



INVITATION TO BIDDERS

The City of Gatlinburg is accepting sealed bids on the purchase and installation of parking equipment. The specifications are located within the bid packet, but we will consider other brands/models that meet required specifications. The City reserves the right to extend this agreement for one (1) additional year.

Bids will be received at City Hall until **2:30 p.m., January 21, 2016** at which time they will be publicly opened and read aloud. No bid may be withdrawn for thirty (30) days.

Bid shall be sealed in an envelope with the bidder's name, address, the bid opening time and date and the quotation "Automated Parking System" stated plainly on the outside.

For questions concerning the Bid Documents, Bidders may contact City of Gatlinburg, Delea Patterson, AP/Purchasing, 1230 Parkway East, Suite 2, P.O. Box 5, Gatlinburg, Tennessee 37738 at 865-436-1409 or Fax 865-436-6464 or deleap@gatlinburgtn.gov. Questions about the specifications need to be directed to Gary Cole, Parking Department at 865-436-4991.

Bid specifications will also be available on the City of Gatlinburg website at www.gatlinburgtn.gov under "Out for Bids" tab. This bid tab is located under Gatlinburg Government, and then Purchasing. Bid results are posted in the same area as shortly after bid opening as possible.

The City reserves the right to qualify bidders, to waive any informalities, to reject any and/or all bids, and to accept the bid deemed most favorable and in the best interest of the City.

It is the policy of the City of Gatlinburg not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regard to all aspects of this contract, contractor certifies and warrants it will comply with this policy.

GENERAL PROVISIONS

Prices quoted shall not include Federal or State taxes, if any are applicable. The successful bidder shall furnish tax exemption forms, if required, with their invoices.

The prices quoted are that for which the materials or services will be delivered F.O.B. Gatlinburg, Tennessee.

Any additions, deletions, or variations from the following specifications must be noted.

Inspection of the materials or equipment will be made by an agent of the City of Gatlinburg, and if found defective or fails in any way to meet the terms of this agreement, it will be rejected. Rejected materials or equipment will be replaced at the expense of the bidder.

All technical specifications must accompany bid.

The City of Gatlinburg reserves the right to purchase additional units or services under the same terms and conditions for a period of one (1) year.

The City of Gatlinburg reserves the right to extend this agreement for one (1) additional year after the completion of the first year agreement.

The City of Gatlinburg reserves the right to defer payment for thirty (30) days after delivery. The City of Gatlinburg also reserves the right to reject any and/or all bids.

The bidder agrees to indemnify the City of Gatlinburg from any and all liability; loss or damage the City may suffer as a result of claims, demands, costs, or judgments against it arising from any and all work under this agreement.

The bidder agrees to notify the City, in writing, within thirty (30) days, by registered mail, at the City's address as stated in this agreement, of any claim against the bidder on the obligations indemnified against.

It is the policy of the City of Gatlinburg not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices, or in admission to, access to, or operation of its programs, services and activities. With regard to all aspects of this contract, contractor certifies and warrants it will comply with this policy. Vendor shall possess all of the necessary insurances and licenses required to perform this type and size of project.

BID SPECIFICATIONS

The City of Gatlinburg, Tennessee is accepting bids for the purchase and installation of parking equipment. This purchase consists of an entry-style Pay Station, barrier gates (2), security cameras, and a proximity card permit system. This bid will include the required training of up to six persons, all installation of equipment, support of the total system, and the ability of the successful bidder to provide onsite support in less than 24 hours.

It is the intent of this specification to provide for the purchase and installation of one complete pay station system and the components required assure it performs as required. This specification is not to be interpreted as restrictive, but rather as a measure of the specific requirements necessary to perform the needed daily function at this intended location.

Hardware Specifications

• Cabinet & Pedestal

The Cabinet must be minimum 10-gauge cold rolled steel. The Pedestal must be minimum 10-gauge steel with four locations for anchor bolt fasteners; anchor bolts cannot be exposed outside the pedestal.

