



# **PARKING ACCESS & REVENUE CONTROL SYSTEM FOR MUSIC CITY CENTER**

**RFP #104-2024**



# BEFORE WE BEGIN

Please Sign-in

Why are we here?

Questions –  
Written  
Responses Prevail

# AGENDA

- Welcome/Introductions
- RFP Overview & Highlights
- Important Dates
- Submission Requirement
- Q & A Session
- Tour

# INTRODUCTIONS

## **JASMINE QUATTLEBAUM**

Director of Purchasing/DBE

## **MELANEICE GIBBS**

Purchasing/DBE Coordinator

## **KELLI DONAHOE**

Senior Vice President &  
Chief Operating Officer

## **RICHARD WAGNER**

Director of Parking &  
Transportation

## **HEIDI RUNION**

Director of Finance &  
Administration

## **SHARON FARRELL**

Finance Coordinator

## **ERIC BLOUIN**

Director of Technology



# RFP OVERVIEW AND HIGHLIGHTS

- Any contract resulting from this RFP will be for a five (5) year term.
- Provide fully integrated on-line, real time PARCS that allows for an operational 2D barcode ticket and proximity card parking access.
- All parking access and revenue control equipment must be supplied by a single PARCS manufacturer to assure quality control, reliability, uniform compatibility, and one source service responsibility.
- SaaS Cloud-based Access, Revenue Control, Count and Monitoring, Validations, and Special Event Software must be integrated and provided by this single PARCS manufacturer.
- Owner to provide existing conduit for the replacement parking control equipment for power, communication, and control wiring as required.

# RFP OVERVIEW AND HIGHLIGHTS

## The new PARCS shall meet the following objectives:

- Furnish and install one (1) complete cloud-based software platform system for Music City Center's parking garage to allow a dynamic, real-time view of Music City Center's parking garage activities to manage all revenue and access control functions.
- The PARCS shall be a combination of equipment, sub-systems, and supporting infrastructure that provides parking operations with the ability to control, monitor, and coordinate the access, revenue, count and monitoring, and special event activities.
- The PARCS shall also monitor and control entry and exit to and from those areas.
- The PARCS shall manage the parking structure that operates 24/7 for monthly and transient parkers, in an unattended fashion.
- The PARCS shall be sufficiently robust to simultaneously handle multiple locations.

# RFP OVERVIEW AND HIGHLIGHTS

## The new PARCS shall meet the following objectives:

- The PARCS shall provide advance parking technology such as touchscreens, displays, and built-in call center.
- The PARCS must accurately count vehicles entering and exiting facilities, breaking down these counts based on mode used to enter or exit (monthly, transient, event, etc.).
- The PARCS must have multiple validation offerings, providing the flexibility needed for the MCC to validate their patron's parking if so desired.
- The PARCS must be able to handle pre-paid special event parking operating in a "real-time "environment.

# RFP OVERVIEW AND HIGHLIGHTS

## The new PARCS shall meet the following objectives:

- The PARCS must have a contactless solution.
- The PARCS must communicate over TCP/IP network.
- The PARCS must interface with subsystem experts in P2PE (Point to Point Encryption) EMV (Electronic Payment Standard Methods) credit card transaction processing, license plate recognition, access reader technology and third-party event ticketing agencies.
- The PARCS must be highly scalable and allow for expansion options for future system enhancements.



# RFP OVERVIEW AND HIGHLIGHTS

## SYSTEM DESCRIPTION

### PARCS Revenue Collections from Patrons

- The transient system will consist of entry lane equipment designed to issue an individually numbered, 2D barcode and printed parking ticket, to each transient patron passing through the entry lane.
- Programmable to automatically switch to a “pay-on-entry” using an integrated contactless P2PE and NFC credit card reader.

### Cloud-based Parking System

- The PARCS Proposer will deliver and deploy all integrated equipment as outlined in Equipment List.
- This equipment must be able to communicate with the proposer’s cloud-based SaaS environment using secure, high-bandwidth, low-latency TCP/IP connections.
- Provide a comprehensive back office PARCS solution.
- Must allow Music City Center’s management personnel to manage parking operations from any mobile device with on demand reporting, expedited access, and rapid system processing speeds.

