



STATE OF NORTH CAROLINA

Cape Fear Community College

Request for Proposal #: 83-CFCC-2024-1215

Parking Deck Software/Equipment Upgrade

Date of Issue: May 3, 2024

Proposal Opening Date: June 3, 2024

At 2:00pm ET

Direct all inquiries concerning this RFP to:

Liz Mantooth

Director of Purchasing

Email: lmantooth@cfcc.edu

Phone: 910-362-7062



STATE OF NORTH CAROLINA

Request for Proposal

83-CFCC-2024-1215

For internal State agency processing, including tabulation of proposals, provide your company's eVP (Electronic Vendor Portal) Number. Pursuant to G.S. 132-1.10(b) this identification number shall not be released to the public. **This page will be removed and shredded, or otherwise kept confidential**, before the procurement file is made available for public inspection.

**This page shall be filled out and returned with your proposal.
Failure to do so may subject your proposal to rejection.**

Vendor Name

Vendor eVP#

Note: For a contract to be awarded to you, your company (you) must be a North Carolina registered vendor in good standing. You must enter the vendor number assigned through eVP (Electronic Vendor Portal). If you do not have a vendor number, register at <https://vendor.ncgov.com/vendor/login>

Electronic responses ONLY, through the electronic Vendor Portal (eVP), will be accepted for this solicitation.

STATE OF NORTH CAROLINA Cape Fear Community College	
Refer <u>ALL</u> Inquiries regarding this RFP to: Liz Mantooth lhaddock@cfcc.edu 910-362-7067	Request for Proposal #: 83-CFCC-2024-1215
	Proposals will be publicly opened: June 3, 2024 @ 2:00pm
Using Agency: Cape Fear Community College	Commodity No. and Description: 721537 - Parking facility construction and equipment installation and maintenance and repair services
Requisition No.: N/A	

EXECUTION

In compliance with this Request for Proposals (RFP), and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set opposite each item within the time specified herein.

By executing this proposal, the undersigned Vendor understands that false certification is a Class I felony and certifies that:

- this proposal is submitted competitively and without collusion (G.S. 143-54),
- none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (G.S. 143-59.2), and
- it is not an ineligible Vendor as set forth in G.S. 143-59.1.

Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that:

- it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency.

As required by G.S. 143-48.5, the undersigned Vendor certifies that it, and each of its sub-Contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

As required by Executive Order 24 (2017), the undersigned vendor certifies will comply with all Federal and State requirements concerning fair employment and that it does not and will not discriminate, harass, or retaliate against any employee in connection with performance of any Contract arising from this solicitation.

G.S. 133-32 and Executive Order 24 (2009) prohibit the offer to, or acceptance by, any State Employee associated with the preparing plans, specifications, estimates for public contracts; or awarding or administering public contracts; or inspecting or supervising delivery of the public contract of any gift from anyone with a contract with the State, or from any person seeking to do business with the State. By execution of this response to the RFP, the undersigned certifies, for Vendor’s entire organization and its employees or agents, that Vendor is not aware that any such gift has been offered, accepted, or promised by any employees of your organization.

By executing this proposal, Vendor certifies that it has read and agreed to the **INSTRUCTION TO VENDORS** and the **NORTH CAROLINA GENERAL TERMS AND CONDITIONS incorporated herein**. These documents can be accessed from the ATTACHMENTS page within this document.

Failure to execute/sign proposal prior to submittal may render proposal invalid and it MAY BE REJECTED. Late proposals shall not be accepted.

COMPLETE/FORMAL NAME OF VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #21):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:	FAX NUMBER:	
VENDOR’S AUTHORIZED SIGNATURE*:	DATE:	EMAIL:

VALIDITY PERIOD

Offer shall be valid for at least sixty 60 days from date of bid opening, unless otherwise stated here: _____ days, or if extended by mutual agreement of the parties in writing. Any withdrawal of this offer shall be made in writing, effective upon receipt by the agency issuing this RFP.

ACCEPTANCE OF PROPOSAL

If your proposal is accepted, all provisions of this RFP, along with the written results of any negotiations, shall constitute the written agreement between the parties ("Contract"). The NORTH CAROLINA GENERAL TERMS AND CONDITIONS are incorporated herein and shall apply. Depending upon the Goods or Services being offered, other terms and conditions may apply, as mutually agreed.

FOR STATE USE ONLY: Offer accepted and Contract awarded this _____ day of _____, 20____, as indicated on

The attached certification, by _____.

(Authorized Representative of Cape Fear Community College)

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1.0 PURPOSE AND BACKGROUND

Cape Fear Community College seeks a qualified vendor to furnish and install upgraded equipment and software, to replace the existing operational systems, for the two parking decks located at the Downtown Wilmington Campus location.

Nutt Street Parking Deck: upgrade four (4) existing security/surveillance cameras; add one (1) camera

Hanover Street Deck: upgrade two (2) existing security/surveillance cameras; add one (1) camera

The intent of this solicitation is to award an Agency Specific Contract.

1.1 CONTRACT TERM

The Contract term shall begin on the date of final Contract execution (the “Effective Date”) and concluding upon vendor completion and acceptance by CFCC, of all requirements within the scope of work. The Vendor shall begin work under the Contract within **ten (10) business days** of the Effective Date.

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

2.0 GENERAL INFORMATION

2.1 REQUEST FOR PROPOSAL DOCUMENT

This RFP is comprised of the base RFP document, any attachments, and any addenda released before Contract award, which are incorporated herein by reference.

2.2 E-PROCUREMENT FEE

ATTENTION: The E-Procurement fee may apply to this solicitation. See the paragraph entitled ELECTRONIC PROCUREMENT of the North Carolina General Terms and Conditions.

General information on the E-Procurement Services can be found at: <http://eprocurement.nc.gov/>.

2.3 NOTICE TO VENDORS REGARDING RFP TERMS AND CONDITIONS

It shall be the Vendor’s responsibility to read the Instructions to Vendors, the North Carolina General Terms and Conditions, all relevant exhibits and attachments, and any other components made a part of this RFP and comply with all requirements and specifications herein. Vendors are also responsible for obtaining and complying with all Addenda and other changes that may be issued in connection with this RFP.

If Vendors have questions or issues regarding any component of this RFP, those must be submitted as questions in accordance with the instructions in the PROPOSAL QUESTIONS Section. If the State determines that any changes will be made as a result of the questions asked, then such decisions will be communicated in the form of an RFP addendum. The State may also elect to leave open the possibility for later negotiation of specific provisions of the Contract that have been addressed during the question-and-answer period, prior to contract award.

Other than through the process of negotiation under 01 NCAC 05B.0503, the State rejects and will not be required to evaluate or consider any additional or modified terms and conditions submitted with Vendor’s proposal or otherwise. This applies to any language appearing in or attached to the document as part of the Vendor’s proposal that purports to vary any terms and conditions or Vendors’ instructions herein or to render the proposal non-binding or subject to further negotiation. Vendor’s proposal shall constitute a firm offer that shall be held open for the period required herein (“Validity Period” above).

The State may exercise its discretion to consider Vendor proposed modifications. By execution and delivery of this RFP Response, the Vendor agrees that any additional or modified terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect, and will be disregarded unless expressly agreed upon through negotiation and incorporated by way of a Best and Final Offer (BAFO). Noncompliance with, or any attempt to alter or delete, this paragraph shall constitute sufficient grounds to reject Vendor’s proposal as nonresponsive.

2.4 RFP SCHEDULE

The table below shows the *intended* schedule for this RFP. The State will make every effort to adhere to this schedule.

Event	Responsibility	Date and Time
Issue RFP	CFCC	May 3, 2024
Mandatory Site Visit	CFCC	May 14, 2024 @ 10:00am
Submit Written Questions	Vendor	May 20, 2024
Provide Response to Questions	CFCC	May 24, 2024
Submit Proposals	Vendor	June 3, 2024
Contract Award	CFCC	TBD

2.5 MANDATORY SITE VISIT

Mandatory Site Visit

Date: May 14, 2024
 Time: 10:00 am Eastern Time
 Location: Union Station Rear Courtyard
 502 N Front Street
 Wilmington, NC 28401
 Contact: Jakim Friant (910-362-7212) or Shawn Breedlove (910-362-7279)

Instructions: It shall be **MANDATORY** that a representative from each Vendor be present for a pre-proposal site visit. Attendees must arrive promptly All attendees must sign in upon arrival and clearly indicate each prospective Vendor represented on the sign in sheet. LATE ARRIVALS WILL NOT BE ALLOWED TO SIGN IN OR PARTICIPATE IN THE SITE VISIT, NOR SHALL THEIR PROPOSAL BE CONSIDERED. Once the sign-in process is complete, all other persons wishing to attend may do so to the extent that space and circumstances allow.

FAILURE TO ATTEND THE MANDATORY SITE VISIT SHALL RESULT IN VENDOR’S PROPOSAL BEING DEEMED NON-RESPONSIVE AND NOT CONSIDERED FOR AWARD.

The purpose of this visit is for all prospective Vendors to apprise themselves of the conditions and requirements which will affect the performance of the work called for by this RFP. Vendors must stay for the duration of the site visit. No allowances will be made for unreported conditions that a prudent Vendor would recognize as affecting the work called for or implied by this RFP.

Vendors are cautioned that any information released to attendees during the site visit, other than that involving the physical aspects of the facility referenced above, and which conflicts with, supersedes, or adds to requirements in this RFP, must be confirmed by written addendum before it can be considered to be a part of this RFP.

2.6 PROPOSAL QUESTIONS

Upon review of the RFP documents, Vendors may have questions to clarify or interpret the RFP in order to submit the best proposal possible. To accommodate the Proposal Questions process, Vendors shall submit any such questions by the “Submit Written Questions” date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum.

Written questions shall be emailed to lhaddock@cfcc.edu by the date and time specified above. Vendors should enter “RFP #: 83-CFCC-2024-1215: Questions” as the subject for the email. Question submittals should include a reference to the applicable RFP section and be submitted in the format shown below:

Reference	Vendor Question
RFP Section, Page Number	Vendor question ...?

Questions received prior to the submission deadline date, the State's response, and any additional terms deemed necessary by the State will be posted in the form of an addendum to *the electronic Vendor Portal (eVP)*, <https://evp.nc.gov>, and shall become an Addendum to this RFP. No information, instruction or advice provided orally or informally by any State personnel, whether made in response to a question or otherwise in connection with this RFP, shall be considered authoritative or binding. Vendors shall rely *only* on written material contained in the RFP and an addendum to this RFP.

2.7 PROPOSAL SUBMITTAL

IMPORTANT NOTE: This is an absolute requirement. Late bids, regardless of cause, will not be opened or considered, and will be automatically disqualified from further consideration. Vendor shall bear the sole risk of late submission due to unintended or unanticipated delay. It is the Vendor's sole responsibility to ensure its proposal has been received as described in this RFP by the specified time and date of opening. The time and date of receipt will be marked on each proposal when received. Any proposal or portion thereof received after the proposal deadline will be rejected.

