactions processed in an off-line mode, etc.)

9. Provide the Contractor's standard reports including report descriptions, selectable data fields, and report layouts for all standard reports. Contractor to submit standard reports for City review and approval.

10. Contractor shall provide a definitions key for every report including a narrative description of what data each column and row represents and calculation formulas that define how all figures are obtained.

11. The system shall support the scheduling of reports to automatically run at a desired time or on a desired schedule. Users shall be able to designate e-mail recipients for these reports. Only users with appropriate privileges shall be able to schedule reports or view scheduled reports. The details of scheduled reports, including e-mail recipient, shall be editable after scheduling.

12. The system shall utilize a report writer, such as Crystal Reports, for processing standard and ad hoc reports. The license to the report writer shall permit both running standard reports and creating custom reports. The system shall support the import of Crystal Reports template files (.rpt files). The system shall be able to execute these reports after they have been imported.

13. The Contractor shall coordinate with the City of Canton as required during the system design to address the specific reporting needs of the City. The system shall allow grouping of reports by category so as to simplify choosing a report from a list. At a minimum, reports provided shall include:

- a. Shift Reports

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- i. Cashier shift report
- ii. Express exit station shift report
- iii. Daily shift report
- iv. Weekly shift report
- v. Monthly shift report
- vi. Yearly shift report
- vii. Cashier detail report – w/ date range

b. Monthly Reports

- i. Monthly ISF summary
- ii. Monthly lost ticket summary
- iii. Monthly lane load factors report
- iv. Monthly exit lane summary
- v. Monthly revenue summary
- vi. Monthly credit card summary
- vii. Monthly cash & credit card transaction summary
- viii. Monthly paid ISF summary
- ix. Monthly peak occupancy report
- x. Monthly average occupancy report
- xi. Monthly year to date transaction & revenue summary

c. Daily Reports

- i. Daily Shift Summary of (Date)
- ii. Daily Credit Card Summary of (Date)
- iii. Daily Revenue Summary
- iv. Daily Revenue Summary (Relating to Facility)

d. Credit Card Reports

- i. Detailed Credit Card Report – displays credit card revenue generated by card type and date/time period. The report shall include the total sum and chronological listing of each credit card transaction by card type. Credit card number shall be masked to display only the last four digits.
- ii. Credit Card Summary Report – summarizes credit card transaction total for each day by credit card type for the time period selected (usually by month).
- iii. A listing of credit card shift summary and occupancy counts by event at which temporary permits are sold directly from handheld devices.

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- iv. Credit Card Reversal/Refund Report – summarizes credit card reversals and refunds, and includes information to identify GL accounts, clerk, receipts, and override information.
- v. A listing of expiring credit card profiles for recurring credit card payments
- e. Access Card Reports
 - i. Active Access Card Listing
 - ii. Access Cards Blocking Listing
 - iii. Access Cards Delete Listing
 - iv. Access Card Expired Listing
 - v. Daily Access Card Granted Entry Listing - Reports that allow queries over any length of time (hours or days)
- f. Occupancy Reports (including the peak occupancy over a given timeframe)
 - i. Length of stay
 - ii. Revenue statistics
 - iii. Summary report turnover – movement
 - iv. Summary report events for Off-Street
 - v. Event journal
- g. Gate Open Report – For manual gate raises
 - i. A report noting if a gate (entry or exit) was manually opened and by whom (or who was logged on at the time). Also noting if the gate was opened from a terminal or at the device.
- h. Lost Ticket Transactions Tracking Report (available in daily, monthly, and yearly containing the sortable/ filterable columns below)
 - i. Exit date & time
 - ii. Transaction #
 - iii. Lost Ticket Amount
 - iv. Last name (non-case sensitive)
 - v. First name (non-case sensitive)
 - vi. Middle initial (non-case sensitive)
 - vii. Address
 - viii. Phone #
 - ix. LPN State
 - x. LPN
 - xi. Cashier (non-case sensitive)
 - xii. Supervisor approval (non-case sensitive)

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- xiii. Reports (a report showing the accrual amount collected in a set period).
 - 1. Cashier report
 - 2. Pay station report
 - 3. Daily report (0000 – 2359)
 - 4. Monthly report (first day to last)
 - 5. Fiscal Yearly report (July 1 – June 30)
 - 6. Individual access card usage report for at least a 6 month period
 - 7. Maintenance report specific to time & device
- i. Summary Reports
 - 1. Credit Card In & Out
 - (i) By Date
 - (ii) With Dollar Amount
 - (iii) Day, Month & Year
 - ii. Employee & Company Access Card
 - i) Company Activity
 - ii) Card Activity
 - iii) Customer Activity
 - iv) Activity By Date/Time
 - v) Access Card Revenue Detail
 - vi) Access Card Revenue Summary
 - vii) Monthly Activity Detail 8. Monthly Activity Summary
 - iii. Instantaneous (access card) presence check
 - 1. Specific areas in the garage (Nest, Terminal Direct & General
 - iv. All transactions for a specific device

