



LOUISIANA
CANCER
RESEARCH CENTER

REQUEST FOR PROPOSALS
For
A Parking Access and Revenue Control System

Date Issued:	February 28th, 2019
Deadline to Submit Proposals:	March 22nd, 2019

I. Purpose

The Louisiana Cancer Research Center of L.S.U. Health Sciences Center in New Orleans/Tulane Health Sciences Center (LCRC) is seeking a qualified vendor (Contractor) to implement a parking access and revenue control system (PARCS) that would provide centralized management of one (1) parking garage with an attached surface parking lot, and would include revenue collection, access control equipment and provide for integration of a merchant validation capability. The Contractor will provide LCRC with turnkey on-site replacement pay-in-lane entrance and exit equipment (ticket dispensing equipment with intercom, barrier gate, pay-in-lane pay station with barrier gate and parking server with software).

II. Background and Overview

LCRC was legislatively created with the primary function of conducting research and promoting education in the diagnosis, detection, and treatment of cancer.

LCRC's mission is to seek National Cancer Institute (NCI) designation as a comprehensive cancer center by developing a coordinated cancer research and education program that will optimize discovery and development of innovative cancer therapies; leading to innovative clinical treatment programs offering new opportunities for early detection, treatment, and prevention of cancer in our region; and promoting regional economic growth. Tulane University ("TUHSC"), Louisiana State University Health Sciences Center in New Orleans ("LSUHSC"), Xavier University ("XAVIER"), and Ochsner Health System ("OCHSNER") are members of the LCRC.

The LCRC building is a ten-story, state-of-the-art cancer research center on the corner of Tulane and S. Claiborne Avenues in downtown New Orleans. This 260,000 sq. ft., \$100M facility houses approximately 200 cancer researchers, allowing them to collaborate more easily as they seek a deeper understanding of the biology of cancer in the hopes of developing new treatment options for the citizens of our state. This secure research facility includes six floors of lab and office space (floors 5-10), three full floors of parking garage space (floors 1-4) and one exterior surface parking lot. All building occupants must access LCRC parking facilities via the pay station lanes located at the sole vehicular entrance to the facility. For this reason, the replacement parking equipment must be capable of issuing tickets (for optional validation), taking payment from visitors, and allowing facility occupants to enter and depart the facility using magnetic media, as contractual parkers.

III. Schedule of Events

LCRC reserves the right to change dates as necessary. Proposers will be notified of any changes.

RFP Issued	February 28th, 2019
Mandatory pre-proposal conference	March 7th, 2019, 10:00am
Deadline for submitting written inquiries	March 12th, 2019
Deadline for LCRC to respond to written inquiries	On or before March 15th, 2019
Deadline for proposals	March 22nd, 2019
Proposal review interview dates (if interviews are determined to be necessary)	March 26th through March 27th, 2019
Contractor selection & notification:	On or before March 29th, 2019
Contract execution	On or before April 5th, 2019

IV. Proposal Submittal

Firms or individuals who are interested in providing equipment and services requested under this RFP must submit a proposal containing the mandatory information specified in this RFP. The proposal must be received in hard copy (printed) version on or before the date and time specified in the Schedule of Events. FAX or e-mail submissions shall not be acceptable. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. The proposal package must be delivered at the Proposer's expense to:

Louisiana Cancer Research Center (“LCRC”)

Attn: Ryan Graffagnini
1700 Tulane Ave., 10th Floor
New Orleans, LA 70112
Telephone: (504)210-1718
Email: fiscal@lcrc.info

The responsibility solely lies with each proposer to ensure their proposal is delivered at the specified place and prior to the deadline for submission. Proposals received after the deadline will not be considered.

Proposal Format

- a. The written proposal must be signed by an individual authorized to bind the offeror. The proposal shall provide the name, title, address and telephone number of individuals with authority to contractually bind the company and who may be contacted during the period of the contract. All fees quoted shall be firm and fixed for the full contract period.
- b. The Proposal should be organized and include at minimum, the following major sections:
 - **Proposer's/Company's background, knowledge, experience, and qualifications;**
 - **Approach & Methodology** – At minimum, demonstrate understanding of the project and how proposer will best meet the needs of LCRC;
 - **Professional references** - Provide a minimum of three (3) references from other projects in similar size and scope for which you have provided parking access and revenue control systems and related services. Include the name of the company, brief description of the project, name and contact information of the appropriate individual;
 - **Project management including:**
 - Project organizational chart including key staff to be assigned;
 - Location of office from which the project management will be performed;
 - Summary/Matrix of key personnel's project experience
 - **Pricing** - Total all-inclusive cost outlining all components included and cost of each as required in the "Pricing" section of this RFP

