



**Office of the Mayor-President**

Purchasing Division  
City of Baton Rouge  
Parish of East Baton Rouge  
222 Saint Louis Street, 8<sup>th</sup> Floor  
Room 826  
P.O.Box 1471  
Baton Rouge, Louisiana 70821

225/389-3259 FAX 225/389-4841  
[purchasinginfo@brgov.com](mailto:purchasinginfo@brgov.com)

**Patti J. Wallace CPPB**  
Director of Purchasing

**ADDENDUM NO. 2**

August 4, 2016

**2008-16 Downtown Parking Management Services**

Proposal submission deadline: **August 19, 2016**  
Proposal Closing Time: **2:00 p.m.**

Your reference is invited to **Solicitation No: 2008-16 Downtown Parking Management Services** which is scheduled to open at 2:00pm, on August 19, 2016, for the City of Baton Rouge-East Baton Rouge Parish.

1. This addendum provides responses to questions received by the RFP deadline

**This addendum is hereby made a part of the RFP for Downtown Parking Management Services Initiative and should be acknowledged.**

**City of Baton Rouge / Parish of East Baton Rouge  
Downtown Parking Management Services  
Questions Submitted**

- 1) **QUESTION:** What are the current staffing levels by position for current on-street operations (including parking enforcement, collections, and maintenance)?

**ANSWER:**

**Parking Garage Operations:**

Parking Garage Manager  
Assistant Parking Garage Manager  
Parking Garage Supervisor (2)  
Parking Garage Attendant (4)  
Temporary Event Parking Attendants as needed

**Enforcement:**

Baton Rouge Police Officers as needed  
Collections:  
Parking Meter Collector

**City Court Cashier**

Parish Attorney Collections personnel as needed

**Maintenance:**

Parking Meters repaired by Traffic Engineering personnel as needed  
Parking Garage maintenance performed by Building & Grounds personnel as needed

- 2) **QUESTION:** What, if any, are the municipal court systems that the contractor will have to interface with for parking citation appeals?

**ANSWER:**

We would like the proposer to include parking citation software that will accept parking payments on-line and via the mail. On-site physical collections are no longer a requirement of this proposal.

- 3) **QUESTION:** Please provide the aggregate number of parking citations issued for the prior two years (calendar or fiscal), including a breakdown of the total citations issued by violation category (i.e. Expired Meter, Time Zone, Loading Zone, Handicap Parking, No Parking Zone, etc.).

**ANSWER:**

Aggregate parking citations:

2014: 8,615 citations  
2015: 11,639 citations

Additional breakdown is not available at this time.

- 4) **QUESTION:** What are the City's current policies and/or ordinance requirements regarding vehicle that are eligible for immobilization (booting) and towing?

**ANSWER:**

The current parking ordinance allows for immobilization, towing, and storage after five or more unpaid parking citations. The current ordinance states that this policy is established by the City Police Department. Immobilization is not occurring under the current

Administration. This policy may or may not change under the new Administration taking office on 1/1/17.

- 5) **QUESTION:** Please clarify the City's plans for the future meter replacement project? What is the timeframe for the purchase and installation? Will the selected Parking Management Contractor be responsible for installation? What are the proposed locations for the new multi-space meters?

**ANSWER:**

A separate bid will be conducted for the meters. It is estimated that the meters will be selected and installed by the end of 2016 or early 2017. We would want the Parking Management Contractor to start when the meters are installed. The Parking Management Contractor will not be responsible for installation. A draft bid specification and map for tentative meter locations is attached. Please note that the draft bid specification and tentative meter locations may change at the City-Parish's option.

- 6) **QUESTION:** At the pre-bid meeting, it was stated that the City's intent was to install pay-and-display type meters. Has this decision been finalized or would the City consider pay-by-plate capabilities?

**ANSWER:**

The City-Parish has decided to pursue a pay-and-display system. While the City-Parish would consider a pay-by-plate system for the garages, it is not part of the current plans. If the contractor proposes a pay-by-plate system please explain the rationale, with particular attention to the customer service benefits of this alternate approach.

- 7) **QUESTION:** What will be the payment options for the new meters (credit card, coins, and/or bills)?

**ANSWER:**

Credit cards and coins, no bills.

- 8) **QUESTION:** Will the contractor be responsible for elevator maintenance or will this be covered under an existing City contract?

**ANSWER:**

The contractor will be responsible for cleanliness of the elevator but not for the mechanical systems.

- 9) **QUESTION:** Are there any specific D/MBE requirements as part of this solicitation? If yes, what is the required percentage and forms if any we need to submit.

**ANSWER:**

There are no D/MBE requirements for this RFP.

- 10) **QUESTION:** Please clarify the proposal requirements as there are some discrepancies within the RFP as illustrated on pages 7-8, 31, and 42.