All proposal responses shall be submitted electronically by the posted due date/time via the electronic Vendor Portal (eVP). Additional information can be found at the eVP updates for Vendors link: <https://eprocurement.nc.gov/news-events/evp-updates-vendors>

If confidential and proprietary information is included in the proposal, also submit one (1) signed, REDACTED copy of the proposal. Such information may include trade secrets defined by N.C. Gen. Stat. § 66-152 and other information exempted from the Public Records Act pursuant to N.C. Gen. Stat. §132- 1.2. Vendor may designate information, Products, Services or appropriate portions of its response as confidential, consistent with and to the extent permitted under the statutes and rules set forth above. By so redacting any page, or portion of a page, the Vendor warrants that it has formed a good faith opinion, having received such necessary or proper review by counsel and other knowledgeable advisors, that the portions determined to be confidential and proprietary and redacted as such, meet the requirements of the Rules and Statutes set forth above. However, under no circumstances shall price information be designated as confidential.

If the Vendor does not provide a redacted version of the proposal with its proposal submission, the Department may release an unredacted version if a record request is received.

Failure to submit a proposal in strict accordance with these instructions shall constitute sufficient cause to reject a Vendor's proposal(s). Vendors are strongly encouraged to allow sufficient time to upload proposals.

Critical updated information may be included in Addenda to this RFP. It is important that all Vendors responding to this RFP periodically check the State's eVP website for any Addenda that may be issued prior to the bid opening date. All Vendors shall be deemed to have read and understood all information in this RFP and all Addenda thereto.

2.8 PROPOSAL CONTENTS

Vendors shall populate all attachments of this RFP that require the Vendor to provide information and include an authorized signature where requested. Failure to provide all required items, or Vendor's submission of incomplete items, may result in the State rejecting Vendor's proposal, in the State's sole discretion.

Vendor RFP responses shall include the following items and attachments, which shall be arranged in the following order:

- a) Cover Letter, which must contain the following: (i) a statement that confirms that the proposer has read the RFP in its entirety, including all links, and all Addenda released in conjunction with the RFP, (ii) a statement that the Vendor agrees to perform in accordance with the scope of work, requirements, and specifications contained herein; and (iii) Vendor's agreement to comply with all instructions, terms and conditions, and attachments.
- b) Title Page: Include the company name, address, phone number and authorized representative along with the Proposal Number.
- c) Completed and signed version of all EXECUTION PAGES, along with the body of the RFP.
- d) Signed receipt pages of any addenda released in conjunction with this RFP, if required to be returned.

- e) Vendor’s Proposal addressing all Specifications of this RFP. *[Indicate relative section references as a guide to responding to sections requiring additional responses outside of the solicitation document. If not required, delete.]*
- f) Completed version of ATTACHMENT A: PRICING
- g) Completed version of ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION
- h) Completed version of ATTACHMENT E: CUSTOMER REFERENCE FORM
- i) Completed version of ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR
- j) Completed and signed version of ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

2.9 ALTERNATE PROPOSALS

Unless provided otherwise in this RFP, Vendor may submit alternate proposals for comparable Goods, various methods or levels of Service(s), or that propose different options. Alternate proposals must specifically identify the RFP requirements and advantage(s) addressed by the alternate proposal. Any alternate proposal, in addition to the marking described above, must be clearly marked with the legend: “Alternate Proposal # 83-CFCC-2024-1215 for ‘name of Vendor’”. Each proposal must be for a specific set of Goods and Services and must include specific pricing. If a Vendor chooses to respond with various offerings, each must be offered with a separate price and be contained in a separate proposal document. Each proposal must be complete and independent of other proposals offered.

2.10 DEFINITIONS, ACRONYMS, AND ABBREVIATIONS

Relevant definitions for this RFP are provided in 01 NCAC 05A .0112 and in the Instructions to Vendors found below which are incorporated herein by this reference.

3.0 METHOD OF AWARD AND PROPOSAL EVALUATION PROCESS

3.1 METHOD OF AWARD

North Carolina G.S. 143-52 provides a general list of criteria the State shall use to award contracts, as supplemented by the additional criteria herein. The Goods or Services being procured shall dictate the application and order of criteria; however, all award decisions shall be in the State’s best interest. All qualified proposals will be evaluated, and awards will be made to the Vendor(s) meeting the specific RFP Specifications and achieving the highest and best final evaluation, based on the criteria described below.

While the intent of this RFP is to award a Contract(s) to a single Vendor, the State reserves the right to make separate awards to different Vendors for one or more line items, to not award one or more line items or to cancel this RFP in its entirety without awarding a Contract, if it is considered to be most advantageous to the State to do so.

The State reserves the right to waive any minor informality or technicality in proposals received.

3.2 CONFIDENTIALITY AND PROHIBITED COMMUNICATIONS DURING EVALUATION

While this RFP is under evaluation, the responding Vendor, including any subcontractors and suppliers, is prohibited from engaging in conversations intended to influence the outcome of the evaluation. See the Paragraph 29 of the Instructions to Vendors entitled COMMUNICATIONS BY VENDORS.

Each Vendor submitting a proposal to this RFP, including its employees, agents, subcontractors, suppliers, subsidiaries and affiliates, is prohibited from having any communications with any person inside or outside the using agency; issuing agency; other government agency office or body (including the purchaser named above, any department secretary, agency head, members of the General Assembly and Governor’s office); or private entity, if the communication refers to the content of Vendor’s proposal or qualifications, the content of another Vendor’s proposal, another Vendor’s qualifications or ability to perform a resulting contract, and/or the transmittal of any other communication of information that could be reasonably considered to have the effect of directly or indirectly influencing the evaluation of proposals, the award of a contract, or both.

Any Vendor not in compliance with this provision shall be disqualified from evaluation and award. A Vendor’s proposal may be disqualified if its subcontractor and/or supplier engage in any of the foregoing communications during the time that the procurement is active (*i.e.*, the issuance date of the procurement until the date of contract award or cancellation of the procurement). Only those discussions, communications or transmittals of information authorized or initiated by the issuing agency for this RFP or inquiries directed to the purchaser named in this RFP regarding requirements of the RFP (prior to proposal submission) or the status of the award (after submission) are excepted from this provision.

3.3 PROPOSAL EVALUATION PROCESS

Only responsive submissions will be evaluated.

The State will conduct a One-Step evaluation of Proposals:

Proposals will be received according to the method stated in the Proposal Submittal Section above.

All proposals must be received by the issuing agency not later than the date and time specified in the RFP SCHEDULE Section above, unless modified by Addendum. Vendors are cautioned that this is a request for offers, not an offer or request to contract, and the State reserves the unqualified right to reject any and all offers at any time if such rejection is deemed to be in the best interest of the State.

At the date and time provided in the RFP SCHEDULE Section above, unless modified by Addendum, the proposal from each responding Vendor will be opened publicly and all offers (except those that have been previously withdrawn, or voided bids) will be tabulated. The tabulation shall be made public at the time it is created. When negotiations after receipt of bids is authorized pursuant to G.S. 143-49 and 01 NCAC 05B.0503, only the names of offerors and the Goods and Services offered shall be tabulated at the time of opening. If negotiation is anticipated, cost and price shall become available for public inspection at the time of the award.. Interested parties are cautioned that these costs and their components are subject to further evaluation for completeness and correctness and therefore may not be an exact indicator of a Vendor’s pricing position.

At their option, the evaluators may request oral presentations or discussions with any or all Vendors for clarification or to amplify the materials presented in any part of the proposal. Vendors are cautioned, however, that the evaluators are not required to request presentations or other clarification—and often do not. Therefore, all proposals should be complete and reflect the most favorable terms available from the Vendor.

Upon completion of the evaluation process, the State will make award(s) based on the evaluation and post the award(s) to the State’s eVP website under the RFP number for this solicitation. Award of a Contract to one Vendor does not mean that the other proposals lacked merit, but that, all factors considered, the selected proposal was deemed most advantageous and represented the best value to the State.

The State reserves the right to negotiate with one or more vendors, or to reject all original offers and negotiate with one or more sources of supply that may be capable of satisfying the requirement, and in either case to require Vendor to submit a Best and Final Offer (BAFO) based on discussions and negotiations with the State.

3.4 EVALUATION CRITERIA

In addition to the general criteria in G.S. 143-52 which may or may not be relevant to this RFP, all qualified proposals will be evaluated, and award made based on considering the following criteria, to result in an award most advantageous to the State:

EVALUTION METHOD: Narrative and by consensus of the evaluating committee, explaining the strengths and weaknesses of each proposal and why the recommended awardee(s) provide the best value to the State.

All qualified proposals will be evaluated, and award made based on considering the following criteria listed in descending order of importance, to result in an award most advantageous to the State:

1. **Vendor Technical Approach (Section 5.5)**
2. **Project Organization (Section 5.4)**
3. **Price (Section 4.1)**
4. **Vendor Experience & References (Section 4.5 & 4.6)**

3.5 PERFORMANCE OUTSIDE THE UNITED STATES

Vendor shall complete ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR. In addition to any other evaluation criteria identified in this RFP, the State may also consider, for purposes of evaluating proposed or actual contract performance outside of the United States, how that performance may affect the following factors to ensure that any award will be in the best interest of the State:

- a) Total cost to the State
- b) Level of quality provided by the Vendor
- c) Process and performance capability across multiple jurisdictions
- d) Protection of the State’s information and intellectual property
- e) Availability of pertinent skills
- f) Ability to understand the State’s business requirements and internal operational culture
- g) Particular risk factors such as the security of the State’s information technology
- h) Relations with citizens and employees
- i) Contract enforcement jurisdictional issues

3.6 INTERPRETATION OF TERMS AND PHRASES

This RFP serves two functions: (1) to advise potential Vendors of the parameters of the solution being sought by the State; and (2) to provide (together with other specified documents) the terms of the Contract resulting from this procurement. The use of phrases such as “shall,” “must,” and “requirements” are intended to create enforceable contract conditions. In determining whether proposals should be evaluated or rejected, the State will take into consideration the degree to which Vendors have proposed or failed to propose solutions that will satisfy the State’s needs as described in the RFP. Except as specifically stated in the RFP, no one requirement shall automatically disqualify a Vendor from consideration. However, failure to comply with any single requirement may result in the State exercising its discretion to reject a proposal in its entirety.

4.0 REQUIREMENTS

This Section lists the requirements related to this RFP. By submitting a proposal, the Vendor agrees to meet all stated requirements in this Section as well as any other specifications, requirements, and terms and conditions stated in this RFP. If a Vendor is unclear about a requirement or specification, or believes a change to a requirement would allow for the State to receive a better proposal, the Vendor is urged to submit these items in the form of a question during the question and answer period in accordance with the Proposal Questions Section above.

4.1 COST PROPOSAL

Proposal price shall constitute the total cost to the State for complete performance in accordance with the requirements and specifications herein, including all applicable charges for handling, transportation, administrative and other similar fees. Complete ATTACHMENT A: PRICING FORM and include in Vendor’s proposal. The pricing provided in ATTACHMENT A, or resulting from any negotiations, is incorporated herein and shall become part of any resulting Contract.