- Surface finish must be a powder-coating paint that is electro-statically charged and baked on.
- Unit must be available in a variety of colors, with the option for customized decals.
- Cabinet must have an aesthetically pleasing design that is easily recognizable as related to fee collection.

Physical Security and Lock

- The main access door must be tamper resistant with multiple locking points.
- No locks can be exposed beyond the flush mount of the cabinet.
- Cash status, audit reports, stall reports, and revenue reports must be printable at the payment station, and accessible via internet connection.

2.3 LCD Display

- The unit must have a large LCD screen with at least 320x240 resolution display and easy to read capabilities in various lighting conditions including direct sunlight.
- All instructions and rates are to be provided through the LCD display, eliminating need for external signage.
- Screen must be recessed and protected by a security cover.
- Screen must be vandal resistant, weather-proof, and corrosion resistant.
- Screen must be modular, easily unplugged and replaced with basic tools for easy servicing.
- Screen must display dark lettering on light background, or light lettering on dark background.
- LCD must have the ability to display at least four options simultaneously.
- All prompts on the pay stations must be user configurable.

2.4 Keypad

Must be of metal construction

- The unit must have a full numeric, tactile feel keypad.
- The unit must provide an ATM-style, menu driven interface with keys adjacent to the display making it easier to choose the options shown on the display.
- The keypad must be vandal resistant, weather proof and corrosion resistant.
- The keypad must be modular and easily unplugged and removed with basic tools for easy servicing.

2.5 Receipt Slot

- The receipt slot must be protected with a sliding door.

2.6 Coin Slot

- The coin slot must accept all US coins through a single slot.
- The coins slot bezel must be made from stainless steel.

2.7 Replenishing Coin Changer/Acceptor

- Coin changer must be self-replenishing so that as parking patrons pay for parking with coins, those coins may be stored and used as change as needed.
- Coin changer must have at least five, configurable and interchangeable tubes.
- Must be capable of accepting nickels, dimes, quarters and dollars (both Susan B Anthony and Sacagawea).
- All excess coins are to be channeled to a lockable coin compartment for subsequent removal.
Must reject fraudulent and foreign coins immediately through coin return cup.
- Must be of modular construction allowing for easy removal without the need for tools.

2.8 Coin Hopper

- The unit must provide a quarter/dollar selectable coin hopper for change.
- The hopper must be a lockable compartment.
- The hopper must be capable of holding at least 600 coins.
- The hopper must have the ability to be independently audited, separate from revenue collection amounts.
- The hopper must have the ability to report starting coin values, current coin values, and total coins dispensed since installation.

Coin compartment

- All denominations of coins must be held in a double-locked secured coin bag, or heavy gauge lock box.
- The coin bag/box must be secure when removed and must have a minimum capacity of 900 coins.
- A key must be required to remove the coin bag/box from the inside of unit and a separate different key must be required to open the coin bag/box.
- Maintenance personnel without keys must not be able to remove the coin bag.

Bill Acceptor

- The bill acceptor must be able to electronically accept \$1, \$5, \$10, \$20, \$50 and \$100 dollar bills or any combination thereof. The ability to determine what bills are accepted must be configurable in the back office software and loaded onto the pay station manually or remotely through a wireless or Ethernet connection.
- Bill acceptor bezel must be metal in construction
- Bill acceptance must be 4-way; allowing for bills to be inserted in any direction (face up or face down).
- Bill acceptor must have an acceptance rate of 98% for street quality bills. All rejected bills must be returned.
- Bill acceptor must be programmable on-site for any new bank notes issued by the U.S. Mint.
- Bill acceptor must be modular and be easily unplugged and removed with basic tools for easy servicing.
- Bill acceptor must have option of bill escrow; allowing return of inserted bills if a transaction is cancelled.
- Maintenance personnel must be able to clear bill jams without use of special tools and without accessing the bill storage compartment.

Bill Stacker

- All denominations of bills must be held in their own metal vault.
- Bill stacker must have a minimum capacity 600 notes and be upgradeable to 1000.
Bill stacker vault must be a self-sustaining, lockable unit. A key must be required to open the unit after it is removed from the bill acceptor.
- Bill stacker must be modular and be easily unplugged and removed with basic tools for easy servicing.