V. Submission Criteria and Requirements

- a. All proposals shall be type written, signed, and delivered to the LCRC in a sealed envelope. The proposer's response should include one original (original signatures required) and three (3) copies, including any and all required documentation (four (4) sets total).
- b. Proposers at their sole discretion, may provide questions to the LCRC by email at fiscal@lcrc.info. Questions must be submitted in writing, by the "deadline for submitting written inquiries" described in the "Schedule of Events" section above.
- c. A mandatory pre-proposal conference will be held at the LCRC building located at 1700 Tulane Avenue, New Orleans LA 70112 on March 7th, 2019 at 10:00am. Prospective proposers are required to participate in the conference to obtain clarification of the requirements of the RFP. Although impromptu questions will be permitted and spontaneous answers will be provided during a visit, the only official answer will be stated in writing in response to written questions. Potential proposers should submit all questions in writing even if asked and answered orally.

- d. Answers to the questions will be provided to all the proposers via an addendum to the RFP.
- e. A completed response to the RFP must be received no later than 4:00PM CST on the date listed in Section IV – Schedule of Events. It is the responsibility of the proposer to ensure that responses arrive on or before the prescribed time. Late proposals will not be accepted. Postmarks of the date of delivery are insufficient. Proposals received by the LCRC will be dated and stamped; this will be the official date and time of receipt.
- f. Notice of any award of a contract resulting from this RFP will be made by written notification from the LCRC to all proposers.
- g. LCRC may elect to conduct an additional interview(s) with the proposer(s) prior to the award of this contract if deemed necessary.
- h. All proposals become the property of LCRC and will not be returned. Selection or rejection of the offer will not affect this right.
- i. LCRC will not pay any costs incurred in the submission of a proposal or for any costs incurred prior to the execution of a formal contract. LCRC will not be responsible for any proposer expenses related to unsolicited information, response development or oral demonstrations that may result from this RFP. LCRC will not pay any amounts proposed and identified as insurance, bonds, or taxes of any kind.
- j. Proposer certifies, by signing and submitting a proposal, that their company and any subcontractors, vendors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133.

VI. Evaluation and Selection

For the purpose of review, evaluation, scoring and ranking, the following criteria have been established in no particular order of importance;

- 1) Demonstrated knowledge and experience with parking access and revenue control systems and related services
- 2) Qualifications and experience with similar projects
- 3) Staff qualifications
- 4) Plan/approach provided for services
- 5) Cost of equipment and services
- 6) Other information

Interviews may be scheduled with selected prospective Contractor as soon as possible after the scoring and ranking, to permit further evaluation and to inquire further into the Contractor's experience on similar projects, through understanding of the various aspects of the services to be provided, scheduling, budget and other pertinent matters.

Proposals must remain open as an irrevocable offer to provide service as described in the RFP for a period of 90 days after receipt of proposal. The award decision is

expected to be made on or before 5:00 pm on March 29th 2019.

VII. Addenda, Supplements, Amendments

LCRC reserves the right to change the Schedule of Events or revise any part of the RFP by issuing an addendum to the RFP at any time prior to an award. Addenda if any, will be distributed to all participants via email or certified mail, and will be posted on the LCRC website at louisianacancercenter.org. It shall be the responsibility of the Proposer to provide current and accurate contact information.

VIII. Errors and Omissions in Proposal

LCRC reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities and informalities.

IX. Rejection

LCRC reserves the right to reject all proposals received in response to this request. It does not intend to pay for information solicited or contracted for prior to entering into a contract with the successful proposer.

X. Audit of Records

The State legislative auditor, federal auditors and external auditors of the LCRC, Louisiana's Division of Administration (DOA) or others so designated by the DOA, shall have the option to audit all accounts directly pertaining to the resulting contract for a period of five (5) years after project acceptance or as required by applicable State and Federal law. Records shall be made available during normal working hours for this purpose.

XI. Scope of Services

The Contractor that is awarded the contract for this RFP must provide turn-key services for the replacement and installation of the parking equipment for one parking garage with an attached surface lot at LCRC located at 1700 Tulane Avenue, New Orleans, Louisiana.