4.2 INVOICES

Vendor shall invoice the Purchasing Agency. The standard format for invoicing shall be Single Invoices meaning that the Vendor shall provide the Purchasing Agency with an invoice for each order. Invoices shall include detailed information to allow Purchasing Agency to verify pricing at point of receipt matches the correct price from the original date of order.

INVOICES MAY NOT BE PAID UNTIL AN INSPECTION HAS OCCURRED AND THE GOODS OR SERVICES ACCEPTED.

The following fields shall be included on all invoices, as relevant:

Vendor's Billing Address, Customer Account Number, NC Contract Number, Order Date, Buyer's Order Number, Manufacturer Part Numbers, Vendor Part Numbers, Item Descriptions, Price, Quantity, and Unit of Measure.

4.3 FINANCIAL STABILITY

As a condition of contract award, the Vendor must certify that it has the financial capacity to perform and to continue to perform its obligations under the Contract; that Vendor has no constructive or actual knowledge of an actual or potential legal proceeding being brought against Vendor that could materially adversely affect performance of this Contract; and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

Each Vendor shall certify it is financially stable by completing ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION. The State is requiring this certification to minimize potential issues from contracting with a Vendor that is financially unstable. From the date of the Certification to the expiration of the Contract, the Vendor shall notify the State within thirty (30) days of any occurrence or condition that materially alters the truth of any statement made in this Certification. The Contract Manager may require annual recertification of the Vendor's financial stability.

4.4 HUB PARTICIPATION

Pursuant to North Carolina General Statute G.S. 143-48, it is State policy to encourage and promote the use of small, minority, physically handicapped, and women contractors in purchasing Goods and Services. As such, this RFP will serve to identify those Vendors that are minority owned or have a strategic plan to support the State's Historically Underutilized Business program by meeting or exceeding the goal of 10% utilization of diverse firms as 1st or 2nd tier subcontractors. Vendor shall complete ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION.

4.5 VENDOR EXPERIENCE

In its Proposal, Vendor shall demonstrate experience with public and/or private sector clients with similar or greater size and complexity to the State. Vendor shall provide information as to the qualifications and experience of all executive, managerial, legal, and professional personnel to be assigned to this project, and experience with similar projects and the responsibilities to be assigned to each person.

4.6 REFERENCES

Vendor shall provide at least three (3) references, using ATTACHMENT E: CUSTOMER REFERENCE FORM, for which it has provided Services of similar size and scope to those proposed herein. The State may contact these users to determine whether the Services provided are substantially similar in scope to those proposed herein and whether Vendor's performance has been satisfactory. The information obtained may be considered in the evaluation of the Proposal.

4.7 BACKGROUND CHECKS

Any personnel or agent of Vendor performing Services under any Contract arising from this RFP may be required to undergo a background check at the expense of the Vendor, if so requested by the State.

4.8 PERSONNEL

Vendor warrants that qualified personnel shall provide Services under this Contract in a professional manner. "Professional manner" means that the personnel performing the Services will possess the skill and competence consistent with the prevailing business standards in the industry. Vendor will serve as the prime contractor under this Contract and shall be responsible for the performance and payment of all subcontractor(s) that may be approved by the State. Names of any third-party Vendors or subcontractors of Vendor may appear for purposes of convenience in Contract documents; and shall not limit Vendor's obligations hereunder. Vendor will retain executive representation for functional and technical expertise as needed in order to incorporate any work by third party subcontractor(s).

Should the Vendor’s proposal result in an award, the Vendor shall be required to agree that it will not substitute key personnel assigned to the performance of the Contract without prior written approval by the Contract Lead. Vendor shall further agree that it will notify the Contract Lead of any desired substitution, including the name(s) and references of Vendor’s recommended substitute personnel. The State will approve or disapprove the requested substitution in a timely manner. The State may, in its sole discretion, terminate the Services of any person providing Services under this Contract. Upon such termination, the State may request acceptable substitute personnel or terminate the contract Services provided by such personnel.

4.9 VENDOR’S REPRESENTATIONS

If Vendor’s Proposal results in an award, Vendor agrees that it will not enter any agreement with a third party that may abridge any rights of the State under the Contract. If any Services, deliverables, functions, or responsibilities not specifically described in this solicitation are required for Vendor’s proper performance, provision and delivery of the Service and deliverables under a resulting Contract, or are an inherent part of or necessary sub-task included within such Service, they will be deemed to be implied by and included within the scope of the Contract to the same extent and in the same manner as if specifically described in the Contract. Unless otherwise expressly provided herein, Vendor will furnish all of its own necessary management, supervision, labor, facilities, furniture, computer and telecommunications equipment, software, supplies and materials necessary for the Vendor to provide and deliver the Services and/or other Deliverables.

4.10 QUESTIONS TO VENDORS

Vendor shall respond to each of the following questions. Vendors are requested to keep responses concise and relevant and should not include generic marketing materials. Responses will be reviewed as part of the evaluation process.

- 1) What would be the average service response time?

- 2) What is the remote support capability?

- 3) Can the equipment support Mag Stripe and Proximity cards for phased cut-over?

- 4) Can the proposed system support classification of ID cards (ex: Student, Employee)?

4.11 AGENCY INSURANCE REQUIREMENTS MODIFICATION

A. Default Insurance Coverage from the General Terms and Conditions applicable to this Solicitation:

- Small Purchases
- Contract value in excess of the Small Purchase threshold, but up to \$1,000,000.00
- Contract value in excess of \$1,000,000.00

5.0 SPECIFICATIONS AND SCOPE OF WORK

5.1 GENERAL

Cape Fear Community College seeks a qualified vendor to furnish and install upgraded equipment and software, to replace the existing operational systems, for the two parking decks located at the Downtown Wilmington Campus location.

Nutt Street Parking Deck: upgrade four (4) existing security/surveillance cameras; add one (1) camera

Hanover Street Deck: upgrade two (2) existing security/surveillance cameras; add one (1) camera

5.2 SCOPE OF WORK

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A. General Functionality

- Account for all revenue, by facility, lane, employee, customer, event, program, payment method, and time period, with complete audit trails (any transaction shall be completely auditable from start to finish).
- Minimize theft and loss of revenue, with accounting for lost or stolen tickets.
- Maintain a PCI/DSS-compliant environment, consistent with evolving standards and requirements.
- Provide flexible rate structures capable of handling parking customers of all types, and with the added ability to generate additional new parking programs at any time.
- Ensure flexibility for any future need to update, upgrade, and/or expand the system readily (either additional lanes or additional facilities).
- Be fully protected against and not affected by weather/environmental conditions, including temperature extremes, humidity, rain, dust, RFI/EMI, and static electricity.
- Not emit excessive heat, RFI/EMI, static electricity, or fumes.
- Meet all ADA requirements (federal, state, local) as of the date of acceptance, along with any other requirements that are published but due to be implemented at a later date.
- All equipment shall be UL or equivalent listed.

B. Standards & Requirements

B.1 Manufacturing

- All equipment shall be new, in current production, and the standard products of a manufacturer of PARCS equipment. Manufacturer shall be certified as complying with the standards of ISO-9001 for quality control.
- All PARCS equipment installed shall comply with: UL 60950-1 (for indoor usage) and UL60950-22 (for outdoor usage), as required and are identified with the UL Mark or equivalent.
- ALL PARCS equipment shall be certified with a FCC label as conforming to rigid EMC requirements for electromagnetic emissions, immunity and harmonics.
- Must meet all Federal, State, and Local laws, regulations and codes.
- ISO 9001 quality assurance standards.
- Compliant with National Electrical Code (NEC).
- The PARCS shall comply with Payment Application Data Security Standard (PA DSS), V3.1 or later.
- The PARCS shall comply with EMV standards effective at the time of implementation, including fully compliant EMV “chip” readers and back-office processing.
- Microprocessor based industrial controller, running embedded real time firmware that shall be PC field programmable.
- Unique machine identification numbers.
- Data line surge protection.
- A real-time clock (with battery backup) in field devices that is updated from the FMS.
- All PARCS outdoor equipment shall be rated at or above IP54.
- Field equipment shall be white powder-coated stainless steel and/or aluminum.
- Field equipment key components mounted on slide rails for easy access.
- Field equipment which stores money shall have door open / tamper sensors with alarms.
- Field equipment shall consist of front access panels & doors with tamper-resistant locks, unique to CFCC, but similar in all City facilities
- Field equipment shall have fully-customizable and branded front panel graphics, specific to CFCC.
- Field equipment shall have built-in thermostat controlled heater.
- Field equipment shall include a heavy-duty thermal ticket / receipt printer where applicable.
- All PARCS equipment shall be operated with a self-conditioning power supply.

B.2 General Functionality

- All PARCS equipment can be located locally at the parking lot property or remotely connected via a LAN (Local area network) or WAN (Wide area network / internet).
- The communication protocol between PARCS equipment to other field devices shall be 1 pair of RS485 communication or with a plug-in module to communicate in TCP/IP. All devices must be IP addressable with no MOXA converters
- The PARCS shall be expandable by adding cashier terminals, entry lane terminals, exit lane terminals, pay-on-foot stations, validation devices and management software workstations.
- The PARCS shall be capable of adding optional features, equipment and interfaces listed in the specifications, even if not initially included or shown on the plans.

-The PARCS shall support the following 2 level-redundancy in order to provide ongoing operations in case of network or equipment failure:

Normal mode: PARCS field equipment are up and running and managed by the FMS. All transactions and calculations are performed normally, including credit cards acceptance. Credit card acceptance shall depend on an online connection with a credit card server and credit card clearing house.

Redundancy Level 1: In case of FMS failure, PARCS field equipment will stay up and running and managed by the local parking system main controller. All transactions and calculations are performed normally, including credit cards acceptance. Credit card acceptance shall depend on an online connection with a credit card server and credit card clearing house. Once connection between the FMS and the parking system main controller is re-established, all transaction data shall pass to the FMS.

Redundancy Level 2: In case of a total network failure, all lane equipment shall be able operate off-line with limited functionality. Should a total network failure occur, the management of the lane devices will be done independently by the device’s onboard local controller; ticket dispensing, fee calculations, cash transactions and monthlies entry & exit shall perform normally. Once connection to the parking system main controller is re-established, all transaction data shall pass to the main controller and to the FMS.

-The PARCS shall be able to track an open or closed parking ticket. The tracked ticket shall provide the payment information that is associated to that ticket.

-The PARCS shall allow customer service personnel to submit single payment requests to Pay-on-Foot or Pay-In-Lane Stations. All activity must be recorded on transaction report

-The PARCS shall use on-the-fly printed tickets, with QR codes, bar codes, or other mechanism for encoding information that can be photographed or otherwise viewed. Magnetic strip tickets will not be acceptable.

-ALL PARCS devices should have non-resettable counters for dispensed tickets, all credential-type reads (each type counted separately), a received payment, a processed validation, gate vends and loop counts.

-Option for Anti-Pass Back protocols in place (ability to turn off/on) to prevent multiple vehicles per account parking in facilities at the same time.

B.3 Vehicle Counting

-Loop counts shall continue when the FMS is offline or when the gate remains up.