**ANSWER:**

Please see section 2.6 Proposal Elements

The proposals shall contain the following elements:

- A cover letter
- Organizational Background and Overview
- How the contractor intends to address the Scope of Work – identify special knowledge or skills provided by the contractor that may be related or helpful to the requested services.
- Technical Provisions – include identification of the major risks associated with this project and for each risk, identify activities which can be undertaken to reduce, mitigate or eliminate the risk. Clearly identify which activities will be the responsibility of the contractor and which activities will be the responsibility of the City-Parish.
- Resumes of Key Staff – Resumes should detail staff qualifications as well as levels of training. Please include detailed descriptions of individual involvement with services of similar or identical scopes.
- Prior experience in similar sized downtowns
- References including phone, email and physical address of three existing or former clients for the services in this proposal.

- 11) **QUESTION:** Will any City-owned or furnished equipment or office space be provided to the contractor for any aspect of service delivery? If so, please provide a detailed list of equipment that will be available for the contractor?

**ANSWER:**

The contractor will be allowed to use the 290 square feet of office space in the East Parking Garage. Any additional office space needed will be the responsibility of the contractor in accordance with section 2.5 of the RFP requiring the contractor to supply their own office and equipment.

- 12) **QUESTION:** Who will be responsible for buying radios that will interface with the city police and Sheriff Departments?

**ANSWER:**

The contractor should include all necessary equipment in their proposal.

- 13) **QUESTION:** Will all operational equipment such as vehicles be a pass thru cost to the city?

**ANSWER:**

The proposal should contain all costs needed to deliver the services. The City-Parish is not intending to purchase or own the vehicles. Vehicles would be the property of the contractor. The costs of the vehicles, ownership or leasing, should be included in the proposal budget.

- 14) **QUESTION:** Related to on-street regulated spaces, we would like to know the model of the meters that are currently installed. Do they accept credit card payment? Are they centralized sending at least financial data to a server? Can the financial data be downloaded into hand held devices? Are these devices (hand held devices) going to be available for contractor personnel?

**ANSWER:**

The existing parking meters will be removed and replaced with new, modern parking meters prior to start of the management contractor's contract. A separate bid will be released by the City-Parish for the purchase of new, modern parking meters. It is expected that the new meters will accept credit card payments (and coins) and will send payment information to a server. It is also expected that the payment information will be downloadable to hand held devices. The hand-held devices will be purchased by the City-Parish from the meter vendor.

The management contractor will be responsible for operation and maintenance of the hand-held devices. The management contractor's personnel will be trained on the use of the hand-held devices by the meter vendor.

- 15) **QUESTION:** Related to on street regulated spaces, we would like to know how many meters are currently installed. Are there any pay stations installed at the moment?

**ANSWER:**

There are currently 822 metered parking spaces. Meters for these spaces will be removed prior to the installation of new multi-space pay stations. Currently, there are not any pay stations installed.

- 16) **QUESTION:** Related to the description of the term Ambassador, can it be the contractor itself?

**ANSWER:**

Yes.

- 17) **QUESTION:** Are there any personnel doing enforcement and other tasks related to parking system included in this RFP at the moment that should be considered to be hired for the new contract?

**ANSWER:**

No existing enforcement staff are anticipated to be retained in that role.

- 18) **QUESTION:** How does The City desire the bidder to demonstrate its financial capacity? Submitting last year audited financial statements will be enough?

**ANSWER:**

Yes, submitting last year's audited financial statements is sufficient.

- 19) **QUESTION:** Will the installation of pay machines be responsibility of the contractor?

**ANSWER:**

Installation of the new pay machines will be the responsibility of the meter vendor. The meter vendor will be chosen by the City-Parish through a separate competitive bidding process. The management contractor, responding to this RFP, is not responsible for meter installation.

- 20) **QUESTION:** When does The City expect to award the pay stations RFP?

**ANSWER:**

A separate bid will be conducted for the meters. It is estimated that the meters will be selected and installed by the end of 2016 or early 2017.

- 21) **QUESTION:** Some of the technology offered in the proposal might be related to the technology of the new pay stations that aren't installed yet, will the city score those proposals that include new technology even though it won't be able to use it till the new pay stations are installed?

**ANSWER:**

The City-Parish will evaluate management contract proposals based on the quality of the response. After the management company is selected, the City-Parish will issue a separate bid for selection of the meters.

- 22) **QUESTION:** Besides the Contractor, will any other City Agency be responsible for aspects of parking enforcement? If so, please provide a summary of the responsible agencies and the number of employees/officers that perform parking enforcement duties.

**ANSWER:**

There will be a position in the City-Parish that will serve as a Parking Coordinator. There will also be a liaison in the Police Department for enforcement and security matters. The contractor will be responsible for enforcement. The City-Parish reserves the right for the City Police to enforce our ordinance in coordination with the contractor. No City Police personnel will be permanently assigned to enforcement and the contractor should not rely on City Police for enforcement personnel.

- 23) **QUESTION:** Please define the contractor's responsibilities for parking garage security, including the required hours and number of security patrols?

**ANSWER:**

It is expected that the parking meter enforcers would conduct regular patrols of the parking garages during regular operating hours. The contractor is also responsible for providing security personnel who will patrol the parking garages during all off-hours. The security personnel will not be responsible for enforcement but will contact the City Police if needed.