### Special Event Management System

- Must be provide an “embedded” link to the PARCS event parking web page to process a secured pre-pay for their parking for the scheduled event.
- Module must allow for the integration of the Music City Center’s existing wireless handheld devices.
- Must provide controls and monitoring of multiple events and multiple rates per event at the same time
- Must provide real-time communications between the application and the wireless handheld devices
- Application shall download the applicable information for that day’s event(s) to the handhelds at the time of cashier sign-on

### Open API Technology

- PARCS technology must be designed with an open architecture and provide a suite of API development tools enabling open design, testing, and deployment.
- Integration technique must provide connectivity capability to third-party aggregators and alternative parking applications to interface with the Music City Center Cloud-Based software platform
- Management reporting and data acquisition must be consolidated in one single dashboard technology for unified day-to-day PARCS operations.
- The Open API development solution must be designed into segmented modules based on their data interfaces

# RFP OVERVIEW AND HIGHLIGHTS

## CLOUD-BASED PARCS SOFTWARE FEATURES

1. Cloud-based software deployment
2. Responsive design, no apps required
3. Portfolio management
4. Multi-credential access
5. Quick-Scan device onboarding
6. Seamless, automatic updates
7. Dynamic auto-scaling
8. 24/7 AWS monitoring
9. Comprehensive, customizable reporting
10. Accelerated processing
11. Built-in call center
12. Mobile payments
13. Real-time transaction cancellation
14. System notifications
15. Simplified rate programming with built-in testing
16. Real-time, intuitive dashboards
17. Real-time device status
18. APIs for third-party integrations
19. Communicates with all devices outlined in Section E Equipment List

# RFP OVERVIEW AND HIGHLIGHTS

## OPTIONAL ALTERNATES

- License Plate Recognition
- Monthly Parker Management System
  - Online contracts
  - Automated monthly invoicing
  - Ability to accept credit card payments
  - Management portal
  - Robust reporting system to include past due accounts
- Intercom

# RFP OVERVIEW AND HIGHLIGHTS

## WARRANTY & PREVENTATIVE MAINTENANCE

- 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.
- Warranty service will include all parts and labor necessary to provide preventative maintenance, repairs and adjustments to keep the full system, including all field devices, central computer, supporting hardware and software, in first class working order for the duration of the service period.
- Accidental damage of equipment by vehicles, and damage resulting from misuse, vandalism, or casualty not directly attributable to the equipment, is subject to the same response time requirements, but the PARCS Proposer's hourly service rates and parts costs will apply.
- Warranty will include preventative maintenance cleaning, testing, and minor repair no less than once per calendar year.
- Warranty will cover all equipment furnished under these specifications both manufacture and installation, excluding misuse, vandalism, casualty, and Acts of God.
- Preventative Maintenance shall cover the following:
  - Regularly Scheduled Preventive Maintenance
  - Replacement Parts and Labor
  - Training
  - Software Upgrade and Updates
  - Premium Status for 24/7 Support

# RFP OVERVIEW AND HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES

- Responsible for the provision and installation of all parking equipment. Work will include furnishing all material, equipment, labor, and supervision to install a fully operational PARCS. Included will be supply, delivery, unloading, setting, anchoring, control and electrical wiring termination, and start-up of all parking, revenue control, access control, and networking equipment.
- PARCS will be considered acceptable after being 100% operational and after having performed satisfactorily for 100,000 transactions with no downtime.
- Contractor will provide attic stock parts
- Provide up to 30 hours of training onsite during and after the completion of the installation to all specified levels of MCC personnel.
  - Training must include basic parking equipment operations, first response troubleshooting, and end-user maintenance procedures.

# RFP OVERVIEW AND HIGHLIGHTS

## CONTRACTOR RESPONSIBILITIES (continued)

- Technician must be on site within 24 hours for calls placed by the Director of Parking and Transportation or designee for repairs and/or replacements.
- Provide regular hours of operation for service response purposes are Monday through Friday from 8 a.m. to 5 p.m.

# RFP OVERVIEW AND HIGHLIGHTS

## ATTACHMENT A – TECHNICAL SPECIFICATION WORKSHEET

- **Not** a comprehensive list of all of the MCC’s requirements but includes the key requirements that will be used to evaluate the RFP and will be included as part of the signed agreement.
- Save as a separate file on an USB drive (an additional USB is not required). Please save the file in its **original format (xls)**. Do not save as a pdf or any other format.
- Must provide a rating for every item. If the requirement does not pertain to the proposal being submitted, enter “N/A”.