-Vehicle counts shall be broken down by the following:

Enterprise level (sum of counts from all facilities)

Facility level

Nested level (where applicable. Desired/Not Mandatory)

Transient counts

Monthly counts

Special event patron counts

Valet counts (where applicable)

Hotel patron counts (where applicable)

Additional third-party counts as needed (based on using differentiating credentials to enter/exit).

-Space availability counts will be available for public consumption via web site and/or wayfinding signage. Capability to integrate with existing SignNet software platform that CFCC already utilizes to control LED signage.

B.4 Tickets

-When a ticket is issued, it shall contain:

A unique serial number for the transaction.

Complete date and entry time.

Lane number or equipment ID (not printed on ticket).

The PARCS shall be able to generate multi-use (limited duration or quantity) bar-coded ticket stickers or vouchers.

B.5 Real-Time System Monitoring

-The PARCS shall have real-time monitoring & control capabilities to manage the parking equipment connected to the parking system network such as:

Real time monitoring: All transactions shall be displayed in real-time on the operator live screen. This shall include credit card transaction status monitoring and provide an explanation in case a credit card was denied. Other features shall be reprinting a copy of an entry ticket or receipt and changing settings for a monthly parker from the real-time screen.

Barrier control: Open or close remotely a barrier gate connected to a lane device either temporarily (gate will close if vehicle leaves the safety/closing loop at the gate) or until a new command is sent to the barrier. The barrier shall change its state according to the user programmed schedule of the management software.

Equipment status: Display the equipment status in real-time and generate a pop-up window for select messages.

Income monitoring: Display in real-time detailed credit card transactions of filed devices.

Fee change: Send on real-time, a fee change command for a single parking transaction, from the management software to either a vehicle pay station or a pay on foot terminal.

Lane activity: Activate/deactivate a terminal either entirely or for select user groups. The barrier shall change its state according to the user programmed schedule of the management software.

B.6 Receipts

- Receipts shall be optional at time of transaction, with configurable default per payment device/station.
- System shall offer ability to generate a receipt after the fact.
- Receipts only print last four numbers of all bankcards.

B.7 Nested Areas

- Accommodate the use of rooftop nested area under the Union Station Building in the Nutt Street parking deck with non-gated technology (Desired, not mandatory)
- Track customers or vehicles into and out of any nested parking area via the following authorization credentials:
 - AVI, Smartcard cards.
 - LPR matching recognition.
 - NFC-based IDs.
- Support dedicated price rates for nested parking areas (desired, not mandatory)
- Employ anti-passback functionality to control nested areas (desired, not mandatory)
- The system shall support handling violations with the following options:
 - Request payment at a payment enabled exit station.
 - Request payment via report populated by the FMS.
 - Deny exit until manually addressed by parking operator.
- Request for payment shall be made to a registered card holder (Monthly) that exceeded their permitted time in a non-authorized parking area. The vehicle may be granted exit privileges from the lot – any exceeding time will be calculated by the FMS after the card holder exited the lot.

B.8 System Auditing

- The PARCS shall provide the following financial, transactional, and operational auditing abilities:
 - Trace any individual ticket from entry to exit.
 - See all transactions that occurred on any credential (such as a permit or license plate), even if the transactions were submitted by an external system (such as an online prepayment).
 - Trace validations by individual merchant.
 - Find a bankcard transaction via its last 4 digits of the card number.
 - Locate all transactions performed at any individual device.
 - Discover all transactions performed by any individual cardholder.
 - Isolate and examine all exception transactions.
 - Find by user all changes to configuration, rates, discount programs, customers, etc.

B.9 User Access

- Access to system functions shall be based upon the user's operational role.
- The PARCS shall incorporate password policy that shall include the following programmable parameters:
 - Password Aging.
 - Minimum Password Length.
 - Enforce Password History.
 - Password Shall Meet Complexity Requirement.
- The PARCS shall support logging in via Single-Sign-On
- The PARCS shall support logging in via MS Active Directory
- The PARCS shall support login in via Shibboleth
- Each user shall be able to access the FMS with their individual password.
- Users shall be able to access only the modules and options that have been set by software administrator.
- The PARCS shall support maintenance of access level tables through a security administration function. These tables shall be used to establish employee and employee group access to PARCS devices, Network, database and data.
- Based on password/user ID security, any authorized user shall be able to download to any single piece of PARCS equipment:
 - Security access codes.
 - Rate changes.
 - Configuration files.
 - Operational parameters.
 - New and updated ticket layout and text.
 - New and updated customer display screen text.

View, create, modify or delete card holders or validation data.

Any other information necessary for the operation and maintenance of the PARCS equipment.

Authorized users shall be able to select the date and time when configuration data downloads

is to occur and to review and cancel any previously scheduled download.

-PARCS system must be able to accept Magnetic Stripe Cape Fear Community College ID cards, along with NFC-based IDs.

-PARCS system must be able to integrate with Spektrix (Wilson Center ticketing software.)

C. System Performance

C.1 General Operations

-The PARCS shall operate twenty-four (24) hours per day and seven (7) days per week.

-The PARCS shall achieve availability of 99% during operations.

-The PARCS shall be designed and implemented to facilitate prompt repair for all failed or degraded PARCS components by providing subsystems and devices with field-replaceable components.

-Bankcard processing time shall be no longer than 5 seconds for non-EMV transactions for most common major credit cards, regardless the amount of equipment that resides on the parking system network.

C.2 Device Accuracies

-Ticket processing devices shall have a ticket read accuracy rate of 99.5%, assuming all unreadable (mutilated, blank or foreign) tickets and/or damaged cards are excluded.

-Fee calculation accuracy for all devices that perform fee calculations shall be 100%

-Data transfer (data received, validated and accepted by the PARCS management software from devices or Subsystems) accuracy shall be 100%.

-Transaction count accuracy for each lane device (transactions processed compared to transactions posted to the FMS) shall be 99.998% for all lane devices.

-Exception count accuracy shall be 99.998% (exceptions noted at the device compared to exceptions reported to the PARCS management software).

-Revenue amount accuracy shall be 99.998% (amounts calculated at the device, and where appropriate posted to a local audit trail, compared to amounts posted to the PARCS management software).

-Revenue reconciliation and data transfer for bankcards shall also be 99.5% accurate (assuming all source data is complete and communications devices operate normally).

-Parking space counts for any individual parking lot/garage shall be no less than 98% accurate (FMS count compared to manual count).

D. System Configuration & Software Application Requirements

D.1 Main Features

-The PARCS shall use barcode technology. Mag-stripe ticket technology will be accepted.

-All PARCS equipment shall be based on multi-slot technology. Credit card reader shall be a non-motorized card-reader, and separated from the ticket issuing / reading device.

-The management software of the PARCS shall be installed on a server running windows server 2016 or 2019.

-The PARCS shall utilize SQL Server 2016 / SQL server express 2016 or be Oracle-based.

-The PARCS equipment shall be a based on microprocessor controlled system, running embedded real-time firmware and shall be PC programmable. Programming to all equipment will be done remotely from the PARCS management software.

-The PARCS shall be enterprise-worthy, capable of controlling, programming and monitoring multiple facilities through one system / interface. Needing to copy programming from one facility to another or monitoring multiple facilities through multiple instances will not be accepted.

-Client Work Station options for the PARCS management shall include:

Standard PC for all functionality, including remote customer service interventions.

Browser-based UI for the control and management of the facility.

-The PARCS shall be able to work in off-line mode with no server.

-The PARCS management software shall have the following built-in, fully integrated modules:

System Monitoring & Control

Revenue Management

Access Control

Validations

Reporting & Statistics

-The PARCS management software shall also have the following optional modules:

Hotel Guest Parking (where applicable)

- Valet Parking (where applicable)
- External System Integration (Desired, not mandatory)
- Pre-paid Reservation Systems (Desired, not mandatory)
- Mobile "Pay-by-Phone" Payment Systems
- Event Management Systems

-The PARCS shall also be comprised of the following optional sub-systems:

- Bankcard Processing
- Credit-Card-on-File
- Declining Balance / Wallet / Purse
- License Plate Recognition (Desired, not mandatory. Display capability for future implementation)
- Space Counting & Signage
- Parking Guidance

D.2 Database Management

- Administrators will grant access to the database for users and be able to limit access based on role.
- CFCC owns the database whether maintained on premises or hosted environment
- Administration will use a Web Based application to interact with database, dashboards and reporting tools.
- Database will automatically import new and change credential records from CFCC's current and or future permit management system.

D.3 Grace Periods

-The PARCS shall allow configurable grace periods for the following:

Between entry with a transient ticket and arrival at the exit gates; for example, if a customer enters the facility and does not park. This shall be customizable per facility, and shall have overrides for time of day, facility occupancy, event in progress, etc. (Desired, not mandatory)

Between the conclusion of an event and the exit from a facility, to give customers time to return to their vehicles, but not to allow for additional parking, such as to go to dinner after an event. This shall be customizable per facility, and shall have overrides for time of day, facility occupancy, and event in progress.

E. Facility Management Software

E.1 System Monitoring: General

- The PARCS shall include a real-time Facility Management Software system that shall be designated as the FMS.
- The FMS shall have the capability to work in Server / Client architecture.
- The FMS shall support web access at least, but not limited to the following modules:
 - Remote control of open/close gates, hold gate up, validate tickets or send a new rate to a station with a transient customer requiring assistance.
 - Card holder management. Grant individuals with permitted login credentials to manage their own card holders or any card holders associated with their privileges.
 - Visitor management. Grant individuals with permitted login credentials to manage their own visitors or any visitors associated with their privileges. The system will support invitations to visitor either by license plate or pin code. (If supported by site hardware)
 - On-line web validations. Grant individuals with permitted login credentials to validate their own visitors parking ticket or any visitors associated with their privileges.
- FMS Clients can be added to the PARCS to support real-time monitoring & control from multiple locations.
- The PARCS shall be able to support an unlimited number of FMS clients regardless of their location on the network.
- The FMS shall have the capability to control multiple parking lots from the same workstation.

E.2 System Monitoring: Device Status

- The FMS shall be capable of monitoring in real-time the status of the various lane devices and the corresponding subcomponents and shall have the following capabilities:
 - Lane Status: open or closed.
 - Device status: active or out of service.
 - Door status: open or closed
 - Gate Failure.
 - Gate up.
 - Low ticket/ Out of ticket condition.
 - Jammed ticket.
 - Illegal entry - reverse direction through lane.
 - Illegal exit - reverse direction through lane.

- Stolen ticket.
- Back-out.
- Low receipt / Out of receipt condition.
- Nested parker violation
- Stuck credit card
- Barrier gate alert, immediate notification if gate arm knocked off, forced up, broken or otherwise not functional

E.3 System Monitoring: Transaction Counts

- Each time a vehicle pass event occurs, the FMS shall increment or decrement a count (specific to the transaction type), in order for the FMS to provide accurate data.
- All entry and exit station transaction counts shall appear in lane activity reports and ticket inventory/status reports.
- The system shall provide a tool to assist the operator with remote vending of gates. The purpose of the tool is to ensure that all remote gate vends are tied properly to the counting system. For example – if the exit station is not able to process a transient ticket and the operator needs to vend the gate, it will be done in such a manner that the gate vend transaction will be tied to that specific transient, which will ensure that the transient counts get updated accordingly. The system must allow differentiation between the type of customers such as transients, card holders, guests and reservations. The same method should apply for registered card holders, guest and reservations.
- The tool will provide a snapshot to the operator of all data related to the credential / ticket / reservation used by a customer requiring assistance at the remote station.
- All gate vends shall prompt the operator to input the reason for the gate vend, which can then be tracked in an audit report.

