



DATE: April 12, 2018
SUBJECT: Letter of Clarification
RE: Theater District Parking Access and Revenue Control System RFP
TO: All Prospective Proposers

Houston First Corporation (“HFC”) issues this Letter of Clarification regarding the referenced RFP for a Theater District Parking Access and Revenue Control System (“PARCS”) to make the following clarifications and answer questions timely received in the manner set forth below:

CLARIFICATIONS

I. Equipment Revisions. Section 2 of the RFP, titled “Project Scope” is hereby amended and restated as follows:

HFC requires a flexible, integrated solution able to address transient, contract and even parking needs. There are 16 lanes in total, two of which must be reversible. Equipment requirements for a successful configuration are expected to include all of the following PARCS hardware and devices:

- a. Sixteen (16) Gates with LED lights;
- b. Sixteen (16) Bar Code Scanners;
- c. Sixteen (16) Keypads;
- d. Sixteen (16) AVI Readers (~~HCTRA~~/EZ tag readers);
- e. Nine (9) Ticket Dispensers;
- f. ~~[Deleted.] Seven (7) Exit Verifiers;~~
- g. ~~[Deleted.] Seven (7) Adam Controllers; and~~
- h. Seven (7) Six (6) In-Lane Cashier Stations or express in-lane Pay Stations (credit card only);*
- i. Sixteen (16) HID card readers; and
- j. Sixteen (16) Intercomms (IP based)

*If an automated system is proposed, then the Proposer is asked to provide optional pricing for one (1) credit-card-only Pay on Foot Station and one (1) credit-card-and-cash Pay on Foot

Station. The location and quantity of any Pay on Foot Stations required by HFC will be discussed as needed with the Proposer selected.

Data connectivity will be provided by HFC from the main distribution frame (MDF) to four (4) intermediate distribution frame (IDF) locations ~~rooms~~ in the Facility. HFC will provide all necessary network switches in the IDF; the Contractor selected ~~may, at HFC's option, will~~ be required to install pathway and cable from such rooms to locations needed by the PARCS. Runs from the IDF locations to each lane are estimated to be less than 300 feet. Electrical power and infrastructure to each lane will be provided and installed by HFC's contractor.

II. Requirement Revisions. Section 3 of the RFP, titled "Minimum Requirements," subsection (e) is hereby deleted:

~~e. Include a pay lane in all exits and entrances;~~

III. IDF Cabling – Pricing Per Linear Foot. As detailed specifications for the IDF, data cabling and conduit requirements are not available at this time, HFC requests that each provider include pricing per linear foot for data cabling, including conduit and all labor required. A revised pricing form is included at the end of this Letter of Clarification.

IV. System Improvements and Automation. Proposers are reminded that HFC welcomes all recommendations to make the PARCS at the facility more efficient, such as alternative configurations and technological innovations having the effect of reducing labor requirements, materially improving operations, or otherwise reducing costs.

QUESTIONS AND ANSWERS

I. Equipment.

Question 1: Are in-lane cashier stations required, or will HFC consider using automated in-lane pay stations/Pay-on-Foot (POF) machines?

Answer: HFC will consider Proposer solutions retaining in-lane cashiers or express pay-in-lane stations with optional POF machines. (Proposers who recommend use of POF stations are asked to provide separate pricing for one credit-card only station and one credit card and cash POF station.)

Question 2: Does HFC envision or require the use of handheld devices during events?

Answer: While not expressly required, HFC believes use of handheld devices during special events to allow payment on entry and rapid ingress-egress would be most useful. Proposers who recommend use of handheld system components are asked to provide separate pricing for any such devices.

Question 3: Does HFC have a required manufacturer/model for the keypads, and may the keypads be combined with the card readers?

Answer: HFC does not have a preferred manufacturer for the keypads. Devices may be combined.

Question 4: Will the system scanners be used to read QR codes/barcodes via mobile phone or paper print-outs?

Answer: Scanners should be able to read both mobile devices and printed paper tickets.

Question 5: Would you please provide a use-case for keypads to describe the functionality needed?

Answer: Keypad codes are used for VIP parking user groups such as the Mayor's Office, high profile events, planning commissioners, emergency parking for City of Houston departments, etc. Also used when a physical parking credential cannot be distributed.

Question 6: Are HCTRA/EZ Tags scanned in order to charge the toll accounts, or simply recognized to allow in/out access control?

Answer: Tags are scanned to control ingress and egress only; toll accounts are not charged.