- 24) **QUESTION:** Please define the City's timeline for the automation of the parking facilities through the acquisition and installation of new Parking Access and Revenue Control Systems (PARCS)? Will the parking management contractor be responsible for cashiering prior to the installation of the new equipment?

**ANSWER:**

The contractor for this proposal is expected to purchase and install the PARCS system. Please include the cost and specifications for the PARCS system in your proposal. Please see section 2.1.9 of the RFP as follows:

"The Contractor will be responsible for upgrading the current Parking Access and Revenue Control system (PARCS) for the River Center East and West garages and B-1 and B-2 of the City Hall garage. The City-Parish's goal is to reduce the labor hours of an attendant in the parking garages by automating the parking garages with Pay-On-Foot Kiosks, but to ensure that the facility is safe and well-kept. It is anticipated that the proposer will monitor the parking garages, but not be required to provide a full time attendant at each exit and entry point in the two garages."

In addition to the system specified in the proposal, one additional PARC gate will be needed for the surface lot next to City Court.

The gates and system will become the property of the City-Parish at the end of the contract.

- 25) **QUESTION:** Will the contractor be responsible for management of the surface lot adjacent to the municipal center used by the courts?

**ANSWER:**

Yes. The contractor will be responsible for equipment and management of employee parking in this surface lot.

This will include gate maintenance and repairs as well as card issuance and payroll reconciliation for employee parking. There are currently 29 spaces of which 10 are paid employee parking through payroll deduction, and 19 are parking for public safety vehicles.

After 5 pm on weekdays and all day on weekends the gates are lifted and this lot provides handicap parking.

- 26) **QUESTION:** Will the contractor be responsible for staffing in-person (over the counter) payments of parking citations? Can the contractor propose an offsite location such as their offices to accomplish this task?

**ANSWER:**

The contractor is only responsible for managing online and mail-in payments. There is no longer a requirement for in-person collection of parking fees and fines for this proposal.

- 27) **QUESTION:** Related to fees, when the RFP document says Daily parking \$3 for 3 hours or more, is it related to on street parking or garage parking or both?

**ANSWER:**

Garage parking is \$3 for 3 hours or more. On-street parking is \$.50/hour unlimited. The City-Parish is anticipating changes in the parking fees following the installation of the new parking meters and the contracting with the successful proposer.

- 28) **QUESTION:** We would like to know the schedule for events for year 2015 and 2016. Is Event parking free for garages, on street parking or both?

**ANSWER:**

Calendar of Events for 2015

1/3 – Krewe of Bacchus, Weekend Mardi Gras Balls

1/8 – Symphony/Theatre

1/16 – Blues Festival/LA Marathon

1/24 – Jamfest

2/3 – 2/7 – Guy and Dolls, Romany, Revolution Dance

2/11 – Symphony

2/14 – Spanish Town Parade

2/21 – Globetrotters, Red Dress Gala

2/27 – 3/1 – Showstoppers

3/2 – 3/8 – Opera

3/14 – Starpower, Cheersport

3/17 – 3/22 – Sesame Street

3/24 – 3/25 – Shen Yun

3/27 – 3/28 – USA Wrestling

4/11 – 4/12 – Sigma Theta Weekend Conference

4/22 – Symphony

5/3 – Center Stage Performance

5/14 – 5/17 St. Micheal graduation and rehearsal events

5/28 – Job Fair

5/30 – 5/31 – Defrances recital

6/5 – 6/7 – Point Coupee Recitals

6/13 – Dancers World Recital  
6/16 – 6/20 – Dance Recitals  
7-10 – 7-12 – Miss America Pageant  
7/26 – Bridal Show  
8/13 – 8/15 – Circus  
9/11 – 9/13 – Jehovah’s Witnesses event  
9/20 – 9/23 – Associated Grocers MI  
9/26 – 10/3 – Hollydays – Jr League of Baton Rouge Shopping Event  
10/13 – 10/14 – BRSO REH  
10/16 – 10/18 – Jehovah’s Witnesses conference  
10/20 – 10/21 – College Fair  
10/26 – 10/28 – Supernaturalist MI  
10/31- 11/7 – Society of American Foresters Conference  
12/7 – 12/12 – Helen Brett MI Shopping Event  
12/13 – 12/20 – Nutcracker  
12/27 – 12/29 – Bayou Duals Wrestling

During special events, fees are collected for on-street parking and garage parking.

29) **QUESTION:** Related to garage spaces management, we would like to know the number of parking lease agreements now per day.

**ANSWER:**

There are 1,223 contracted spaces.

30) **QUESTION:** Related to PARCS for River East and West and levels from the City Hall garages, we would like to have an inventory of elements (barriers, pay on foot, machines, CCTV, intercoms, etc) that currently are installed in the garages, including the year that they were installed.

**ANSWER:**

The current equipment is obsolete and we do not wish the contractor to use the existing equipment as it is old and unreliable. We would like this proposal to include a fresh start with all new equipment as the proposer deems necessary.

31) **QUESTION:** Should investments for garages must be included in the management fee? What should the repayment period be?

**ANSWER:**

The proposal should not assume any investment in the garage except for the PARC gates. Any repayment period should be for the term of the three-year contract.