- Contractor shall be responsible for all costs including concrete and electrical work related to the removal and installation of the parking equipment.
- Contractor shall provide training and support for the parking equipment prior to the installation of the equipment.
- Contractor must provide details on the equipment warranty and may provide options for ongoing equipment maintenance and support.
- Contractor must have a valid Louisiana Contractors license.
- Contractor must be able to demonstrate successful execution of similar projects within last three years.
- Contractor must be capable of fulfilling warranty service and parts; and shall be capable of supplying replacement parts and

timely repair services after the initial warranty period, for the subsequent life of the equipment.

1. Major Hardware Components and Quantities

At this time the proposal should include the following major hardware components and the quantities of each along with meeting or exceeding the equipment specifications outlined in this request for proposal to meet the goals and objectives for the LCRC:

Entry terminal/ticket dispenser	1
Exit verifier/credit card	1
Gates	2
Card readers	3

2. PRICING

Contractor must provide a detailed pricing proposal that specifically lists the component description, number of components provided and the cost of each component proposed. Pricing shall include all necessary items to provide a turn-key purchase, installation and implementation. Cost of site work must be separate from normal installation and described in detail. Training must be listed as a separate item with the cost proposal. Any alternative or optional equipment must be listed separately from the base quote for equal comparison.

3. EQUIPMENT SPECIFICATIONS

SYSTEM DESCRIPTION

The core objectives of the Parking Access and Revenue Control System (PARCS) project include, but are not limited to:

- (a) Control access to the parking garage and surface lot for various user types including contract/permit parkers, visitors and the general public
- (b) Accurately track the required financial and statistical information
- (c) Accurately calculate appropriate fees
- (d) Accurately document the revenues generated by the parking operations
- (e) Ensure flexibility for any future need to update, upgrade, and/or expand the system readily
- (f) Provide an intuitive and user-friendly interface
- (g) Open-architecture system where all interfaces (hardware and software) conforms to national and International Organization for Standardization (ISO) standards

All mandatory requirements of the RFP are outlined in the Scope of Services. During the life of the PARCS, there needs to be an option to incorporate other aspects of the parking function (citations) or change the method of collections (i.e. pay on foot, mobile applications). Although not mandatory for qualification of the Contractor, the Contractor should demonstrate the ability of the software to be upgradeable, scalable, and modular in design such that it can support these types

of functions for the parking operation. All non-mandatory auxiliary components that could be expanded in our current parking operation are listed under Non-mandatory Auxiliary Components.

The parking and other control equipment components provided by the Contractor shall operate as a complete system. Each equipment component shall perform its function in relation to other components. As such, each component shall be compatible with every other related component. All components shall be compatible with the existing roll down gate and the geometric circumstances of the facility or place where they are installed.

CORE OBJECTIVES – SOFTWARE

Software Requirements

- (a) All software and software licensing required by the system shall be provided by the Contractor. To the greatest extent possible, proven, off-the-shelf software (i.e. software already manufactured and available for delivery) shall be used.
- (b) The Contractor shall provide perpetual licenses and/or authorization for all software and LCRC. If available, a site license shall be provided. The operating systems, application software, development language, peripheral software, and PARCS hardware diagnostic software shall be licensed in perpetuity.
- (c) Database Management System
 - Application software shall consist of software to provide complete operation of the PARCS and include the database management system.
 - Data recorded by the PARCS shall be maintained in files that are in ODBC compatible formats. Solution shall support a relational database format for the storage of data.
- (d) Application Software
 - Application software shall be comprised of computer application programs to provide complete operation of the PARCS and includes the database management system. Application software shall be compatible with the operating system platform. The software programs provided shall allow for future upgrade and expansion of the PARCS system.
 - The Contractor shall install and configure all application software and firmware required by the PARCS with all software licenses registered.
 - The application software shall provide the following:
 - i. PA DSS validated according to PA DSS v2.0, or 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.
 - ii. Ensure that the application does not implement any changes to the Operating System that can potentially jeopardize PCI Compliance.