E.4 System Monitoring: System Alerts & Event Logs

- The alarm function shall allow the user to select which events to alarm.
- Alerts can be displayed on a workstation or sent to an authorized user via email notification.
- Abnormal status conditions shall be flashed on monitor(s) and accompanied with an audible alarm
- Display shall continue to flash until abnormal condition is corrected. Audible alarm shall continue until it is turned off by a command issued from a PARCS monitoring workstation(s).
- Acknowledgement of alarm condition shall be able to be performed at any workstation with access to FMS.
- It shall not be necessary to acknowledge alarm condition at every workstation.
- The FMS shall record abnormal status condition of alarm condition by time.
- Authorized users shall see and be able to manage alarms.
- Alarms shall be selectable as visual, email, or both.
- The FMS must record all system events, which can be viewed or printed.
- The FMS must record the specific information and details for changes to system configurations including type of change, date/time, and user ID.
- The FMS must have the ability to sort events by activity type and/or device ID.

E.5 Revenue Management: General Functionality

- The FMS shall be able to set up at least 100 different price lists that each of them can be utilized with conditions as – Early birds, Evening Special and weekend specials.
- The rate structures shall be available to be utilized by the following:
 - Transient customers: Rate structure is assigned to regular transient parking tickets.
 - Discount Validations: Validated parking ticket that is assigned to a different rate structure than the default rate.
 - Equipment selection: Transient parkers entering the lot through specific entry lanes, shall be associated to a different assigned rate structure for that specific lane.
 - Registered passes: A temporarily guest that has an access media to the lot. Upon exit the guest will be charged according to the associated weekly rate structure.

E.6 Revenue Management: Payment Methods

- The PARCS shall be able to handle the following payment methods:
 - Credit/debit bankcards (including contactless, mag stripe, chip and pin).
 - Value payment cards.
 - Mobile "Pay-by-Phone" Payment
 - Credit Card-on-File
 - Near Field Communication (NFC) - ex: Apple Pay / Android Pay
 - Mag-stripe IDs

E.7 Revenue Management: Rate Structures

- The FMS shall allow pay-per-use, flat-rate and incremental rate structures.
- The FMS shall allow for the following flexible rate structures:
 - Set by credential

- Set by parking product
- Set by parking facility
- Set by area of the parking facility
- Set by time of day, day of week
- Lost Ticket Fee
- Hourly rate
- Daily rate
- Weekly rate
- Monthly rate

- All rate structures MUST be configurable by the parking operator without the need for a service call or programmer to modify.
- The FMS shall allow an unlimited number of rates.
- The FMS shall provide automatic adjustment for daylight savings time and leap year in fee calculations.
- The FMS shall allow for 24-hour maximum rates
- Provide a configurable Grace Period that has a zero (0) amount charge for customers exiting within the grace period. These transactions shall be coded in PARCS as grace period transactions and shall be included in the transaction reports.
- Provide a configurable Lag Time Period that has a zero (0) dollar charge for customers exiting within the lag time period. Lag time is defined as the time a ticket is paid at a POF station until the vehicle exits the parking facility. (desired, not mandatory)

E.8 Revenue Management: Manual Fee Management

-The FMS shall allow the following exception transactions occurring at Exit Stations to be processed at a PARCS workstation and records each exception type uniquely:

- Unreadable entry media
- Unreadable proximity cards
- Swapped tickets
- Stolen tickets
- Unreadable validations
- Lost prepaid tickets

- Be capable to locating a customer’s entry date/time at all exit lanes via LPR system, when license plate is not matched to the parking ticket. (not mandatory. show capability for future implementation if desired by CFCC)
- Allows customer service personnel to find an entry date based on the LPR data and/or by entry media number. (not mandatory. show capability for future implementation if desired by CFCC)
- Once the entry date is found the FMS automatically computes the parking fee, operator can send the payment to the exit station display.
- If an entry date is not found, customer service personnel shall be able to manually input an entry date in order to compute the parking fee or to select a lost ticket fee. The fee is automatically displayed at the exit lane device.
- After successful completion of the transaction, the entry media is automatically marked as ‘closed’ in the system.
- If a paper ticket paid at a POF unit is unreadable at exit, customer service personnel shall allow the ticket sequence number to be input. The FMS shall locate the POF payment data to complete the transaction and shall automatically compute and display any additional fees due at exit, or print a copy of the entry ticket to the customer. (not mandatory. show capability for future implementation if desired by CFCC)
- Allows customer service personnel to apply a discount to a parking transaction and input the reason for the discount in an input field with drop down menu.
- Records the different exception transaction types in the transaction database so that the type of exception transaction is displayed in the FMS reports.
- Provides reports and accountability features per cashier ID on a shift basis. (Desired, not mandatory)

E.9 Revenue Management: Exception Transactions

-The FMS shall support the following exception transactions:

- Lost tickets
- Stolen tickets
- Back-out tickets
- Unreadable entry media
- Unreadable POF prepaid ticket (desired, not mandatory)
- Swapped tickets
- Insufficient funds transactions
- Towed or impounded vehicles (desired, not mandatory)

-Each exception transaction type shall be recorded as a unique type in the FMS so that data by each exception transaction type is available.

-The FMS shall provide the capability to report on all exception transaction data for a selectable time by transaction type and device ID.

E.10 Validations: Discount Generator Software

-The FMS shall include a fully integrated Validation Module to support the implementation and tracking of discount programs and other special purpose parking fee reduction transactions.

-The FMS shall allow approved users to create barcoded Promotional Discounts that can be printed, published in 3rd party materials, and/or transferred to an approved website.

Promotional discounts can be printed by the operator or transferred to an approved website.

Both the validation and ticket shall be voided after exit is complete.

-If a transaction is cancelled in the exit lane, the ticket or a copy of the entry ticket shall be issued to the user and shall not be voided.

After a successful exit, the validation amount and type is recorded in the PARCS database for reporting purposes.

The FMS shall allow each type of promotional discount to be assigned a unique validation account number so that the number of discounts generated and used at exit are recorded by the unique account number and reported in the same manner as other PARCS validations.

The FMS shall have the ability to offer and track multiple promotions simultaneously.

E.11 Validations: General Functionality

-All transient parking transactions shall allow for use of a validation and shall be able to be associated to many different merchants or user groups.

Validations can be generated by different users or by the permitted user only.

Restrict the validations to certain dates & times or to particular days of the week.

All parking devices in the lot shall recognize the validation, calculate the new parking fee and update the balance accordingly.

Validations shall include the following:

Validations Encoded on Issued Paper Ticket – shall be processed at Exit Stations, Cashier Station or Pay-on-Foot Stations.

QR code validations processed at Exit Station (either on paper or smart phone)

-The validation module shall be capable of supporting flat rate, discount rate, percentage discount, hourly discount, change of fee table validations.

-The validation module shall permit the operator to change a ticket to allow multiple entries and exits by using that ticket.

E.12 Validations: Discounts & Promotions

-The FMS shall be capable of supporting the following discounts:

Full discount with no maximum

Full discount with selectable maximums

Fee discount allowing a specified monetary amount to be subtracted from various portions of fee calculations (ex: surcharge fees allowing a fixed fee that is charged in addition to the parking fee).

-Discounts can use different rate structures to compute the parking fee.

-Discounts can be issued with starting and/or ending expiration dates.

-Discounts can be valid based on time and location restrictions.

-Each discount shall have a unique identification number to track activity and discount values processed.

-PARCS shall accept, at a minimum, the following discount types at all PARCS point of sale devices:

Encoded on dispensed paper tickets.

Validation label applied on ticket.

Chaser Ticket option if needed at a later date.

Barcode and QR code printed on paper or presented on a smart phone.

Manually processed discounts using a key or code on the Cashier Stations.

Online web validations where a discount is applied via a workstation or phone by entering the entry media number and discount code that is sent to the FMS and applied to the entry media at exit.

E. 13 Validations: Validation Methods

-The validation module shall support the following validation methods:

Discount stickers - a barcoded, uniquely serialized label printed on standard label sheets using a standard color laser printer, with sticker placed on the spitter ticket

Chaser Tickets - shall be pre-printed from the management software and used at pay-on-foot or exit station.

Pre-paid validations

Off-line validations - generated from an off-line validator

On-line validations - generated from an on-line validator

On-line web validations - ability to validate spitter ticket through a web portal that connects in real-time to the FMS.

Mobile device validations (iOS and Android) - allows scanning spitter ticket with smart device and applying a validation through an app that is linked to FMS in live-time.

Pre-paid vouchers

E.14 Validations: Monitoring & Control

-The validation module shall have the following monitoring & control capabilities:

The ability to modify or terminate existing validations at any time.

Support the production of validation tickets directly from the FMS

Allow the encoding of various values of coupons.

Shall support a minimum of 10,000 validation accounts with unlimited validations associated with each account

The ability to generate and print validation reports from remote FMS work stations

Shall support a web interface for CFCC departments allowing them to validate parking tickets without the need for chaser tickets, stamps or punches.

Online web validations shall have the ability to assign and track a "declining balance" per account, allowing departments to validate until a certain low threshold is reached. Once this operator-defined threshold is met, an email is automatically sent to operator and department head informing them of the low threshold alert. Once the declining balance reaches "zero", no additional validations are permitted within that account until the account is replenished.

Support a variety of online and off-line PARCS devices for the real-time validation of parking tickets

E.15 Access Control: General Functionality

-Securely activate and personalize an Access Credential.

-Handles an unlimited number of tag holders per local parking facility.

-Allow authorized users to create accounts (companies & Sub-companies) and activate/deactivate credentials.

-Allow account settings to be changed for a credential.

-Retain credential account and activity history after the credential is deactivated and re-issued to a different user.

-Shall be capable to distinguish between different parking zones and apply restrictions accordingly.

-Provide ability to have master account (companies), sub-accounts (sub-companies).

-Set access restrictions by facility, master account, sub-account, and individual credential for time of day and day of week parameters.

-Assign pass back setting by master account (companies), sub-accounts (sub-companies), individual credential, and by facility. (desired, not mandatory)

-Provide the ability to reset the access credential status for individual access credentials, by group and by facility.

-Be able to check credential validity at the time of entry.

-Record all card usage including the lane ID, entry/exit date/time, credential number, and passback status.

-Generate a record of all activity related to a master account or an individual credential in the FMS database for a selectable time.

-Troubleshoot faulty credentials. Allow quick look-up the credential status, credential lane activity and payment history to determine if the gate is not vending due to passback violation, inactive status, or payment issues.

-The FMS shall have, the following data input fields available for each credential account:

Unique credential number to include Cape Fear Community College ID number plus issue level. Issue level will need to increment in FMS every time a new physical/virtual ID is populated for a CFCC ID number.