QUALITY ASSURANCE

- 1. All Parking Program components and their installation shall comply with all laws, ordinances, codes, rules, and regulations of public authorities having jurisdiction over this part of the work. It shall be the responsibility of the Contractor to meet these and all other current technical, performance, and safety standards that are applicable to all components and to the entire system, even when not specifically referenced. It shall be the Contractor's responsibility to obtain any and all permits that are required to complete this work.

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2. The Parking Program shall be an open-architecture system where all interfaces (hardware and software) conform to national and International Organization for Standardization (ISO) standards.

3. All materials and equipment shall be listed, labeled or certified by a nationally recognized testing laboratory to meet Underwriters Laboratories, Inc. (UL), standards where test standards have been established. Equipment and materials which are not covered by UL Standards will be accepted provided equipment and material is listed, labeled, certified or otherwise determined to meet safety requirements of a nationally recognized testing laboratory. Equipment of a class for which no nationally recognized testing laboratory accepts, certifies, lists, labels, or determines to be safe, will be considered if inspected or tested in accordance with national industry standards, such as NEMA, or ANSI. Evidence of compliance shall include certified test reports and definitive shop drawings.

4. Housings of the components exposed to weather shall meet NEMA 4 standards or better to be moisture-proof and shall provide sufficient protection so that the components continue to function without moisture, dust, heat, or extreme cold related interruption.

5. The Contractor's application software shall conform to PCI DSS standards and be PA DSS certified. The Contractor shall submit the most recent PA DSS Report of Validation as part of their Proposal.

DELIVERY AND STORAGE

1. Contractor shall be responsible for insuring all shipped items. Any items damaged during shipping shall be replaced and shipped to the City of Canton F.O.B. Destination, freight prepaid and allowed, by expedited means if requested, at no additional cost to the City.

2. Contractor shall provide the staging and storage area for the equipment. The City shall provide the Contractor with a designated storage/staging area for equipment that will be installed within the next week. The Contractor shall propose in the Proposal the square footage of area required, and what is planned to be stored in the area. The City shall determine the exact location after Contract Award. It is the Contractor's responsibility to protect the equipment from theft and damage until final acceptance including installation of fencing, locks, and any other security provisions. Should the stored equipment be stolen or damaged prior to final acceptance, the Contractor shall replace the equipment at no additional cost to the City.

3. After equipment is installed, costs (time and material) for repair or parts replacement, components, etc., damaged or rendered unserviceable due to apparent and provable misuse, abuse, vandalism or negligence by City of

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Canton employees or the using public are excluded as a cost incurred by the Contractor. Also excluded from the costs incurred by Contractor are damages due to Acts of God that occur after installation.

SPARE PARTS INVENTORY

1. Proposers shall provide a recommended inventory of spare parts and equipment as part and included in the cost, of the initial installation. The purpose of such inventory is to provide the capability of repairing a device by replacing the entire device or the failing component from the spare parts inventory to avoid any delay in making repairs for shipment of replacement items.

2. The cost of each item in the spare parts inventory shall be itemized except that fully assembled components such as read head assemblies shall be considered and priced as single items.

3. A list of the spare parts inventory shall be provided as part of the proposal submission for supplying the system and the parts shall be the property of the City of Canton.

4. The City may elect to store the spare parts inventory on City property in a location accessible to personnel designated by the Proposer to perform warranty service.

THIRD PARTY SERVICES

1. List names of any technology companies that your organization is partnered with, the nature of your relationship, and the value that it brings to your proposed solution and ultimately the City of Canton.

2. Describe your overall approach to developing, testing, implementing, and upgrading system interfaces to 3rd party systems.

3. Detail any limitations/issues regarding the willingness or ability to interface/integrate the proposed system with other 3rd party automated systems.

4. Please indicate if your firm offers an interface engine product and/or describe your experience with 3rd party interface engine products and the proposed system.

5. If customization is required, describe how this will affect the cost, timeline for development, and support after implementation of the interface.

6. The City shall negotiate contracts directly with any third part service, when the City is required to sign a contract directly with the third party.

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2.0 NOTES

2.1 Award Process

2.1.1 Contracts will be awarded in accordance with Section 105.09 of the City of Canton Codified Ordinances using the standard of lowest and best Proposer.