- Browser-based – PARCS software shall be browser-based and web-browser enabled, i.e. the PARCS software shall be accessible by an authorized user through an internet browser of any workstation connect to LCRC's network. Users shall not need a client version of the software installed on their workstations to access the software.
- Solution shall provide role-based access control.
- Automatically detect and report fault conditions through a FMS – The system shall perform a self-check on a routine basis and provide notification for fault conditions and equipment failure. Fault conditions shall be categorized by severity and the system shall notify through the FMS for any individual fault condition, category of fault, or user-selected group of faults. The system shall provide a continuous end-to-end self-checking capability.
- Reporting as outlined in the Audit and Reporting Subsection.
- Facilities monitoring of all field devices, e.g. entry station status, barrier gate status, cashier station status, lane status display, UPS unit status, etc.
- Allow authorized users to authorize exceptions transactions occurring in a lane and remotely from a workstation or a handheld device with internet access.
- Central access and control of field devices – Users with the appropriate authorization shall be able to issue remote commands from system workstations to the field devices such as raising and lowering the barrier gates; rebooting the entry or exit station; putting the entry or exit station in or out of service; changing the lanes status signs; applying software patches and updates; etc.
 - i. The use of central controls shall be logged with user ID, time, device controlled and action taken.
- The system shall be capable of charging variable rates based upon the time of day, day of the week, and special events. The Contractor shall provide the ability for independent, variable rate structures for each facility.
- The rate structure shall be programmable to establish daily/weekly/monthly maximum fees, grace times, and complimentary periods.
- Create system generated alarms – System shall be capable of generating alarms for any user selectable event type. Alarm Hierarchy shall be completely configurable to adjust priority of alarms, audible tones, where the alarms are sent, etc. Initial Alarm Hierarchy shall be coordinated during implementation.
- Ability to export all query results to multiple formats including comma-separated-value, Microsoft Excel®, Microsoft Access®, etc.
- To the greatest extent possible, industry standard software packages shall be utilized.

(e) Validation System

- The Contractor shall provide an electronic validation system whereby LCRC may discount a patron's parking fee by either re-encoding their

- parking ticket, issuing a magnetically encoded or barcode voucher or an alternate validation method.
 - Validations shall be made for specific dollar amounts (e.g. \$5.00 off) specific durations of time (e.g. two hours' fee), for a percentage of the parking fee, or discount the entire parking fee.
 - Only users with appropriate authorization shall be able to issue validations and the PARCS shall track all validations for auditing purposes by user, validation date, validation type, and validation amount.
- (f) Audit and Reporting
- The PARCS system shall document parking revenue and activity and generate revenue and activity reports. All reports shall be available online and on demand for those having proper password access.
 - The system shall identify and produce reports that reflect separately transient parking, contract/permit parking, and special event activities.
 - The PARCS transactional stream of data shall be compiled in an ODBC compliant database. LCRC shall have the ability to prepare custom reports using this data including the ability to export data to Microsoft Excel®, at a minimum, via a comma-separated-value file format or as a PDF file.
 - Capture, record and report separately all exception transactions that could not be processed 100% and automatically by the system (swapped, unreadable, lost, foreign, mutilated, used, disputed fee, cancelled, credit card transactions processed in an off-line mode, etc.)
 - At a minimum, reports provided shall include
 - i. Shift Reports
 - ii. Monthly Reports
 - iii. Daily Reports
 - iv. Access Card Reports
 - v. Reports that allow queries over any length of time (hours or days)
 - vi. Reports specific to each program

CORE OBJECTIVES – EQUIPMENT

General Requirements

- (a) All equipment and associated materials shall be newly manufactured. No used or refurbished equipment and associated materials shall be utilized.
- (b) All guidelines under this section are the optimal specifications for the parking garage and surface lots.
- (c) All lane equipment performing a like function and of the same part number shall be fully interchangeable without the requirement for physical modifications.

- 1) The Contractor shall utilize equipment that supports TCP/IP and remote monitoring of distributed units. SNMP shall be utilized for all equipment that is assigned an IP address.
- 2) The PARCS configuration shall provide lane autonomy such that no single point of failure of a device shall cause an operations failure of surrounding lanes. Equipment at a single lane may fail causing a shutdown of a lane; however, the failure shall not affect other lanes.

Application and Data Servers

- (a) The PARCS shall be designed to support stand-alone operations (distributed system with intelligent devices) as well as centralized management of PARCS.
- (b) The PARCS Servers shall reside onsite.
- (c) The Database Servers shall be sufficiently configured such that the following features and functionalities are attainable:
 - 1) Maintain 12 months of on-line data of all PRCS data. This data shall be readily accessible without any delay in processing.
 - 2) Long Term Storage Media – Ability to archive all summary data for up to five years with simple retrieval capability.