32) **QUESTION:** Are there any reimbursable costs that contractor must take on account and not include in the management fee proposed in the cost proposal?

**ANSWER:**

We would like the proposer to include all cost associated with implementing the scope of work and there will be no additional reimbursable expenses.

33) **QUESTION:** What is the current fine schedule for all parking violations within the public right-of-way?

**ANSWER:**

The current fine is \$10. The City-Parish expects to revise the fine schedule upon award of this proposal.

34) **QUESTION:** What is the current late fee schedule for delinquent parking citations?

**ANSWER:**

There are late fees. The City-Parish expects to revise the fine schedule upon award of this proposal.

35) **QUESTION:** What system(s) does the City currently use for parking citation issuance, management, and collections?

**ANSWER:**

The City Court Case Management System. Parking citations are issued electronically and manually.

However, we expect the contractor to provide new software and to manage on-line and mail-in payments. We do not expect to use either the current software or the current ticketing equipment.

36) **QUESTION:** When does this City intend on purchasing the single and multi-space meters as it relates to the start of the operational contract? Since the vendor has not been chosen it is understood cost to support the on-street technology is not to be included at this time, correct?

**ANSWER:**

A separate bid will be conducted for the meters. It is estimated that the meters will be selected and installed by the end of 2016 or early 2017. We would want the Parking Management Contractor to start when the meters are installed. The Parking Management Contractor will not be responsible for installation. A draft bid specification and map for tentative meter locations is attached. Please note that the draft bid specification and tentative meter locations may change at the City-Parish's option.

37) **QUESTION:** What equipment will the contractor be able to use for on or off-street initially?

**ANSWER:**

The contractor should provide all equipment for this proposal as detailed in the scope of work.

38) **QUESTION:** Is the contractor simply hired to manage the process of implementation and beyond or the current system?

**ANSWER:**

The management contractor is hired to manage the on-street and off-street system as detailed in the scope of work.

39) **QUESTION:** Should the new contractor budget for installation or will that be outsourced?

**ANSWER:**

The contractor should budget for the installation of the PARC system in the garages and surface lot. The parking meters will be installed by the winner of the parking meter bid and paid for by the City-Parish.

40) **QUESTION:** “The Contractor will be responsible for upgrading the current PARCS system”- Will the operator be reimbursed for the purchase of the PARCS system?

**ANSWER:**

Yes, this is expected to be in the contractor’s budget and paid for within the three-year initial operating contract.

41) **QUESTION:** Will the Contractor be able to assist the City upon deciding who the vendors will be?

**ANSWER:**

The management contractor will be consulted but the final decision will be the City-Parish’s.

42) **QUESTION:** Please explain how the City would like to reimburse the Contractor for the Scope of Service defined in the RFP.

**ANSWER:**

We are open to options but would anticipate monthly invoicing and payment under the terms of the contract.

43) **QUESTION:** What fees are reimbursable to the Contractor or is the fee for services a preferred fixed monthly fee?

**ANSWER:**

We anticipate a fixed monthly fees plus reimbursable expenses.

44) **QUESTION:** Please confirm if the City asking for a twelve-month budget for approval in response to Attachment B or a monthly amount for each.

**ANSWER:**

Yes, please submit 12-month budgets for the three years of the contract term, including contingencies for the second and third year to cover unanticipated expenses.

**Draft**

**Baton Rouge Parking  
Meter Specifications**

## SCOPE OF WORK/SERVICES

The City-Parish desires a system with features and functionalities including, but not limited to:

- Accept payment by coin, credit card, debit card, smart card and have an option to upgrade to chip-based credit cards or NFC technology.
- The ability to integrate with mobile payment applications such as pay by phone or smart phone applications for enforcement and reporting.
- Meters that operate without cabling for power or communication, and without ancillary infrastructure.
- Capable of operating in a stand-alone mode in the event the network environment temporarily fails, until the network environment is restored
- All card readers integrated into the meter mechanism itself or explain how reader is secured with the meter housing
- All meter products must be Payment Application - Data Security Service (PA-DSS) compliant and all service providers must be Payment Card Industry – Data Security Service (PCI-DSS)
- Scope of work will include the removal of approximately 800 single space parking meters. Vendor will detail credits provided for these if applicable.

## PERFORMANCE STANDARDS

Multi-space meter specifications:

The Pay by Space multi-space parking meters shall have the following primary features:

- At a minimum, all meters shall be capable of accepting payment via coins, credit cards, and debit cards. Credit card types accepted by the meters shall include Visa, MasterCard, American Express, and Discover.
- Key panel with intuitive payment navigation. Please describe your machines' key panels and payment steps, and provide images showing each step of processing each payment type.
- Meters shall be wirelessly networked via cellular network and connected to a centralized SaaS management system. Utilize wireless technology for 2-way communications with the parking meters to monitor payments, status and usage while also providing remote diagnostics and the ability to change settings remotely (e.g., pricing or out of service notifications). Alternative wireless communication solutions may be considered at the sole discretion of the City-Parish.
- System must be compatible with cellular vendors including ATT, Verizon, Sprint and T Mobile.
- All meters shall generate real-time alarms and status reports for maintenance needs, reporting by text messages, and/or e-mails to staff resources designated by City-Parish.
- Meter displays shall alert parkers when the machine is out of order or in a mode that is coin only or credit card only.
- Meter displays shall use LCD or LED technology. Displays shall also include backlighting for night viewing capability. All graphics and text on displays shall be clearly visible in all ambient lighting conditions including the entire range between direct sunlight and complete darkness.

