



To: All Prospective Bidders  
From: Purchasing Department  
Date: July 16, 2024  
Subject: Inquiries and Responses  
RFP#: 104-2024: Parking Access & Revenue Control

**Inquiries and Responses:**

1. Can you provide us with:
  - a. The number of paid/cashiered transactions from the prior 12 months and or the total revenue received from said transactions (for modeling purposes)
  - b. The number of validations processed in the trailing 12
  - c. The number of monthly parkers and their rates currently
  
2. Event Handhelds-what is the make and model and what third party are they currently using to connect to the system now?

**Make: Panasonic**  
**Model: FZ-E1**

**The system is not connected to a third party.**

3. In the RFP, Section IV starting on pg. 17, there are several references that additional information is included in Section V (A and D), but Section V includes only information on the Selection Process. Could this be a typo or is there another section with additional information?

**All references to Section V should read Section IV (A and D). An amendment will be sent to correct the RFP language.**

4. While downloading the RFP documents from the website, we were unable to download the two documents below. Would you be able to provide copies?
  - a. List of Proposed DBE(s) Form (fillable form)
  - b. Attachment A - Technical Specification Form

**Please see attachments.**

5. Is there a DBE goal we need to meet as a requirement of this RFP? If so, would you be able to provide the details?

**The Music City Center's DBE goal is 20%. We ask our vendors to consider establishing a similar goal. Please note: DBE spend is in reference to any work necessary regarding the installation of the equipment and/or software.**

6. Tab 8) Exhibits states that proposers must complete and submit Exhibits A-E; however, Exhibits D and E do not appear to be included in the RFP.

**An amendment will be sent to correct the RFP language: "Proposer must complete and submit Exhibits A and B".**

7. A warranty period of five years is listed on page 15 of the RFP; however, a two-year parts and labor warranty is referenced on page 20 and a five-year preventative maintenance period is listed on page 23. Please confirm the warranty and preventative maintenance periods.

**1 year full warranty parts and labor implemented after successful commissioning of equipment; 5 year PM agreement to be quoted to begin after successful commissioning date as noted in the RFP.**

8. Attachment A: Technical Specifications Worksheet contains Supports Pay by Space and Pay by License plate formats and describe the keypad options available that may not pertain to the garage equipment. Should N/A or N be selected for these items, or is there a separate Worksheet that addresses the Parking Access and Revenue Control System specifications?

**N/A or N is an acceptable response.**

9. Pre-Payment Mode Requirement:  
“The entry stations will be programmable to automatically switch to a “pay-on-entry” mode to accept scheduled special event parking requirements using an integrated contactless P2PE and NFC credit card reader”.

QUESTION: Is this an absolute requirement? In other words, if our solution cannot meet this requirement (as written), should we still submit a response?

**Yes, this is a requirement.**

10. ALTERNATE: Would MCC be willing to consider the alternative of using mobile cashiers accepting pre-payment at entry using handhelds instead of the entry terminals?

**Yes; but we must have the option of pre-payment without the cashiering labor**

11. Warranty Clarification: Pg. 15 section G. Warranty & Preventative Maintenance, bullet 2 states: “All items furnished and installed as a result of this contract will be fully covered by warranty for a period of five (5) years from the date of acceptance, as approved in writing by the Owner”

Pg. 20 under Section 3. Service and Support Plan, bullet I. the document states:  
“Acknowledge Two-year parts and labor warranty provided on all system components and parts including preventative maintenance services. The warranty period will commence upon system acceptance.”

QUESTION: Please clarify the factory warranty period and what is included (parts, labor, PM, etc.). Also, if any additional years of (extended) warranty are required.

**1 year full warranty parts and labor implemented after successful commissioning of equipment; 5 year PM agreement to be quoted to begin after successful commissioning date as noted in the RFP**

12. **RFP Section:** E. Cloud-Based PARCS Features

**RFP Text:** 5. Quick-Scan device on-boarding

**Question:** Could you provide some additional details on what is expected?

**On premise device replacement hardware must be able to be onboarded to the PARCS system with limited help from MCC personnel.**

13. **RFP Text:** 11. Built-in Call Center

**Inquiry:** Please clarify the intent with regards to the handling of intercoms. It appears there is a desire to use a native intercom system with 2 way video within the PARCS software on pages 7, 8 and 11. On page 14, there is mention of compatibility with the Cisco Call Manager system which would likely eliminate the ability to take calls entirely on the PARCS platform.

**The desire is to handle intercoms and video within the PARCS software. If this is not feasible within the proposed software, there would be a requirement to integrate with the MCC's phone system.**

14. **RFP Text:** Must allow for integration with existing wireless hand held devices for in-lane mobile cashiering activities

**Question:** What is the current wireless device make and/or model?

**Make:** Panasonic

**Model:** FZ-E1

15. **RFP Text:** Intercom - compatible with Cisco CM

**Question:** Can the Cisco Call Manager phone system accept calls from outside of its LAN/Network?

**The desire is to handle intercoms and video within the PARCS software. If this is not feasible within the proposed software, there would be a requirement to integrate with the MCC's phone system.**

16. **FP Section:** Wayfinding/Count

**RFP Text:** Existing level count signs

**Question:** Who is the manufacturer of current level count signs?

**Parc Assist**

17. Are the level count signs integrated to the existing wayfinding system?

**Yes**

18. Are the current level count signs integrated with the PARCS or a stand alone system?

**Stand Alone**

19. **RFP Section:** After Hours Access

**RFP Text:** P2 entry and exit after hours roll gate

**Question:** Is this door being activated by the PARCS system?

**No**

20. **RFP Section:** Exhibit C unit pricing

**RFP Text:** UPS - Battery Backup

**Question:** What is the required backup time? This item is on the cost exhibit but not listed on the equipment list.

**Battery backup will be used when power is interrupted during weather and during generator load testing. 30 Minutes would meet this requirement.**

21. Do you have a list of the equipment at this property? Or know what kind of equipment this is?

**Amano McGann**