Credit card reader and operation

- Credit Card (CC) reader bezel must be metal in construction.
- CC reader must only partially ingest card, so that the parking customer maintains control of the card at all times.
- CC reader must accept and process Visa, MasterCard, Amex, Diner's Card or Discover or any combination thereof, and must be configurable via back office software.

- CC reader must be modular and be easily unplugged and removed with basic tools for easy servicing.
- CC reader must read track 1, 2, and 3 of all mag-stripe cards conforming to ISO 7810 and 7811.
- CC reader must read and write to chip based smart cards conforming to ISO 7810 and 7816.
- CC reader must have a dual-reader option; allowing inserted cards to be read with magstripe facing to the left or to the right.

Printer

- The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.
- Paper rolls must be easily removed and replaced in less than 60 seconds.
- Printer must be modular and be easily unplugged without the need for any tools for easy servicing.
- Payment machine should allow report and receipt printing in the field. Payment machine should have capacity of producing at least 3500 tickets/reports prior to replacing a print roll.
- Printer must allow for a paper roll core of at least 2" in diameter to resist roll curling as the paper nears the end of the roll.
- The unit must be configurable to provide or not provide a receipt to the customer.

Receipt Paper

- Receipt paper must have the capability to be pre-printed with customized messages on the back, and logo watermarks on the front of the receipt.
- Tickets must be heat, fade, and curl resistant, and must be capable of being left on a vehicle dashboard for extended periods of time.
- Paper must be 100% recyclable.

Power Operation and Recharging System

- The pay station must operate with 120v direct current and have a battery power back-up option.
- The battery must be a minimum of a 12 volt, 33 amp hour, sealed Gel Cell.

A battery voltage check system must be integrated at the pay station and allow for the battery voltage to be determined in less than five seconds.

- The battery storage area must allow the battery to be removed and replaced in less than sixty seconds for servicing.

Electronic Components

- All major components must be modular and be easily unplugged and removed with basic tools for easy servicing.
- All electronic connection plugs must be physically differentiated and must only fit one way.

CPU/Black Box

- The CPU must be specifically designed for operation with the pay station.
- The CPU must be designed, built, and supported by the manufacturer.
- The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The pay station must have a bad card maintenance list that can store a minimum of 10,000 card numbers for offline processing.
- The pay station must be able to automatically adjust internal clock for Daylight Savings Time changes.
- The pay station must be configurable to support multiple languages and not be limited to the Roman alphabet used in English/Spanish/French language (e.g. Russian, Hebrew, Chinese, Arabic, etc.). The pay station must be able to support up to four languages at one time.
- The pay station must have the option for playing audio support in at least two separate languages.
- The pay station must be able to control an entry gate.

Transaction Process

- Vendor supplied software should provide management control and reporting of credit card process via the internet through a web browser interface.
- Transaction Processing should be automated; a simple, one-step procedure to automatically transfer credit card data to clearinghouse. No duplicate checks or transfer of data between files or spreadsheet should be required.
- System must process and reconcile transactions with merchant processor, directly requiring no third-party merchant gateway.
- Credit card transactions that are declined should populate a file of bad credit cards to prevent future acceptance of bad credit cards.

Bad credit cards should be prevented from use in any payment machine in the network.

- Vendor must be PCI-DSS and PA-DSS Certified. Vendors supplying GATE ENTRY equipment must meet the credit card data security requirements outlined by the Payment Card Industry (PCI) Standards Council (<https://www.pcisecuritystandards.org>) for Service Providers and/or Software Vendors. All vendors must also show evidence that they have completed validation of PAPB requirements by a QPASP. Vendors must be listed on the following websites and be shown to have active certification:

Online Communication

- The pay station must be able to support direct Ethernet connection without any additional hardware.
- The pay station must be able to support Wi-Fi (802.11b and g) communications.
- The pay station must be able to support direct Ethernet connection of distances in excess of 300' from the central network hub.
- The pay station must be able to support either GSM/GPRS or CDMA digital cellular communication.
- The pay station must be able to support POTS line communications.
- The pay station must be able to support satellite communications.