- Meter shall support pay-by-cell phone payment technology. Pay-by-cell technology shall include the ability to extend time through cell phone communication. Pay-by-cell technology shall include the provision of smart phone applications.
- Meter shall be future compatible with smart phone applications that provide general information about City-Parish's parking system and/or real-time parking availability.
- Meter shall be compatible with future implementations or pilot studies of on-street parking sensor technology.
- All field equipment and components shall be fully protected from the ambient environment. Operation of the equipment shall not be effected in any way by normal weather conditions experienced in Baton Rouge. At a minimum, operation of the equipment shall not be effected in any way by the conditions listed below:
  - Ambient Temperatures: -10°F to 120°F (with addition of solar loading)
  - Humidity: 0% to 95% (non-condensing)
  - Rain: Blowing rain with 80 mph gusts
  - Dust: Blowing dust and fine sand
- Meters shall provide the ability to cancel any transaction without penalty at any point prior to completing the transaction.
- In the event of a malfunction to the coin acceptor, the meter automatically reverts to credit card only functionality. The functional state of the meter shall be prominently noted on the meter displays.
- The wireless based back end management system should enable the control of the meter mechanisms from the central office to enable quick and effective monitoring of maintenance status and changing of data related mechanism, the replaced unit, and the replacement unit.
- The management system shall have the capability to track audit amounts by mechanism, route, and any other selected meter configuration.
- System shall provide login capability and access to the management system via the internet.
- Accept credit and debit card payments.
- Accept coin payment.
- Include a standard solar panel for charging and maintaining battery power.
- Provide real-time maintenance status updates.
- Provide enhanced enforcement communications with smartphone devices.
- Allow for variable rate structures or the ability to conveniently and remotely change rates by City-Parish.
- Allow for variable time-limits and time enforcement structures, including the ability for City-Parish to conveniently and remotely set special event time structures.
- Ability to communicate changing rate structures at the multi-space meter.
- Multi-space meter shall have separate compartments and keys for collection and maintenance functions.
- Multi-space meters shall have separate key for cash box.

- Multi-space meter coin collection box shall be theft deterrent, made of durable metal construction, and compatible with Owner’s existing operations.
- Multi-space meter frame shall be durable and capable of deterring theft.
- Contractor shall provide samples of signage that are mounted on, or adjacent to pay station that directs the public to pay at pay station.
- Ticket roll capacity should be 4,500 tickets or more.
- Contractor shall be responsible for the initial start-up of multi-space parking meters.

## OPERATION AND RATES

The following rate and operating characteristics shall apply to all meter mechanisms purchased.

- Fixed rate – same rate all day, for select/every day(s) of the week. Meters can be remotely programmed for holidays, special events, or other rate changes via the web-based management system and shall not require City-Parish staff to interface directly with the meters to accomplish such a rate update.
- Multiple rates – varied rates throughout the day, a minimum of six (6) times. This can include Tow-Away, No Parking, or Free Parking options, in addition to hourly parking rates for normal metering time. Meters can be remotely programmed for holidays, special events, or other rate changes via the web based management system and shall not require City-Parish staff to interface with each individual meter to accomplish such a rate update.
- Pre-pay – allow a motorist to pay for parking prior to the beginning of enforcement hours, up to the maximum stay period. However, metered time will only begin at beginning of enforcement hours. For example, a 2-hour meter can be fully paid prior to the beginning of enforcement at 8AM. In such an example, metered time would only begin at 8AM and expire at 10AM.
- Tow-away – meters can be programmed to enforce defined tow-away zones. During the tow-away period, the meters will not accept credit card payment and no time will be given for coins. The meters shall be capable of displaying “Tow-Away; Do Not Park” on the display screen. In such a configuration, motorists will only be able to pay for time up to the beginning of the tow-away period. Changes to this feature can be remotely programmed via the web-based management system and shall not require City-Parish staff to interface directly with each individual meter to accomplish such a rate update.
- Event parking – meters can be programmed to accept event parking rates such that flat rate payment shall enable the vehicle to park for a predetermined amount of time. For example, \$10 for an event, such that the rate begins at 7am and the \$10 results in the meter being paid for the duration of the event.
- Changes/updates to all rate structures, maximum stay (time limits), available payment methods, and hours of meter operations shall also be managed and updated via a SaaS management system, providing remote management capability.
- Ability to add time – if a parker uses pay by cell as the payment option. The pay by cell transaction must have the ability to send the transaction expiry time directly to the meter in real-time. The cost of this functionality must be

highlighted in the pricing proposal. The City-Parish desires the ability for the user to receive a text message or other notification when the payment transaction is made at the machine and time is about to expire. It must also have the capability to add additional time at the same or higher rate.