Customer ID number

Account number

Credential holder name

Credential validity period

Credential holder organization

Credential holder department

Credential holder telephone number

Credential holder email address

Parking privilege code access profiles

Credential fee/rate

License plate number (Not mandatory. Display capability of future implementation if desired by CFCC)

Driver's license number

Vehicle make/model

-Capable of setting different access privileges for an entire group or for an individual tag holder.

-Able to distinguish between different parking zones and apply restrictions accordingly.

-Ability to apply programming changes to each group, sub-group, facility or globally.

E.16 Access Control: Daily Tag Management (This category desired, not mandatory)

-New Tag holder: Record Tag holder details such as identification details, tag number, monthly fee, expiration date and group or sub-group association.

-Renew Tag: The expiration date can be changed for an existing monthly tag holder or for a temporarily blocked tag to allow access to the facility again.

-Block a Tag: Change the status of a tag to “blocked” without altering its associated tag details.

-Unblock a Tag: Change the status of a blocked tag to “normal” without altering its associated tag details

-Cancel a Tag: Cancellation of a tag in the system shall cancel the tag but not the tag history.

-Ability to assign each tag a certain number of units. Once these units are used the tag shall not be accepted at the entry/exit terminals.

-Ability to assign each tag with a monetary amount. Once the amount has been exhausted, the tag shall not be accepted at the entry/exit terminals.

E.17 Access Control: Tag Restrictions (This category desired, not mandatory)

-Anti-Pass back: In the event a tag is “passed back” to allow an additional vehicle entry into the facility the tag shall be denied access.

-Loop Presence: Prevents a pedestrian to present a tag without a vehicle.

-Access restriction: Prevents the tag holder to pass through certain lanes

-Company Full: Prevents the tag holder from gaining access to a nested area or the garage when the total available parking slots assigned to the particular tag holder group has been occupied.

-Granting facility access by particular tag holder group who have been assigned special pricelist or when certain rules apply.

F. Hotel Guest Parking Module Convention Center

F.1 Hotel Guest Parking

-The FMS shall have a required integrated Hotel Parking Module for hotels that offer garage usage privileges. (desired, not mandatory)

-The FMS shall generate the required transactional data for ensuring guest room billing for provided garage services. (desired, not mandatory)

-The FMS shall be able to extend beyond the time of checkout, the customer’s exit time from the parking facility. (desired, not mandatory)

-The FMS shall be able to generate reports detailing garage occupancy statistics broken down by guest room, entry/exit traffic data, validated hotel guest as well as duration of stay statistics. (desired, not mandatory)

-The FMS shall support the following types of Hotel parking operations:

Both modes in this section that utilize guest room key for access, must support utilization of MIFARE room keys, used by the following (but not limited to) hotel locking system manufactures – SAFLOK, VINGCARD and ONITY.

Hotel Integrated: Adding a parking charge to the guest folio and transmit the relevant data to the parking system by an interface between the parking system and the hotel’s Property Management System (PMS).

Non-Integrated: Adding a parking charge to the guest folio, then swipe the room key in an encoding device to add parking access. Upon exit or re-entry into the garage, the guest shall insert or present their room-key to a card reader in the lane terminal to grant access. The transaction and room key information shall then be logged in the parking system.

Ticket-Based: Adding a parking charge to the guest folio, then scan the entry ticket in an encoding device to change the ticket privileges to allow multiple in & out privileges, which expires on the checkout date. The transaction and ticket information shall then be logged in the parking management system.

G. Valet Parking Module (this category not mandatory. Display capability to implement in the future)

G.1 Valet Parking

-Scalable valet parking management options with integration into the FMS

-Ability to integrate into 3rd party valet management systems

-The Valet Cashier Station shall be able to process the valet customers’ cash, bankcards and validation payments.

-The Valet Cashier Station shall have all other functionality as the exit or central cashier stations.

-All data from the valet devices are reported to the database of the FMS in real-time and shall be included in all relevant PARCS reports.

-Three-part Valet Tickets generated by Valet enabled stations, which include sequential serial numbers for use at valet podium station, cashier station and ticket dispenser.

H. External System Integrations

H.1 General Functionality

-The FMS shall provide tools to interface to external platforms and systems.

-System APIs shall provide real-time XML interfaces. Fields and data structures shall comply with a specified schema.

- APIs shall support security authentication of all clients invoking APIs so that each individual client is identified for each API call.
- The FMS shall allow for logging all requests and responses to and from the APIs.
- All interfaces where possible shall be upon RESTful compliant Web Services technology.

H.2 Integration Types

- Pre-Paid Web Reservations: The FMS shall support interfacing to 3rd Party on-line pre-paid reservation system. (Parkmobile, Parking Panda, etc) (desired, not mandatory)
- Mobile "Pay-by-Phone" Payment: The FMS shall support interfacing to (but not limited to) the Pay By Phone mobile "pay-by-phone" payment system. (desired, not mandatory)
- Accounting & Revenue Control: The FMS shall support interfacing to (but not limited to) Colleague accounts receivable system(desired, not mandatory)
- Hotel Systems: The FMS shall interface to (but not limited to) MICROS, Galaxy and Hilton PMS systems. (desired, not mandatory)

I. Reporting

I.1 Reporting

- Provide full, real-time reporting (revenue, system, ticket, occupancy & traffic, vehicle identification, validation, company/department, guest, hotel, and statistics), with flexibility in content, formatting, and timing of the pertinent operational and management reports.
- Reports can be scheduled to run and emailed to specified users.
- Reports can be scheduled to run automatically. For example, on the first day of each quarter, weekly, etc.
- Reports (manual and automated) can be run at any time and not impact the system performance.
- Reports can be exported to Microsoft Word, Excel, PDF etc.
- The Reports Module shall be able to provide ad hoc reporting such as Crystal Reports Software
- The database of the FMS shall contain sufficient 'Views' to support external reporting tools such as Crystal Reports.
- Queries can minimally be run for transactions by day/date/time (or time range), station, cashier/user ID, payment type, amount or amount range, access card number or by exception type.
- Query results are sortable.
- Vendor to provide a complete list of canned reports and samples of these reports upon request.
- System shall create daily financial reports.
- System will provide transaction details per day/week/month. (Detail and Summary formats)
- Administrators can generate original reports.
- System shall offer audit trail information that can be reported.
- Vendor will provide a data dictionary outlining tables, fields, views and linking properties.

J. Credit Card Processing & PA/PCI-DSS Documentation

J.1 Documentation

- Data Flow Diagram.
- Transaction Diagram.
- PA-DSS Certificate showing expiration date.
- PA-DSS Attestation of Compliance.
- PA-DSS Attestation of Compliance Report.
- Vendor will provide continued PA-DSS documentation with each passing expiration date.

J.2 General Functionality

- PCI data shall NOT reside on any CFCC server.
- Vendor is listed on the PCI Security Standards Council list for PA-DSS Certification
- The credit card system (CCS) shall provide online real-time authorization for bankcard payments made at all of the garage's point of sale devices.
- The PARCS and/or the CCS shall not retain any bank card sensitive CHD (Card Holder Data) in accordance with PCI Security Standards guidelines for PCI certified applications.
- The CCS shall comply with processing requirements for bankcard processing, including, but not limited to, applicable requirements and operating regulations of card brand associations, card issuers and clearinghouses.
- The PARCS equipment shall be integrated with the CCS, and shall comply with the PCI security standard council regulations for payment applications PA-DSS 3.1 or later to process and handle credit card data in effect at the time of the installation.
- The CCS shall support acceptance (based on customer determination) of all bankcard types (i.e. credit, debit and prepaid) and the following card brands - American Express, Discover, MasterCard, Visa and Diners Club for payment.
- For all approved bankcard authorization requests, the PARCS shall be capable of providing a bankcard transaction receipt.

- The CCS shall provide online real-time authorization for bankcard payments made at all of the garage's point of sale devices.
- For payments, bankcard data shall be read and transmitted to the CCS /acquirer ("clearinghouse"). The clearinghouse shall provide authorization for all bankcard purchase transaction request.

J.3 EMV Credit Card Processing System

- The CCS shall be installed either on a windows 7 operating system or windows server 2016/2019, and shall be located locally at the PARk Wilmington Office. Credit card processing between gateway and service provider / clearing house shall be through a WAN (Wide Area Network) connection, utilizing secured TCP/IP protocol.
- Bankcard processing time shall be no longer than 8 seconds for EMV with no-pin entry transactions for most common major credit cards, regardless the amount of equipment that resides on the parking system network.
- The following types of bankcards/devices shall be supported as an accepted method of payment media at all point of sale devices for parking access and payment (If supporting hardware is installed), as follows:
 - Magnetic-stripe bankcards.
 - EMV chip bankcards.
 - Contactless bankcards.
 - NFC-based payment from smart phones
- The EMV terminals shall provide end-to-end encryption (E2EE); however point-to-point encryption (P2PE) shall also be accepted.

J.4 Communications

- The CCS shall provide communication with credit card processing service provider / clearinghouse for the purposes of obtaining authorization to complete a transaction with a bankcard.
- The CCS shall be able to simultaneously process bankcard transactions from all PARCS devices to the clearinghouse.
- The CCS shall support the logging, storage, backup, and retrieval of information regarding all data transmissions, including timing of the transmission, data transmitted, and status of the transmission, for both individual transactions and entire files, such as settlement files.
- The future ability for the garage operator to change clearinghouses, shall be supported.
- The PARCS shall include a notification method of communication failures at any point in the data transmission from device to bankcard server to clearinghouse.

J.5 Funds Settlement

- The CCS shall generate on a daily basis an electronic settlement data file and transmission with the appropriate financial institution, or have the service provider / processor settle the transactions for the merchant account.
- The PARCS shall provide report data that displays:
 - Bankcard revenue by card type, amount, individual parking device and parking facility and in total for a selectable time.
 - The data shall be able to be displayed by total for each card brand and grand total of all brand subtotals.

K. Hardware Specification

K.1 Entry Station: General Functionality

- The Entry Lane Station shall be a fully automated ticket dispenser and access reader and authorization verifier that controls entries into the parking facility.
- Push-button Issues a bar-coded parking ticket to each transient customer.
- No pre-printed bar-coded tickets shall be used.
- Encoded on the bar-code shall be the entry date and time and a unique identification number for each ticket. Also printed in human readable format shall be applicable ticket details.
- Print license plate number on ticket when entry lane includes LPR. (not mandatory. Show capability for future implementation)
- The ticket's barcoded data shall be sent to and saved by the FMS.
- In rush-hour or peak mode, automatically issues a ticket upon vehicle arrival without the customer having to push the ticket issuing button.
- Supports roll paper tickets with fan-folded ticket option.
- Grants entry into the facility to monthlies, hotel & event guests and prepaid transients that present valid transaction authorizations from (desired, not mandatory):
 - Proximity Card or Tagmaster (desired, not mandatory)
- LPR pre or post-capture (not mandatory. Show capability for future implementation)
 - QR/barcoded passes (desired, not mandatory)
 - Hotel Mifare room keys (desired, not mandatory)
- Automatically sends all transaction data to the central controller and to the FMS for generating reports.
- Supports barrier gates, vehicle presence loops, lane status signs and other I/O devices
- Incorporates VoIP intercom in device that can be seamlessly integrated into parking operator's remote command center

- Switches to stand-alone mode when network communication is lost:
 - Have sufficient local memory storage to cache at least 2,000 transactions.
 - Bankcard processing shall be disabled.
 - Automatically uploads all transaction data to the FMS and the central controller once communication is restored.
- Alerts for all operational exception conditions, including "Ticket Stock Low" and "Ticket Stock Out" conditions.
- Network communication via RS-485 or TCPIP Ethernet
- Integrated PCI Compliant PA-DSS Credit card processing software connection.