Entry Stations

- (a) Each Entry shall consist of the following components and capabilities:
 - 1) Access door with appropriate tamper-resistant locking system (all entry stations keyed alike, and unique to this installation)
 - 2) Single-slot technology such that all ticketing and card reading shall be from a single slot in the Entry Station's face
 - 3) Issues one credit card-sized, side striped or center striped, magnetically encoded or barcode parking ticket for each entry transaction.
 - 4) Entry Station Ticket slot shall read an International Standards Organization (ISO) standard side-stripe magnetically encoded card such as a credit card.
 - 5) Inserted credit cards shall be read in all four directions
 - 6) Active color matrix message screen, minimum six-inch diagonal display that is easily readable in all ambient lighting conditions.
 - 7) Utilize visual instructions for patrons to understand the sequence of events to complete a transaction
 - 8) Push-button ticket issue
 - 9) Illuminated ticket slot
 - 10) Push-button intercom integrated into the face of the entry Stations. Intercoms must be either be SAT3R or equivalent if wired or Command or equivalent if wireless.
 - 11) Retractable ticket mechanism
 - 12) Uniquely encoded parking tickets printed for each specific parking area, with possible QR encoding compatibilities
 - 13) Unique machine identification number
 - 14) Computerized Lane Control and Interface Processor (LCIP) to control equipment component communications within the lane and to the Servers

- 15) Stand-alone capabilities for each Entry Station in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Entry Station shall provide offline transaction storage capacity for all transactional information for a minimum of 1,800 transactions, with a preference of 5,000 to 10,000 if the capability exists. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until re-establishment of communications. Entry Station shall automatically upload all transaction information to the Servers once communication is restored.
- 16) Proximity Card Reader with a minimum read range of six inches integrated into the face of the Entry Station
- 17) Ticket Stock Low alarm generated on FMS
- 18) Ticket Stock Out alarm generated on FMS

Exit Verifiers

- (a) Each Exit Verifiers shall be equipped with the following components and capabilities:
 - 1) Access door with appropriate tamper-resistant locking system (each Exit Verifiers keyed alike, and unique to this installation)
 - 2) Ticket reader/validator that accepts ISO standard readable cards, magnetic stripe or barcode parking tickets, validations, and credit cards through the same single slot that shall print a patron receipt and/or a credit card voucher that requires no signature.
 - 3) Customers shall be given a receipt for all credit card transactions
 - 4) Capacity to hold two full stacks of receipt tickets.
 - 5) Receipt Stock Low alarm generated on FMS
 - 6) Receipt Stock Out alarm generated on FMS
 - 7) Active color matrix display, minimum size six inches measured diagonally, shall be readable in all lighting conditions.
 - 8) Utilize visual instructions for patrons to cancel a transaction once a parking ticket has been inserted.
 - 9) Cancel button that allows a patron to cancel a transaction once a parking ticket has been inserted
 - 10) Stand-alone capabilities for each Exit Verifiers in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Exit Verifiers shall provide offline transaction storage capacity for all transactional information, including encrypted credit card data, for a minimum of 1,800 transactions. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until reestablishment of communications. Exit Verifiers shall automatically upload all transaction information to the Servers once communication is restored.
 - 11) Proximity Card Reader with a minimum read range of six inches integrated into the face of the Exit Verifiers
 - 12) Push-button intercom integrated into the face of the Exit Verifiers. Intercoms must be either be SAT3R or equivalent if wired or Command or equivalent if wireless.

Uninterruptible Power Supplies

- (a) Conditioned/emergency power through the TCP/IP enabled UPS units shall be provided for the following components and facilities to protect components from loss of power, power spikes, and power sags.
 - 1) Entry Lanes
 - 2) Express Exit Lanes
 - 3) Automated Pay Station
- (b) UPS battery back-up for all equipment shall be sized to last 240 minutes, or 4 hours.
- (c) All UPS units shall be SNMP compatible to allow automated notification when battery power is activated or the battery levels become critically low.
- (d) The Database Servers shall be sufficiently configured such that the following features and functionalities are attainable:
 - 1) Maintain 12 months of on-line data of all PRCS data. This data shall be readily accessible without any delay in processing.
 - 2) Long Term Storage Media – Ability to archive all summary data for up to five years with simple retrieval capability.