#### GRAPHICAL DISPLAY

- All meter displays shall be remotely programmable via web-based meter management system, such that the meter staff is not required to be present at the meter for changes to be made.
- For increased visibility in low-light conditions, the display shall be backlit. Backlight shall be enabled automatically via light sensitivity and shall require no additional settings to be adjusted. Additionally, backlight shall only be enabled during a transaction in order to conserve battery power.
- Displays and solar panels shall be protected by a UV resistant (non-yellowing) material.
- In the event of a coin jam or other coin acceptor malfunction, meter shall continue to allow payment via the credit card slot with the aforementioned payment options including pay by cell and smart phone apps (where applicable). During such a malfunction, the meter shall display “Cards only, No Coins” on the display. In such an event, the meter shall wirelessly notify maintenance staff of the location and type of malfunction via email, text message, or both.
- In the event of a card reader malfunction, meter shall continue to allow payment via coins/tokens. During such a malfunction, meter shall display “Coins only, No Cards” on the display. In such an event, the meter shall wirelessly notify maintenance staff of the location and type of malfunction via email, text message, or both.
- In the event that both a coin acceptor malfunction and card reader malfunction are present, the meter shall display “Out of Order”. In such an event, the meter shall wirelessly notify maintenance staff of the location and type of malfunction via email, text message, or both.
- All messages shall be remotely updated and programmed via web-based management system.
- Meters must have color screen capable of displaying advertisements, messages and other services.

#### COIN VALIDATION

- All equipment shall be fully electronic with solid state components and straight down, free-fall coin chute. Multi-space meters shall be able to recognize and give time for both coins and/or custom token. Standard coin recognition shall include, but is not limited to, US denominations of \$0.05, \$0.10, \$0.25 and \$1.00 coins. The validator may also be reprogrammed remotely as new coins/tokens are implemented as part of the payment options provided by the City-Parish. The meter should incorporate a feature that will count invalid coins, such as washers, gaming tokens, etc., so that the City-Parish may monitor the areas where this kind of activity is taking place. No time credit shall be given for fraudulent coins.
- The coin validator (also referred to as “coin acceptor”) shall detect metallic as well as non-metallic jams. Jam clearance shall be accomplished without special

tools or disassembly of the meter. The coin validator shall be a removable component for the purposes of clearing coin or other types of coin validator jams. Coins passing through the mechanism shall be deposited into the coin box in the meter vault when the mechanism is properly installed in the upper housing.

## POWER

- Multi-space meters shall be equipped with an integrated solar panel recharge system with no hard wire connection required. In multi-space meters, the solar panel will be integrated within the primary frame of the unit. No external or elevated solar panels are desired. Contractor shall specify the number of solar panels on meters and specify how equipment meter is made to minimize vandalism.
- Battery equipment shall be rechargeable/back-up battery packs to provide ongoing power during low light conditions. Battery packs shall have a minimum life capability of 24-36 months without replacement (depending on climate and wireless features enabled). All rechargeable batteries shall be capable of being recharged manually.
- All equipment shall use solar panel and combination rechargeable/backup battery pack to provide ongoing and backup power. All rechargeable batteries shall have the capability to be manually recharged.
- All meters shall be compatible with traditional alkaline and rechargeable batteries.
- All meters shall have extended battery life capabilities (minimum 12 months before replacement)
- All meters shall retain at least one full year's data during a power failure or battery removal.
- The battery must be replaceable without the use of tools for all meters.
- All meters shall have the ability to have separate access for battery replacement for rechargeable and non-rechargeable batteries.

## CREDIT CARD PAYMENT

- Payment applications and devices accepting credit card payments shall be PA-DSS validated according to the latest version in effect at the time of Contract Award and shall be upgradable to maintain current standards throughout the life of the system.
- No equipment, components, applications, means, or methods used by the Contractor during the implementation of the system shall compromise the system's PA-DSS validation or prevent the City-Parish from satisfactorily passing an audit of PCI compliance.
- No application shall implement any changes to the Operating System that can potentially jeopardize PCI Compliance.
- Payment with a credit card shall utilize a hybrid card reader built into multi-space meter. The hybrid card readers shall allow for use of both magnetic stripe credit card and smart card or chip card. Users shall insert (chip card) or insert/remove (credit card) the card to start the payment process. Users shall then have the ability to toggle up or down to select the amount of time to be purchased, up to the maximum and down to the minimum metered time. Users shall then select "OK"

to purchase, or can press “CANCEL” to stop the transaction. Contractor shall explain transaction process if different than described above. Differences may be considered at the sole discretion of the City-Parish.