K.2 Entry Station: Customer Interface

- Illuminated ticket request push button.
- Hi-res 4.3" color TFT display for customer guidance that is visible in all lighting conditions. Supports the usage of pictographs, custom logos and text. Should include touchscreen capabilities for future use
- VoIP intercom sub-station with call button
- Visual customer instructions.
- Integrated voice annunciator which plays messages in accordance to the different events occurring at the station. The parking operator shall have the ability to customize the voice messages.
- QR/Bar-code scanner to read mag-stripe IDs, paper, plastic cards, or smartphone displays.

K.3 Exit Station: General Functionality

- Accepts, validated roll or fanfold barcoded paper parking tickets to grant exit from the facility, if ticket presentation is within the programmed 'grace time' for exit after payment.
- Performs parking fee calculations based upon rate structure.
 - Accepts all major credit/debit bankcards for payment.
 - Processes discount validations for fee reduction purposes.
 - Sends all transaction data to the central controller and to the FMS for generating reports.
 - Supports EMV Chip credit cards for payment.
 - Prints customer receipts upon request once bankcard payment has been processed.
 - Grants exit from the facility using proximity cards, tagmaster, hotel & event guests and prepaid transients that present valid validated authorization from QR/barcode scanner.
 - QR/Bar-coded validations.
 - Hotel Mifare Room Keys. (desired, not mandatory)
 - Supports barrier gates, vehicle presence loops, lane status signs and other I/O devices.
 - Incorporates VoIP intercom in device that can be seamlessly integrated into parking operator's remote command center
 - Switches to stand-alone mode when network communication is lost:
 - Have sufficient local memory storage to cache at least 2,000 transactions.
 - Bankcard processing shall be disabled.
 - Automatically uploads all transaction data to the FMS and the central controller once communication is restored.
 - Alerts for all operational exception conditions, including "Receipt Stock Low" and "Receipt Stock Out" conditions.
 - Network communication via RS-485 or TCPIP Ethernet
 - Integrated PCI Compliant PA-DSS Credit card processing software connection.
 - Illuminated ticket request push button.

K.4 Exit Station: Customer Interface

- Hi-res 4.3" color TFT display for customer guidance that is visible in all lighting conditions. Supports the usage of pictographs, custom logos and text. Should include touchscreen capabilities for future use
- VoIP intercom sub-station with call button.
- Visual customer instructions.
- Integrated voice annunciator which plays messages in accordance to the different events occurring at the station. The parking operator shall have the ability to customize the voice messages.
- EMV Chip dip-style credit card reader for payment.
- QR/Bar-code scanner to read paper, plastic cards, or smartphone displays.

K.5 Pay-On-Foot (POF) Station: General Functionality

- Integrated voice annunciator which plays messages in accordance to the different events occurring at the station. The parking operator shall have the ability to customize the voice messages.
- EMV Chip dip-style credit card reader for payment.
- QR/Bar-code scanner to read paper, plastic cards, or smartphone displays.
- Shall accept, read and validate barcode encoded roll or fanfold paper parking tickets for use at an exit station.
- Performs parking fee calculations based upon rate structure.
- Shall process discount validations for fee reduction purposes including chaser tickets.

- Accepts all major credit/debit bankcards for payment.
- Supports EMV Chip credit cards for payment.
- Accepts value card and monthly card holder payments.
- Supports access card payments via proximity card.
- Incorporates VoIP intercom in device that can be seamlessly integrated into parking operator's remote command center
- Switches to stand-alone mode when network communication is lost:
 - Have sufficient local memory storage to cache at least 2,000 transactions.
 - Bankcard processing shall be disabled.
 - Automatically uploads all transaction data to the FMS and the central controller once communication is restored.
- Alerts for all operational exception conditions, including "Receipt Stock Low" and "Receipt Stock Out" conditions.
- Network communication via RS-485 or TCPIP Ethernet
- Integrated PCI Compliant PA-DSS Credit card processing software connection.
- Multi-language customer guidance

K.6 Pay-On-Foot (POF) Station: Customer Interface

- Illuminated front panel.
- Hi-res 4.3" color TFT display for customer guidance that is visible in all lighting conditions. Supports the usage of pictographs, custom logos and text. Should include touchscreen capabilities for future use
- VoIP intercom sub-station with call button.
- Visual customer instructions.
- Integrated voice annunciator which plays messages in accordance to the different events occurring at the station. The parking operator shall have the ability to customize the voice messages.
- EMV Chip dip-style credit card reader for payment.
- QR/Bar-code scanner to read paper, plastic cards, or smartphone displays.
- Illuminated user selection buttons for Lost Ticket, Language Select, Receipt Request and Cancel Transaction.
- Single pocket for receipt and change.

K.7 Access Card Readers: General Functionality

- The Card Reader Station shall be a fully automated, in-lane access reader that controls entries and exits into and out of the parking facility lane that doesn't include a standard entry or exit station.
- Grants entries and exits into and out of the parking facility to customers that present valid authorizations from:
 - Proximity Card & Tagmaster
 - Encoded QR/Barcodes
 - Hotel Mifare room keys
 - CFCC Employee ID Card
- Supports barrier gates, vehicle presence loops, lane status signs and other I/O devices.
- Incorporates VoIP intercom in device that can be seamlessly integrated into parking operator's remote command center
- Automatically sends all transaction data to the central controller and to the FMS. When an LPR camera is connected to the station the vehicle tag number shall also be sent.
- Switches to stand-alone mode when network communication is lost:
 - Have sufficient local memory storage to cache at least 2,000 transactions.
 - Automatically uploads all transaction data to the FMS and the central controller once communication is restored.
- Network communication via RS-485 or TCPIP Ethernet
- Hi-res 4.3" color TFT display for customer guidance that is visible in all lighting conditions. Supports the usage of pictographs, custom logos and text. Should include touchscreen capabilities for future use

K.8 Access Card Readers: Customer Interface

- VoIP intercom sub-station with call button.
- Visual customer instructions.
- QR/Bar-code scanner to read paper, plastic cards, or smartphone displays.

K.9 Barrier Gate: General Functionality

- Barrier open/close time 1.5-3.5 seconds, based on boom length of 10 to 14 feet. Speed is field-selectable.
- Arm Options:
 - LED Lit straight combination aluminum-PVC or complete aluminum, with high-reflective red/white strip tape and bumper base.
 - LED Lit ADA-articulated combination aluminum-PVC or complete aluminum, with high-reflective red/white strip tape and bumper base.

LED Lit non-ADA-Articulated combination aluminum-PVC or complete aluminum, with high-reflective red/white strip tape and bumper base.

Breakaway arm mount flange

Optional wood gate arm attachment plate

-Built-in position sensors (no limit switches) providing precise arm position status and a self-learning control unit to guarantee optimum braking and no boom arm bouncing, sagging or rotating out of position.

-Automatic reversing mechanism that stops gate arm movement if arm hits an object, and immediately reverses arm to the up position.

-"Force Arm Down" feature that allows motor to counter-act the force of someone attempting to manually raise the gate arm.

-Built-in alarm that sounds and sends notification to FMS when arm is hit or tampered with.

-Build in adjustable timer for arm gate closing.

-Field-configurable left or right-hand orientation

-Uninterrupted power supply, allowing barrier gate to run for up to 1000 cycles after AC power loss. Field configurable to fail open or secure when batteries deplete.

-115VAC input power, 12VDC operation

-Operating temperature: -13F to 158F. No heater necessary.

-White, zinc-plated powder-coated housing with locking access door, uniquely keyed.

-Rated at 2 million cycles

-Smart controller providing the following:

Surge protection

4-plug-in sockets for vehicle loop detectors

RS-485 or TCP/IP communication

Two configurable user relays with (8) additional optional relay outputs

LCD screen and PC Interface for easy troubleshooting and diagnostics.

Open Arm Command - momentary dry contact input

-Close Arm Command - momentary dry contact input

-Arm Up Output - Continuously dry contact output or 24VDC output.

-Arm Lost Output - Continuously dry contact output or 24VDC output.

K.10 Intercom: General Functionality

-Vendor is to provide a VoIP intercom module in each noted entry lane, exit lane and POF that integrates seamlessly into the contractors remote command system.

-VoIP intercom modules must include the following features:

Location - specific assignments

Ability to link an IP camera to intercom location, permitting Call Center representatives to view the closest camera feed at active intercom location. Ability to integrate with Milestone, as it is CFCC's security camera provider.

Ability to forward VoIP intercoms to other VoIP extensions

Ability to forward VoIP intercoms to landline

Ability to queue calls based on priority locations and/or when calls are received.

Ability to utilize a ringdown program to include up to (5) different numbers / extensions. (desired, not mandatory)

Remote gate-vend option through intercom.

Full-duplex communication

Crystal clear audio w/background noise filtering

Field-configurable audio levels and auto-leveling feature

L. Project Execution

L.1 Installation

-The PARCS shall be installed by a manufacturer or certified dealer only, who shall coordinate all work with other contractors and trades.

-PARCS certified dealer and or prime contractor must have experience being the lead installer / project manager on at least (5) installations of similar scope, size and schedule from current PARCS manufacturer.

-All necessary conduit, raceways, pull boxes, standard boxes, (and any special boxes provided by the PARCS manufacturer), shall be installed by the manufacturer certified dealer only.

-All necessary conduit, wiring, networking hardware and electrical circuits from facility point-of-entry to each facility lane.

-All necessary modifications to concrete islands, curbs and foundations, based on contractor's drawings.

-Installation of the PARCS equipment shall be coordinated with the installation of other related systems such as: Networking, Hotel PMS and CCTV video, switching and Intercoms.

- Installation should be performed in such a way as to minimize any service disruptions to parking patrons. Vendor must be able to maintain existing PARCS and new PARCS simultaneously for a short period of time while new system is being installed. At no time will existing PARCS be completely shut down before new PARCS is fully-operational.
- All equipment must be leveled and properly secured. If a gap exists between the equipment base and the ground due to leveling, those gaps must be grouted and/or sealed to provide a clean installation.
- All wiring, conduits, junction boxes, circuits and connections must be clearly labeled to aid in future troubleshooting.
- All vehicle detector loops must be re-cut and properly sealed. It is the vendor's responsibility to perform GPRS as needed on elevated post-tension slabs before cutting the loops. The vendor is required to route, clean and re-use any existing detector loop saw-cuts when possible.
- Vendor will be required to set up all PARCS equipment at an off-site location for initial testing, programming and configuration before on-site installation. During this off-site testing, CFCC representatives will visit the site and approve the testing, programming and configuration. Any costs associated with the off-site testing will be the responsibility of the vendor. Travel related expenses for CFCC representatives will be the responsibility of CFCC.