2.1.2 The Board of Control reserves the right to reject any or all Proposals and to accept the Proposal(s) deemed most beneficial to the City of Canton.

2.2 Prospective Proposers will take notice that the City of Canton, in determining the lowest and best Proposer in the award of this contract, may award a local Proposer preference to any qualified Proposer pursuant to Section 105.12 of the Codified Ordinances of the City of Canton. The determination of whether a Proposer qualifies for the local preference shall be made by Board of Control. The Board's decision shall be final. A copy of City Code Section 105.12 is attached.

2.3 Questions and Addenda

2.3.1 All questions should be submitted in writing at least five (5) business days prior to the day and time of the Proposal opening. Answers to questions will be issued in writing as official addenda no later than seventy two (72) hours prior to the time of the Proposal opening. Said addenda will become a component of the invitation to Proposal and should be acknowledged as received on the proposal page. Failure to acknowledge all official addenda in this manner may result in your Proposal being disqualified.

2.3.2 All questions should be directed to:
Andrew Roth
City of Canton Purchasing Department
Email: andrew.roth@cantonohio.gov

2.3.3 Proposers are expected to and responsible for monitoring the City's website for all official addenda.

2.3.4 Oral instructions or decisions, unless confirmed by addenda, will not be considered valid, legal or binding.

2.4 Proposal Page Instructions: Proposers are required to fill out the proposal page completely. Failure to do so may result in your Proposal being disqualified. Price shall include all of the requirements listed in the specifications.

2.5 Please be advised that when you submit a Proposal to the City of Canton, the City will assume that an authorized representative of your company reviewed said Proposal to assure that the Proposal is correct and/or accurate.

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- 2.6 Any Proposer may withdraw a Proposal, by written request, at any time prior to the time set for the Proposal opening. This request must be made to Andrew Roth, Director of Purchasing at andrew.roth@cantonohio.gov. If there is no withdrawal of the Proposal, in accordance to this procedure, the City reserves the right to enforce said Proposal prices(s) and/or contract(s).
- 2.7 If a Proposer attempts to alter any of the terms and/or conditions of these Proposal specifications the City of Canton may reject said Proposal.
- 2.8 The party submitting a Proposal is solely responsible for the delivery of the Proposal to the specified location prior to the deadline for the receipt of Proposals. The Purchasing Department time stamp clock is the official time used for the deadline of the submission of Proposals.

Section VI: Proposal and Signature Pages

Proposal Page

Equipment Lease-to-Own

Item Description	Proposed Time Unit	Price (\$)	Payment Time Unit
Equipment Lease to own	5- years	_____	monthly
Equipment Lease to own	3-years	_____	monthly

Purchase and Maintenance Pricing

Item Description	Price (\$)	Per Unit Time
Equipment installation and purchase	_____	One time
Annual Maintenance Agreement	_____	Per 1 year

Additional Information:***

- * Lease-to-Own Price should include installation and lease of all equipment, hardware, software and maintenance for equipment placed/installed in both garages and any associated workstations. This is to include training and is all inclusive.
- ** Purchase price should include the total price of installation and purchase of all equipment, hardware, and software for both garages and any associated workstations. This is to include training and is all inclusive. Maintenance pricing is to be all inclusive for all items installed including any software or computer equipment.
- *** Please use this section to provide any additional information or clarification related to your lease, purchase and maintenance costs.

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Signature Page

Millennium Garage and Corner Stone Garage Equipment Upgrade and Automation

To the Director of Public Service of the City of Canton:

The undersigned, having carefully examined the complete invitation to Proposal, herewith proposes to furnish all of the goods and/or services contained within the Proposal for Millennium and Cornerstone Garage Automation in accordance with all specifications on file to the satisfaction of the Director of Public Service of said City.

The Proposer hereby agrees that the Director of Public Service has the right to reject any and all Proposals and to accept the Proposal(s) deemed most beneficial to the City of Canton.

The Proposer herewith encloses a _____ **(Proposal Bond, Certified/Cashier's Check)** in the sum of \$ _____ dollars made payable to the CITY OF CANTON as a guaranty that if awarded the contract _____ will enter into contract therefore, within the prescribed time of ten (10) days from the date of service of notice of award, otherwise such bond or checks shall become the property of said City.

The Proposer acknowledges receipt of Addenda Numbers: _____

Company Name

SIGNATURE OF PROPOSER: _____

NOTE: If Proposer is a corporation, set forth the legal name of the corporation, together with the signature of the officer or officers authorized to sign contracts on behalf of the corporation. If Proposer is a partnership, set forth the name of the firm, together with the signature of the partner or partners authorized to sign contracts on behalf of the partnership.

Please have this page Notarized.