- The Contractor shall provide a minimum of two (2) options for secure gateway service for secure (encrypted) credit card data transmission to City-Parish’s merchant account provider. Credit card data transmission shall be in compliance with current PCI-DSS. If applicable, contractor shall provide evidence of PCIDSS Level 1 certification. Fees shall be detailed in the proposal.
- Keypad shall be utilized to eliminate any moving parts associated with the user interface for card payment. Alternative keypad types may be considered at the sole discretion of the City-Parish. All keypads shall be modular to all meters for in-field replacement if necessary.
- The card slot shall be functional in all weather, including rain, and shall not be disabled by water or other liquid.
- Meter shall adjust the amount of time purchased by the user based on selections at the meter interface, adjusting the value selected with credit card and showing the equivalent time purchased on the meter interface.
- The customer shall be able to cancel any transaction without penalty prior to accepting the transaction.

#### WIRELESS DATA and MANAGEMENT SYSTEM CAPABILITIES

- Multi-space meter shall be individually capable of transmitting wireless data (no hardwire connection required) for the purposes of payment card processing, coin transactions, updates to the operating features and rate configuration of the meter, as well as fault notification. The wireless capability shall be integral to the meter mechanism design and shall not require a secondary connection to a wireless device.
- System shall remotely communicate with all devices in real-time for a general broadcast of information or software update or an ability to communicate to a single device to upload information or software. Broadcasting information such as rate changes or time increment changes shall be in real-time to all field devices.
- System shall be capable of generating alarms for any user selectable event type. Alarm Hierarchy shall be completely configurable so that the City-Parish can adjust priority of alarms, audible tones, where the alarms are sent, etc. Initial Alarm Hierarchy shall be coordinated with City-Parish during implementation.
- Management system shall be completely web-based system accessible via desktop computer, laptop computer, or Windows, Android or iOS mobile devices to authorized personnel. It is desired that no additional software other than an internet browser shall be required for management to access and fully use in conjunction with the meter products. The system should support the current Internet Explorer, Firefox and Chrome. Additionally, the vendor must commit to supporting new versions of each browser, and ancillary components like Java, within 90 days of their respective version updates. This shall provide access to the meter management system from authorized user 24/7 over the web. Vendor shall list all data equipment necessary to operate software system including desktops, laptops, handheld devices, and any necessary server requirements which the City-Parish would need to have available or provide at the time of install. Vendor

should describe the licensing model and identify all costs associated with using the system. This includes per user licensing, technical support, per device costs or any other one time or recurring fees.

- Management system shall provide role-based access control using the principle of least privilege for all system functions including system administration and security administration.
- Management system shall provide a variety of reports to include financial, technical, and administrative functions via a single web-portal. Reports shall include, but are not limited to:
  - a) Credit card reconciliation (daily, weekly, monthly, annually)
  - b) Cash collection reports (by date, time, pole, amount collected and collector)
  - c) Meter must print a receipt showing meter number, location, and coin collection quantity after each collection
  - d) Revenue Summary reports (daily, weekly, monthly, annually, by zone, route, street or pole)
  - e) Coin box level (% full)
  - f) Individual transactions (cash or credit) by pole
  - g) GPS location of meters on a map with statistical mouse-over feature
  - h) Ability to change text on LCD remotely
  - i) Adjudication Reports
  - j) Ability to change rates and other operating parameters remotely via the internet
  - k) Meter uptime (over time, by zone, street, and pole)
  - l) Maintenance software for logging Service requirements over time
  - m) Meter paid occupancy reports (if applicable)
  - n) Accumulative totals of all cash and card transactions
  - o) Exception reports for units not performing as required (communications or payment faults)
  - p) Access to Help materials and User Manuals shall be available on-line
- Management system shall have the ability to export all query results to multiple formats including comma-separated-value, Microsoft Excel®, Microsoft Access®, Adobe Acrobat (.PDF),
- Management system will provide an API or other interface for City-Parish to programmatically transfer report data to City-Parish for data analysis or real time display on the City-Parish website. The API should also allow City-Parish applications to query the system to determine tag status (Paid, Not Paid, Expiration Time)
- The Contractor shall install and configure all application software and firmware required by the system with all software licenses registered to City-Parish.
- Automatically detect and report fault conditions through the management system - The system shall perform a self-check on a routine basis and provide notification for fault conditions and equipment failure.
- Remote monitoring of multi-space meters.
- The system shall correctly process parking fees during a transition:
  - o from daylight savings time to standard time, and vice versa

- o at the beginning of March during leap years (e.g., when there is a February 29th)
- o from one rate to another
- To the greatest extent possible, industry standard software packages shall be utilized. Each such software package shall be identified in the Contractor's Proposal. The Contractor's Proposal shall state the purpose of the software package, where it will be used, and how it will be used. If one software package is required to interface with another software package, the interface shall be documented and supported by flowcharts or block diagrams as appropriate. The Contractor shall advise if the software used in the system will be customized or "off the shelf" software, and shall describe the method of obtaining further software updates or modifications.
- Application software shall have been designed for use in parking meter systems, and shall be written in a standard, industry-accepted computer language such as Java, C++, Visual Basic, etc. The Contractor shall identify the version of software that will be used in their Proposal.