L.2 Testing

- The PARCS shall be completely tested to assure that the PARCS equipment, servers, gates and all components are hooked-up and in working order.
- The PARCS shall be pre-tested by contractor and certified to function in accordance with plans and specifications.
- The PARCS shall be tested in presence of owner's representative.
- The Contractor shall provide the customer with (2) copies of the manufacturer's operation, installation and maintenance manuals include typical wiring diagrams for each of the installed products in both hardcopy and machine readable formats.

L.3 Documentation

- The Contractor shall provide the customer with (2) hardcopy sets and (1) electronic file in CAD format of As-Built Drawings including all plans, elevations, sections, details, and attachments that include detail equipment assemblies and dimensions, required clearances, and method of field assembly, components, and location and size of each field connection. It is the contractor's responsibility to retrieve the University's site work schematics for the project and incorporate them in to the contractor's final as-built drawings set.
 - The Contractor shall provide the customer with (2) copies of any risers, layouts, and special wiring diagrams showing any changes to standard drawings, as required by the project.
- Shelters to be placed over equipment at the Nutt Street Parking Deck so that vehicle operators are not impacted by inclement weather.

M. Warranty, Maintenance & Support

M.1 Warranty

- The PARCS shall include a factory warranty that equipment is free from defects in design, material, manufacturing and operation.
- During this period, vendor will cover all parts & labor costs associated with any defects due to normal operations.
- Factory warranty period shall be for 24 months from date of project completion / sign-off.
- The Installing PARCS vendor shall guarantee the equipment, wire, cable, and installation for 12 months from date of project completion / sign-off.
- The installing PARCS vendor shall provide a quarterly preventive maintenance program on supplied hardware and software for the duration of the manufacturer warranty period. This includes software & firmware updates at no additional charge.
- The PARCS Manufacturer shall guarantee availability of parts, for minimum of (10) years from date of project completion / sign-off.
- Vendor shall provide an option for extended full parts & labor hardware coverage.

M.2 Extended Coverage

- Vendor shall provide an option for extended full parts & labor software coverage. This shall include software & firmware updates at no additional charge.
- Vendor shall provide an option for an extended preventive maintenance program.
- Vendor shall provide a 24/7, 365 technical hardware and software support via phone, email and web portal.

M.3 Support

- Vendor must notify operator a minimum of 5 business days in advance of any scheduled service interruptions.
- Vendor must guarantee a 2 hour response time to any service or technical requests.
- Vendor must guarantee a 4 hour on-site response time to any service or technical request that requires on-site support.
- Vendor must guarantee a 24 hour response time to repairing any issue that arises. No hardware or software component shall be down longer than 48 hours.
- Vendor shall utilize a clear service escalation process.
- Vendor shall provide a detailed list of replacement parts stock which are recommended for Owner to keep on-hand

N. Training

N.1 Training

- Vendor shall provide both written and on-line training documentation.
- The vendor shall conduct on-site training (to be delivered by factory trained personnel) for up to 10 persons employed by the facility owner or parking contractor. The class duration shall be at least 32 hours in length and shall include practical operation and testing of installed equipment and project-specific features and options.
- Vendor shall provide a dedicated manufacturer-trained technician on-site for the first (7) days of system go-live, to provide any last-minute training, programming or configuration of system.
- The vendor shall conduct up to (40) hours of on-site refresher training within the first year of project sign-off.
- The vendor shall conduct periodic technical training sessions and make them available to those responsible for on-going system operations.

5.3 PROJECT ORGANIZATION

Vendor shall describe the organizational and operational structure it proposes to utilize for the work described in this RFP and identify the responsibilities to be assigned to each person Vendor proposes to staff the work.

5.4 TECHNICAL APPROACH

Vendor’s proposal shall include, in narrative, outline, and/or graph form the Vendor's approach to accomplishing the tasks outlined in the Scope of Work section of this RFP. A description of each task and deliverable and the schedule for accomplishing each shall be included.

5.5 CERTIFICATION AND SAFETY LABELS

Any manufactured items and/or fabricated assemblies provided hereunder that are subject to operation under pressure, operation by connection to an electric source, or operation involving a connection to a manufactured, natural, or LP gas source shall be constructed and approved in a manner acceptable to the appropriate inspector which customarily requires the label or re-examination listing or identification marking of the appropriate safety standard organization *acceptable to govern inspection where the item is to be located*, such as the American Society of Mechanical Engineers for pressure vessels; the Underwriters Laboratories and /or National Electrical Manufacturers’ Association for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals of listings have been established for the type of device offered and furnished. Further, all items furnished shall meet all requirements of the Occupational Safety and Health Act (OSHA), and state and federal requirements relating to clean air and water pollution.

6.0 CONTRACT ADMINISTRATION

All Contract Administration requirements are conditioned on an award resulting from this solicitation. This information is provided for the Vendor’s planning purposes.

6.1 CONTRACT MANAGER AND CUSTOMER SERVICE

The Vendor shall be required to designate and make available to the State a contract manager. The contract manager shall be the State’s point of contact for Contract related issues and issues concerning performance, progress review, scheduling, and service

Contract Manager Point of Contact	
Name:	
Phone #:	
Email:	

6.2 POST AWARD PROJECT REVIEW MEETINGS

The Vendor, at the request of the State, shall be required to meet monthly with the State for Project Review meetings. The purpose of these meetings will be to review project progress reports, discuss Vendor and State performance, address outstanding issues, review problem resolution, provide direction, evaluate continuous improvement and cost saving ideas, and discuss any other pertinent topics.

6.3 CONTINUOUS IMPROVEMENT

The State encourages the Vendor to identify opportunities to reduce the total cost the State. A continuous improvement effort consists of various ways to enhance business efficiencies as performance progresses.

6.4 PERIODIC MONTHLY STATUS REPORTS

The Vendor shall be required to provide Project Status Reports to the Executive Director of IT Services (**Jakim Friant: jfriant@cfcc.edu**), as well as the Executive Director of Safety & Auxiliary Services (**Shawn Breedlove: sbreedlove@cfcc.edu**) on a monthly basis. This report shall include, at a minimum, information concerning the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, and notification of any significant deviation from previously agreed upon work plans and schedules. These reports shall be well organized and easy to read. The Vendor shall submit these reports electronically using the format required by the Purchasing Agency. The Vendor shall submit the reports in a timely manner and on a regular schedule as agreed by the parties.

6.5 ACCEPTANCE OF WORK

Performance of the work and/or delivery of Goods shall be conducted and completed at least in accordance with the Contract requirements and recognized and customarily accepted industry practices. Performance shall be considered complete when the Services or Goods are approved as acceptable by the Contract Administrator.

The State shall have the obligation to notify Vendor, in writing ten (10) calendar days following completion of such work or delivery of a deliverable described in the Contract that it is not acceptable. The notice shall specify in reasonable detail the reason(s) it is unacceptable. Acceptance by the State shall not be unreasonably withheld; but may be conditioned or delayed as required for reasonable review, evaluation, installation, or testing, as applicable to the work or deliverable. Final acceptance is expressly conditioned upon completion of all applicable assessment procedures. Should the work or deliverables fail to meet any specifications, acceptance criteria or otherwise fail to conform to the Contract, the State may exercise any and all rights hereunder, including, for Goods deliverables, such rights provided by the Uniform Commercial Code, as adopted in North Carolina.

6.6 TRANSITION ASSISTANCE

If a Contract results from this solicitation, and the Contract is not renewed at the end of the last active term, or is canceled prior to its expiration, for any reason, Vendor shall provide transition assistance to the State, at the option of the State, for up to **six (6) months** to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to the State or its designees. If the State exercises this option, the Parties agree that such transition assistance shall be governed by the terms and conditions of the Contract (notwithstanding this expiration or cancellation), except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall agree to pay Vendor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for performance of the Services or other resources utilized.

6.7 DISPUTE RESOLUTION

During the performance of the Contract, the parties agree that it is in their mutual interest to resolve disputes informally. Any claims by the Vendor shall be submitted in writing to the State's Contract Manager for resolution. Any claims by the State shall be submitted in writing to the Vendor's Project Manager for resolution. The Parties shall agree to negotiate in good faith and use all reasonable efforts to resolve such dispute(s).

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Vendor: _____

During the time the Parties are attempting to resolve any dispute, each shall proceed diligently to perform their respective duties and responsibilities under this Contract. The Parties will agree on a reasonable amount of time to resolve a dispute. If a dispute cannot be resolved between the Parties within the agreed upon period, either Party may elect to exercise any other remedies available under the Contract, or at law. This provision, when agreed in the Contract, shall not constitute an agreement by either party to mediate or arbitrate any dispute.

6.8 CONTRACT CHANGES

Contract changes, if any, over the life of the Contract shall be implemented by contract amendments agreed to in writing by the State and Vendor. Amendments to the contract can only be through the contract administrator.

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7.0 ATTACHMENTS

****IMPORTANT NOTICE****
RETURN THE REQUIRED ATTACHMENTS WITH YOUR RESPONSE
FOLLOW THE LINKS TO ACCESS EACH ATTACHMENT

ATTACHMENT A: PRICING COST PROPOSAL

Complete and return a full cost proposal associated with Section 5.0 of this RFP.
Vendor should complete the table below and include in submitted cost proposal.

Description	Cost
Nutt Street Parking Deck Equipment/Software Upgrade	\$ _____
Hanover Street Parking Deck Equipment/Software Upgrade	\$ _____
Additional Fees	\$ _____
Taxes	\$ _____
Total Project Cost	\$ _____

ATTACHMENT B: INSTRUCTIONS TO VENDORS

The Instructions to Vendors, which are incorporated herein by this reference, may be found here:

<https://ncadmin.nc.gov/formnorth-carolina-instructions-vendors032023/download?attachment>

ATTACHMENT C: NORTH CAROLINA GENERAL TERMS & CONDITIONS

The North Carolina General Terms and Conditions, which are incorporated herein by this reference, may be found here:

<https://www.doa.nc.gov/form-north-carolina-general-terms-and-conditions-11-2023/open>

ATTACHMENT D: HUB SUPPLEMENTAL VENDOR INFORMATION

Complete and return the Historically Underutilized Businesses (HUB) Vendor Information form, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_HUB-Supplemental-Vendor-Information_9.2021.pdf

ATTACHMENT E: CUSTOMER REFERENCE FORM

Complete and return the Customer Reference Form, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Customer_Reference_Template_09.2021.pdf

ATTACHMENT F: LOCATION OF WORKERS UTILIZED BY VENDOR

Complete and return the Location of Workers Utilized by Vendor, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Location-of-Workers_09.2021.pdf

ATTACHMENT G: CERTIFICATION OF FINANCIAL CONDITION

Complete, sign, and return the Certification of Financial Condition, which can be found at the following link:

https://files.nc.gov/ncdoa/pandc/OnlineForms/Form_Certification-of-Financial-Condition_09.2021.pdf

***** Failure to Return the Required Attachments May Eliminate
Your Response from Further Consideration *****