Payment Options

- US bills - The denominations accepted must be configurable for each pay station.
- US Coins - The denominations accepted must be configurable for each pay station.
- Credit Cards - Type of credit cards accepted must be configurable for each pay station.
- Must be able to give change in \$1.00 coins.
- **Must have the option of providing change in two bill denominations.**
- Must allow the option of a donation to be made in addition to the fee charged.
- Must offer integrated value card/loyalty system allowing for: cashless payment options, reduced payment options, and recharging/reloading value to the card options.

Management Software

- Must have the ability to set up and manage an unlimited number of pay stations.
 - Ability to remotely configure credit cards that will be accepted at the pay station.
 - Enable online "real-time" credit card authorization for online pay stations.
 - Enable/disable issuance of printed refund slip.
 - Allow a four line custom message on introduction LCD screen and exit screen
- Must have at minimum four lines of custom text for the receipt header, receipt footer, and refund receipt.
- Ability to allow for at least 28 lines of custom configuration for permits, payment receipts and refund receipts generated at the pay station.

Standard Rate Capabilities- the following rates are required:

- Different values can be assigned to different days and the system must be able to charge the correct amount for each day.
- Ability to pre-set special rate structures up to a year in advance.
- Ability to provide daily, monthly, and annual passes required.
- Rate descriptions must be user configurable up to twenty characters in length.
- Pay station must be able to display rates and instruction in multiple languages, not limited to Roman alphabet.

Management Reports

- The pay station must issue a report from the printer with the following information:
 - Machine serial number
 - Date and time of collection
 - Date and time of previous collection
 - Total amount of money in the collection
 - Total amount of bills by denomination
 - Total amount in coins by denomination
 - Total amount of credit card payments by credit card type
 - Total number of tickets issued
 - Total amount of refunds issued
 - Total amount of change issued
 - Pay station firmware version.

The pay station must issue a report with the history of the machine with the following information:

- Date of the transactions with “from” and “to” parameters
- Total deposits
- Overpayments
- Total transactions
- First transaction number
- Last transaction number

Transaction detail must have the capability of providing the following information at the pay station:

- Current audit period total
- Total cash collected broken out by bill and coin denomination
- Total credit card sales
- History total since commissioning of pay station

In the back office software, reports must be able to be generated based on the following parameters:

- Transaction date
- Transaction time
- Payment method
- Rate configuration
- Pay station / Selection of pay stations
- Credit card type
- Credit card settlement status
- Product or rate option sold (product code or ID)

Remote management - The capabilities provided through remote management must include the following:

- Transaction reporting
- Daily, weekly, monthly and annual revenue
- Pay station configuration
- Payment options allowed
- Product or rates to be charged based on time and/or date
- Time and/or days of operation
- Display screen text
- Ticket formats

Real-Time reporting- The pay station must provide as an option the ability to generate all of the reports as listed under “Reports” above through any computer with an Internet connection using up-to-date “real-time” information.

Remote Pay Station Configuration- The solution must allow for changes in the rate structure remotely provided the pay stations are online. The solution must allow for other changes listed under “Management Software Capabilities” and must be configurable from a remote PC and capable of being uploaded over the internet cloud to the pay station in real-time (with a maximum upload delay of five minutes) provided the pay station is online.

Real-Time monitoring/Intelligent Dispatch -The pay station must provide as an option the ability to monitor at a minimum the following parts and system and communicate any malfunctions or supply requirements through email or cell phone:

- **Critical Alarms**
 - Door open alarm
 - Out of service / unable to sell
 - Shutdown due to low battery power

- **Major alarms**
 - Coin jam
 - Coin acceptor empty (if change provided)
 - Bill acceptor jam
 - Bill acceptor cassette full
 - Battery voltage low
 - Printer paper out
 - Printer jam
 - Credit card reader failure
 - Payment storage vault devices removed

The alarms must be transmitted within ten seconds of the event occurring at the pay station.