#### TRAINING, IMPLEMENTATION, MARKETING & ONGOING SUPPORT

- The Contractor(s) shall provide training necessary for City-Parish staff and agents to use any parking meter and parking meter management software used in the implementation and subsequent defined use period (based on outright purchase or financing/leasing of meters).
- The Contractor(s) shall provide training necessary for staff to maintain and operate parking meter technology after implementation (based on outright purchase or financing/leasing of meters).
- The Contractor shall provide training necessary for City-Parish staff and agents to utilize the wireless communication system to communicate with the parking meters used in the implementation.
- The Contractor shall provide training on an individual basis or in a group setting as approved by City-Parish for the operation and maintenance of the parking meters. Vendor must provide a training program for technicians and staff responsible for:
  - a) Installation, start up, and maintenance/repair of the units.
  - b) Coin collection.
  - c) Programming rates, valid parking times, etc.; through the management software.
  - d) Monitoring the equipment, generating reports and internal auditing.
  - e) Date file collection, credit card file downloading and processing, set up and maintenance of user account passwords, etc.
  - f) The vendor will provide detailed documentation on the use of the API identified above.
- The Offeror shall provide a thorough outline of the training content and provide training schedule for both software and hardware. The schedule shall include periodic refresher training (continual education), included but not limited to, emphasis on particular areas of City-Parish's choice and upgrades of software and/or hardware.

- The Contractor(s) shall provide a minimum of forty (40) hours of training at a designated City-Parish facility for designated City-Parish employees. The vendor shall provide additional training as requested at prevailing rates throughout the length of the Contract.
- The Contractor(s) shall provide ten (10) copies of the operating manual in English for installation, maintenance, and use (complete with wiring diagrams and specifications) are to be provided at the time the units are delivered.
- The Contractor(s) shall maintain or assist in the maintenance of the meters during the first 120 days of the implementation to ensure that all meters are in good working order and can accept coin and credit/debit payments used throughout the initial period.
- Offerors shall provide warranty information for parking equipment, equal to or exceeding one year from installation.
- The Contractor(s) shall provide assistance with initial marketing and education of new equipment, including materials, business outreach, and initial implementation outreach for users.
- The Contractor(s) shall include a marketing or campaign plan that shall provide the public with a smooth transition to the new parking meter equipment. The marketing or campaign plan is subject to approval from City-Parish and shall include:
  - a) Pamphlet information on “How to” use the parking meters.
  - b) Advertising and promotional materials advertising the launch date.
  - c) Survey forms allowing customers to give direct feedback to the City-Parish
  - d) The City-Parish will specify color, logos and printed instructions after selection of Contractor (s).
- Offeror shall provide a point of contact that is able to be reached Monday through Friday during normal operating hours (8 am to 6 pm), Eastern Time.
- Offeror shall also provide a point of contact for after hour requests. (6pm-8am)
- Offeror shall return phone calls the same day should City-Parish need immediate assistance.
- Offeror shall provide detailed scheduled maintenance guidelines and instructions to ensure that City-Parish is maintaining the equipment as required to ensure optimal performance. Offeror shall be willing to train City-Parish’s maintenance technician(s) that will be responsible for maintaining the pay stations. The training shall encompass all operational aspects of the pay stations.
- The Offeror guarantees, for a period of two (2) years from the date of installation to repair and/or replace any part or modular component determined to be defective in material or workmanship under normal use and service at no additional cost to City-Parish. The Offeror shall also provide City-Parish with any new software releases for a period of two (2) years at no charge.
- The Offeror must have a local office that can respond to any escalated service issues within four (4) business hours. In addition, the Offeror must be able to stock parts and provide repairs to parts at the local office.
- Vendor must describe what data is collected and stored, how it is used and if and under what circumstance it is transferred to third parties.

## GENERAL OPERATIONS

The Contractor shall provide all supplies, labor and materials as required to install the parking meters and in the most efficient, environmentally sensitive manner, including making recommendations regarding new technological requirements.

### **Customer Service**

Customer service is a critical component of the City-Parish's business strategy. The Contractor shall operate and manage the parking meter installation in a first class manner, with energy, fidelity, high standards of customer service, courtesy, and diligence. Contractor recognizes the special interest of City-Parish to render the highest possible quality of courteous service to all customers.

### **Staffing Responsibilities**

The Contractor shall employ all on-site personnel, including installation technicians, maintenance supervisors, and other personnel necessary for the efficient operation and conduct of the facilities.

Contractor shall be responsible for having carefully interviewed, security screened and ensured compliance for all appropriate personnel; all appropriate personnel shall be bonded as part of this contract.

Contractor shall ensure that all employees and agents abide by established local, state and federal safety rules and regulations, which may be promulgated from time to time by either party as they pertain to the City-Parish's operations (including ADA, OSHA, and EPA).

### **Parking Equipment Upgrades Anticipated**

The City-Parish intends to replace all single space meters with a multi-space parking meters, using a "pay and display" system. The City-Parish anticipates the need to install approximately 150 to 185 multi-space meters. It is anticipated that in some areas, with limited parking, single-space, coin only parking meters will be more practical. It will be the responsibility of the successful proposer to review the existing parking space inventory information provided by the City-Parish and to make recommendations regarding



Downtown Baton Rouge Future Metered Parking and Draft Parking Meter Locations