# RFP OVERVIEW AND HIGHLIGHTS

## ATTACHMENT A – TECHNICAL SPECIFICATION WORKSHEET

- Ranking of R, I, N or E.
  - “R” indicates a feature is **Required**
  - “I” indicates the feature is **Important** to the final decision
  - “N” indicates the feature would be **Nice to Have** in a solution
  - “E” represents areas to **Explore** in the overall solution



# RFP OVERVIEW AND HIGHLIGHTS

## ATTACHMENT A – TECHNICAL SPECIFICATION WORKSHEET

- Responses with Y\*, 3rdP, C, or F
  - “Y\*”, must outline additional cost
  - “3rdP”, must explain what third party software application or service is required, any integration requirements, and the relationship with this third party.
  - “C”, must explain the nature and amount of customization required, and experience with the same or similar modifications and include additional cost.
  - “F”, must explain the functionality in the new release, the expected general availability release timing and provide surety that the functionality will be included.

# DIVERSITY PLAN OVERVIEW

- It is the policy of the Authority to assist minority, women, small, and service-disabled veteran-owned business enterprises wanting to do business with the Authority.
- Proposers are encouraged to maximize the usage of minority, women, small, and service-disabled veteran-owned businesses with respect to this scope.
- Diversity Plan will outline the plan to achieve or exceed a target percentage of minority, woman, small businesses and/or service-disabled veteran owned businesses participation.
- Use Strategic approaches and methodologies taken to ensure maximum participation by minority, woman, small, and service-disabled veteran owned businesses suppliers.

**For example:**

- Identify a particular scope of contract that can be fulfilled by minority, woman, small, or service-disabled veteran owned businesses.
  - Utilize DBE businesses to provide supplies and materials needed to perform contract
- 
- Required to submit a monthly diversity report by the 15th of the following month as referenced in the Music City Center DBE program and guidelines. This may include monthly reconciliation of payments via cancelled checks.

# EVALUATION CRITERIA

- **Tab 2) Business Plan/Approach to Scope**  
*Total points available for this criterion are 40 points.*
- **Tab 3) Qualifications of Firm**  
*Total points available for this criterion are 25 points*
- **Tab 4) Diversity Plan**  
*Total points available for this criterion are 5 points.*
- **Tab 5) Price Proposal**  
*Total points available for this criterion are 20 points*
- **Tab 6) Reference Projects**  
*Total points available for this criterion are 10 points*

# IMPORTANT DATES

<b>RFP QUESTIONS AND INQUIRIES DUE</b>	<b>July 9, 2024</b>
MCC RESPONSE TO INQUIRIES	July 16, 2024
RFP SUBMISSIONS DUE	August 6, 2024 AT 3 PM (CST)

# SUBMISSION REQUIREMENTS

- All submittals must be received by deadline - **NO EXCEPTIONS.**
- Hand Delivery Option: MCC Administrative Office  
600 Koreans Veterans Blvd
- UPS or FedEx Option:  
Music City Center House Docks (must have this on address line)  
700 Koreans Veterans Blvd

# SUBMISSION REQUIREMENTS

- Read V F. Response Format, Requirements and Evaluation Criteria thoroughly
- Email submissions will not be accepted
- Include one (1) original, seven (7) copies, and (1) electronic copy (i.e. USB drive)
- **Bind proposals** (i.e. 3 prong folder, 3 ring binder, spiral binding, etc.)
  - Please refrain from using binder and/or paper clips
- **Organize sections (Tabs) by using dividers** in order listed in RFP
  - Please label each corresponding tab (i.e. “Tab 1”, “Diversity Plan”)
- Ensure to include all required Exhibits

# SUBMISSION REQUIREMENTS

- Read Section III. Diversity Plan thoroughly (5 pts)
  - Use Exhibit B
- Complete Exhibit C: Cost Criteria Form
- Complete Attachment A: Technical Specifications Worksheet

# QUESTIONS

- **REMINDER:** Questions must be submitted in writing in order to receive an official response.
- Written responses to questions will be issue by RFP amendment and posted to Music City Center website:
- <http://www.nashvillemusiccitycenter.com/about/business-opportunities>