Real-time credit card authorization

- The pay station must provide as an option to have credit cards processed in real time.
- The unique authorization number received from the CC clearing house must be clearly displayed on the receipt.
- The authorization number must be available in the Back Office software
- The pay station must be configurable to accept or not accept Credit Card payment based on transaction amount in the event that the communication to the pay station becomes temporarily unavailable.
- Assuming adequate communication signals are in place, real-time credit card authorization must be completed within six seconds typically, and within twelve seconds maximums.
- For online credit card transactions, batch processing of the credit cards at the end of the day is not acceptable.

Communication software

- Software must enable manual updates and retrieval of information from each pay station through the internet cloud; using a portable device such as a USB key will not be accepted.
- Must be able to download through the internet cloud all configuration and rate table settings.
- Must be able to upload through the internet cloud all transactional data from the pay station.
- The process to download/upload transactions must be automatic and require no manual interaction with the pay station.
- Vendor should demonstrate adequate security of data through password protection and layered levels of privileges.

Training and Support

- Company must provide training on an individual location basis or in a group setting as approved by the City. Company must provide additional training, if needed or as requested at prevailing rates throughout the length of the warranty period, training shall be determined by the customer and provided based on practicality and reasonableness.

Bidder shall provide a training program for technicians and staff responsible for:

- Installation, start up, and operation of the units.

- Routine maintenance and trouble-shooting.
- Cash collection and/or replenishment.
- Programming rates, valid parking times, etc., through the management software.
- System monitoring and auditing, set up and maintenance of user account passwords, etc.
- Generating reports from the management system.

Software support must be available 24x7 with a two (2) hour minimum response time for critical (Pay meter is completely inoperable) issues and from 8:00 AM to 5:00 PM EST for non-critical issues.

Warranty

- Include detailed information on warranty.

Other

- **Provide a list of clients in Tennessee or surrounding states with similar pay stations installed. Provide contact names, phone numbers and date pay stations were installed.**

Permit System

- The City of Gatlinburg currently has a permit system that sells parking permits by the month, and by the season. With the installation of this new automated teller equipment, the City wishes to add a proximity card feature that will allow permit users to enter using a prepaid card.

This permit shall be in the form of a 26-bit Wiegand proximity card, which shall be readable at the location to determine its validity and allow entry to the parking lot by the patron. The “card” must have the ability to be authorized off-site and this authorization transmitted via internet connection to the machine.

Any “card reader/writer” or other such equipment necessary to implement this system shall be installed in the on-site machine and also in the three back-office locations, and made operable at time of installation by the vendor.

Any back-office hardware and equipment, other than desk-top personal computers will be supplied by the successful vendor.

The vendor will supply, install and make ready to use, any software required to completely manage such cards, i.e. to activate the valid use of cards that have been properly purchased, or deactivate those that have expired, or by loss or for any other reason. The software should be of an accounting nature that continually updates itself and tracks the validity of permit cards. Action taken should be selectable by the user, as prescribed by user preference. Daily maintenance by staff should not be required. This software should have the capability to produce reports listing sales, current number of patrons, number of expired users, etc on a daily, monthly, and annual framework. Software interaction with the cashier station will be real-time, with no lag for updating, so that when a permit is purchased it can be authorized and used immediately.

This software should run on a Windows operating system, and will be required to be installed on at least three machines at two separate locations. Communication between the cashier station and the back office is to be accomplished via internet.

The City will supply the desktop computers with Windows operating Systems of Windows7 or greater.

The City will require the successful bidder to deliver an initial supply of permit cards in the amount of 500 units.