II. Ticketing.

Question 7: What is Tessitura and how is it used at the facility?

Answer: Tessitura is a customer relationship management system software used by the following local performing art groups, Opera, Symphony, Alley Theatre, Houston First Theaters, and the Houston Ballet. One of its major components is issuing theater tickets that can be utilized as parking vouchers for entry and exit into the parking facility. In the future, these parking vouchers may be billed and invoiced to the various arts groups.

Question 8: Would you please clarify the expected interface/functionality for the Tessitura, Ticketmaster, and similar event-ticketing systems?

Answer: The core requirement is that the system is capable of scanning physical and mobile device barcodes or QR codes to recognize pre-paid parking and open the gate upon entry and exit. HFC will provide all reasonable assistance and make and necessary introductions to Tessitura, Paciolan and other event ticketing providers.

Question 9: Is the PARCS used primarily to scan tickets/vouchers for user groups, or is it used to issue tickets to them as well?

Answer: While needs of performing arts groups and other users have some variation, the PARCS is used primarily to scan parking vouchers issued through Tessitura, Ticketmaster, Paciolan. Subscribers present their parking voucher for entry into the garage and for exit (if the gates are down). Vouchers must be recorded initially on entry, not at the exit. Voucher are only good for a one time use. All vouchers are disabled at the close of day and then counted for invoicing. Invoicing is done weekly.

Question 10: How often are ticket formats updated?

Answer: While there is no fixed schedule, annual updates to tickets may be presumed.

III. Existing/Pre-hurricane System.

Question 11: How is event parking operations and credit card revenue currently handled?

Answer: Currently, event parking is handled on prepay mode basis. Event customers pay with cash, credit card, or barcoded vouchers issued by one of the performing arts groups, or HFC through the Tessitura event-ticketing system. Transaction of event should be recorded on entry.

Question 12: How are monthly parkers set up?

Answer: Monthly parkers are set up using various monthly rates under the following categories: Exempt, Non-Exempt, Reserved, Non-Reserved, and City of Houston.

Question 13: Who are the primary user groups?

Answer: Various performing arts groups, City of Houston, Federal Courthouse, NRG, Shell Services, and Bayou Place tenants.

Question 14: What is the current quantity for booth cashier stations, and are they open 24/7?

Answer: There are seven cashier booth stations; only one entrance is open 24 hours: Entrance #1 Old Rusk.

Question 15: Will cashiers be in the entry lanes all day Saturday and Sunday to collect payment at entry?

Answer: No.

Question 16: Was the pre-storm PARCS hosted?

Answer: Yes.

Question 17: What is the current process for handling visitors/contract parkers who enter the garage before 5PM on Friday and leave between 5PM Friday and 5AM Monday?

Answer: Currently, beginning Friday at 11PM to 7AM, the gates are down at the entrance and either an attendant or exit verifier is in operation. Beginning at 7AM on Saturday morning, the garage is in a prepay mode of operation for all visitors until 11PM. At 11PM, the gates go down and the exit verifiers are in operation until 7AM Sunday morning. At 7AM Sunday morning, the prepay mode starts again. Regardless of events scheduled, the garage always has one entrance open 24 hours. The other entrances are prepay beginning at 10AM. Contract parkers has 24 hour access to the garage.

Question 18: Can you provide a use case for the movie theater patron/free parking scenario?

Answer: During event time, the moviegoer prepays for parking, receives a ticket and then presents it to the movie theater for redemption towards a credit for food/beverage or movie ticket. The movie theater gives the customer a portion of the paid voucher to exit the facility. The second part of the ticket is used as supporting documentation to submit to HFC for reimbursement.

Currently, moviegoers can receive up to 3 hours of free parking until 5 PM, Monday through Friday. The moviegoer pulls a parking ticket and present it at the movie theater. The movie theater will give the moviegoer a web-based validation for three hours of parking. If the moviegoer exceeds three hours, then they must pay the difference.

Question 19: Does HFC have an internet payment gateway (IPG) and, if so, what is the fee per transaction?

Answer: Yes. The current provider is Chase Paymentech; cost, which depends on volume, is approximately .09 per transaction.

Question 20: Can a third party aggregator be the merchant of record for PARCS credit card transactions?

Answer: No.

Question 21: Is the PARCS contractor responsible for supplying the hangtags?

Answer: No.

Question 22: Do you have drawings for each garage?

Answer: Drawings of the garages are available at www.houstonfirst.com/do-business.

IV. IT/Technical Requirements.

Question 23: Is the PARCS contractor responsible for providing the server?

Answer: Yes. HFC expects the Proposer selected to provide a server.

Question 24: Will the PARCS server be located on a separate or segregate network from other applications?

Answer: Yes. The PARCS server should be located on a separate server.

Question 25: Is the PARCS contractor responsible for providing the conduit to each lane from the IDF, and if so, is there a required size?

Answer: The Proposer selected may be required to provide conduit and data cabling from each lane to the IDF based on the per-linear-foot pricing provided. No specific conduit size is required.

Question 26: Will HFC provide network connectivity between MDF and the HFC parking office?

Answer: Yes. HFC will provide connectivity from new MDF to the parking office.

Question 27: Will media converters be provided by HFC in the IDF rooms?

Answer: No. In order to reduce points of failure, media converters are disfavored.

Question 28: What is the length of runs from each lane to each IDF?

Answer: As definite measurements are not available at this time, proposers are asked to provide a data cabling price per linear foot, inclusive of conduit and all labor.

Question 29: Are there any specifics regarding offline transactions at each IDF?

Answer: When offline, each transaction should be encrypted and secured to capture payment information and allow payment processing to resume immediately upon restoration of the system in a manner unnoticeable to garage users.

Question 30: Do all entry / exit lanes need to be fully IP addressable?

Answer: All PARCS equipment except gates should be IP addressable

Question 31: Do you require gates to be remotely color charged from the PARCS system in the command center?

Answer: No.

Question 32: Would you please clarify the requirement that “HFC would prefer a PARCS capable of processing online payment for proximity cards and hangtags”?

Answer: Though not required, HFC would appreciate the convenience of an online payment portal to allow monthly contractors to pay their invoices online and purchase validations.

Question 33: Do the user groups have any special software/hardware system requirements?

Answer: No, although the system should be able to recognize various proxy cards/facility codes.

Question 34: Is the new system required to have integration into the parking guidance system?

Answer: Capability to integrate with INDECT parking guidance system is preferred, but not required.

When issued, Letters of Clarification automatically become a part of the RFP and supersede any previous specifications and/or provisions in conflict therewith. By submitting a proposal, proposers shall be deemed to have received all Letters of Clarification and to have incorporated them into their proposal.



THEATER DISTRICT PARCS

PRICING FORM (REVISED)

1. PRICING

Based on the Project Scope, Minimum Requirements, and Theater District Parking Access and Revenue Control System Agreement, Proposers are to provide pricing for their proposed PARCS. Pricing should be phased based on the three Project milestones noted: Effective Date; Install Complete; and Date of Completion. Each box **must** be filled with a dollar figure, or as appropriate, “n/a” or “Included”.

Software licenses or any other ongoing costs **must** be stated for a combined total of 5 years to match the warranty period.

In providing pricing, each Proposer **must** assume that all equipment, systems, hardware, and software used as part of the previously system are 100% inoperable and will need to be replaced entirely.

	Effective Date	Install Complete	Date of Completion	Total
Equipment				
Software				
Labor				
Warranty				
Shipping				
Grand Total:				

Pricing for data cabling **must** be provided separately in the following table:

Proposer Pricing for Data Cabling (Per Linear Foot)	
Proposer agrees to provide data cabling and conduit, including all labor, tools and equipment required to install and provide data connectivity in exchange for the amount stated below.	
Price (Per Linear Foot):	

Pay-on-Foot Stations (Optional). If an automated system is proposed, then the Proposer is asked to provide optional pricing for one (1) credit-card-only Pay on Foot Station and one (1) credit-card-and-cash Pay on Foot Station. The location and quantity of any Pay on Foot Stations required by HFC will be discussed as needed with the Proposer selected. Such pricing should be included on a separate sheet immediately following this Pricing Form.

2. SUGGESTIONS AND OPTIONAL FEATURES

Proposers who have elected to provide additional suggestion and recommendations to make the PARCS at the Facility more efficient (See section 4(e) of the RFP), such as alternative configurations and technological innovations having the effect of reducing labor requirements, materially improving operations, or otherwise reducing costs are asked to attached additional information to this Pricing Form. Any known additional costs or savings must be defined clearly.

3. SPECIFICATIONS

Provide a current product specification sheet for each proposed PARCS component, as well as software licenses, if any, required to operate the proposed PARCS.