Barrier Gates and Detector Loops

- The City wishes to purchase and install two barrier gates. These gates will provide traffic control for entering upon payment of fees, and when a vehicles presence is detected on the arming loop, for exit.
- The gate should support are/boom lengths of up to 12 feet.
- Opening/closing time/speed should be in a range of between 1.3 and 2.5 seconds, adjustable.
- Operating temperature range of -22 F to 130F
- Wind force of 10Bft or greater
- Arm location either left or right
- Gate arm constructed of powder coated aluminum (white with red markings)
- Operating voltage 120Vac
- Exterior housing made of aluminum with a white powder coated finish.
- All components are accessible through maintenance door and removable top cover.
- All access panels are to be lockable, and have proper locks installed with keys furnished.
- Enclosure is to be weather-tight when closed.
- Heater is required.
- Direct-drive style unit is preferred, however a suitable belt drive type unit may be considered as an alternate.
- 100% duty-cycle motor rated at 2 million cycles or better.
- Gate arm must have protection for pedestrian intrusion or vehicle-strike to minimize damage, or to prevent such incidents from occurring.

Controller

- Controller should have at least 8 digital inputs, 4 digital outputs, and 6 relay outputs.

- Fully programmable for all common lane configurations and operation parameters via push buttons and the LCD display on the controller.
- Internet on-line capability, via Ethernet module to allow remote management of the unit, and or to trouble-shoot and make adjustments as needed.
- All inputs and outputs have ability be reconfigured in the field or via Ethernet module. Controller capable of selectable reduced opening or closing speed.

Security System

- A Digital Video Recording system and two cameras will be utilized on this lot. One camera will be placed at the entrance to provide security for the Automated Attendant Teller, and one located at the exit gate for lane security.
- The DVR should have the following capability: video file storage of a minimum two TB of video, accommodate at least 16 channels, be internet ready to allow viewing of live video online. PC and Mac compatible.
- **An example of an acceptable unit is the Lorex ECO6 Series, model LH16162T**
- Two motion sensing cameras are required so as to maximize space on the Digital Video Recorder. These cameras shall be of day/night type, high resolution, operate via Ethernet connection, weather-tite/weather-proof enclosures, and be viewable via internet in real time as well as recording to DVR. One of these cameras shall be mounted inside the teller unit, pointed toward the user of the teller machine, the other camera will be located on the exit booth building aimed to capture as much of the exit lane activity as possible. Infra-red night cameras are preferred.

Electrical Wiring and Conduit

- **The successful bidder shall submit to the City of Gatlinburg the requirements for all underground wiring.** Any conduit, data cable, communication wire, and/or electrical circuits necessary for the installation and operation of this project will be the responsibility of, and installed by, the City, at the City's expense.
- The successful bidder will provide the City with the specific type, size, location, and amounts needed, and show the locations for each, via meetings on-site, as required, as well as via written documents and drawings if needed. This information shall be provided to the City in a timely manner, within no more than five days of receipt of a written request for it.

Delea Patterson, AP/Purchasing
City of Gatlinburg
1230 Parkway East
P.O. Box 5
Gatlinburg, TN 37738

RE: Automated Parking System.

The specifications for the above-mentioned items have been reviewed and the following is offered for purchase, delivery, and installation of the following new automated parking system (total to include all necessary hardware and labor) for the Gatlinburg Parking Department per the specifications:

\$ _____
Purchase & Installation of Parking Equipment

Estimated Days for delivery after bid awarded _____.

If offering Equivalent models, please note in Deviations section below.

All bids are to include delivery to a specified location in Gatlinburg.

Any deviations from these specifications are listed below (use back if necessary).

DEVIATIONS YES____ NO____

Bidder Contact Information:

Signed/

Date

Name (Print)

Telephone

Company Name

Fax Number

Address

Email

City

State

Zip

EACH BIDDER SHALL SUBMIT THIS STATEMENT OF COMPLIANCE WITH THEIR BID.

For Title VI and IX compliance, we ask for voluntary disclosure of the following information:

Gender: Male

Female

Race: Caucasian

African-American

Other (specify)

BIDDERS LIST

Access Control Systems
2617 Grissom Dr.
Nashville, TN 37204
plawson@acs-llc.com

Amano McGann
820 Fesslers Parkway, Ste. 315
Nashville, TN 37210
Jason.barth@amanomcgann.com

International Equipment Co.
915 Pineville Rd
Chattanooga, TN 37405
iecchattanooga@int-equip.com

Spoon River Industries
252 Larch Ln
Lexington, KY 40511
randallosr@live.com