Proximity Card Access System

- (a) The Contractor shall provide a turnkey proximity card access system that shall provide the following features and capabilities:
 - 1) Designated users shall be able to utilize the system for ingress and egress to/from assigned parking facilities
 - 2) Ability to issue and register proximity cards to create 1000 user groups or categories of proximity cards at a minimum.
 - 3) Authorized users shall have the ability to view and program proximity card privileges and access rules. The Proximity Card Access System shall provide the ability for expiration of account/proximity card for unpaid permit fees; also, imposition of late fees at user programmable intervals
 - 4) The Contractor shall provide the appropriate tools to program and/or encode proximity cards from one or multiple PARCS workstations.
 - 5) System shall have anti-pass back capabilities that can be turned on or off
 - 6) The system shall report the occupancy of proximity card patrons in each facility, in real-time
 - 7) All user group parameters and rules shall be accessible and changeable via a Graphical User Interface (GUI) accessible on any of the PARCS workstations provided with the system. Software code changes shall not be required to edit user group parameters and rules.
 - 8) Each user transaction should have the capability to have each transaction timestamped to identify and deter invalid access. For example, if the access is valid M-F 8 AM to 5 PM and ingress is recorded on the date at 9 AM and no egress is recorded on that date prior to 5 PM, that user will be flagged for improper access attempt. Authorized personnel will then have the ability to forgive all or specific transactions and resynchronize all or specific users. Valid access should be configured to specific dates and times disallowing someone who entered today between 8 AM and 5 PM to exit the next day between those specific hours.

- 9) The system shall encode and control proximity cards that allow universal access to one, multiple, or all facilities depending on parameters that are input.
- 10) The proximity card management system shall provide full accounting functions including account generation, tracking, invoicing and account payment collection.

Barrier Gates

- (a) All barrier gates shall contain the following:
 - 1) Direct drive mechanism
 - 2) Aluminum or fiberglass gate with padded arm
 - 3) Electronically controlled rebound feature
 - 4) Single piece gate arm or articulated as required by height limitations
- (b) Barrier gates shall have enough power/resistance to ensure they cannot manually be forced open. Barrier gates should default to open position in event of total power failure. If all other contingencies fail customer should be able to exit the facility in a timely fashion.

Credit Card Payment

- (a) All payment applications are required to accept credit card payments.
- (b) 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 upgradeable to maintain current standards throughout the life of the system.
- (c) 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 LCRC from satisfactorily passing an audit of PCI compliance.
- (d) No application shall implement any changes to the Operating System that can potentially jeopardize PCI Compliance.
- (e) Payment with a credit card shall utilize a hybrid card reader. The hybrid card reads 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.
- (f) The customer shall be able to cancel any transaction without penalty prior to accepting the transaction.
- (g) Processing redundancy shall be built into the system. The Contractor shall provide a system such that processing credit card transactions shall not degrade the time allowed for positive authorizations. The PARCS shall process and store credit card transactions at each field device that accepts credit cards while in an offline mode due to a communication loss.

NON-MANDATORY AUXILIARY COMPONENTS

Note: All features listed below are not mandatory for a qualified response to this RFP. LCRC at its discretion, can opt for any programs or equipment responsive to the guidelines below.

Automated Pay Stations

(a) Each Automated Pay Station shall be equipped with the following components and capabilities:

- 1) Access door with appropriate tamper-resistant locking system
- 2) Ticket reader/validator that accepts ISO standard readable cards, magnetic stripe or barcode parking tickets, validations, and credit cards through the same single slot that shall print a patron receipt and/or a credit card voucher that requires no signature
- 3) Capable of processing parking payments using credit cards/debit cards (without requiring PIN authorization)
- 4) Door Open alarm generated on FMS
- 5) Receipt Stock Low alarm generated on FMS
- 6) Receipt Stock Out alarm generated on FMS
- 7) Active color matrix display, minimum size six inches measured diagonally, shall be readable in all lighting conditions
- 8) Utilize visual instructions for patrons to cancel a transaction once a parking ticket has been inserted
- 9) Cancel button that allows a patron to cancel a transaction once a parking ticket has been inserted
- 10) Stand-alone capabilities for each Exit Verifiers in the event that network communication is lost, and regardless of where on the network the communication interruption occurs. Specifically, each Exit Verifiers shall provide offline transaction storage capacity for all transactional information, including encrypted credit card data, for a minimum of 1,800 transactions. The lane shall automatically close in the event that the minimum transaction threshold is reached and shall remain closed until reestablishment of communications. Exit Verifiers shall automatically upload all transaction information to the Servers once communication is restored
- 11) Push-button intercom integrated into the face of the Exit Verifiers. Intercoms must be either be SAT3R or equivalent if wired or Command or equivalent if wireless

In general, the LCRC is subject to all local, state and federal laws. By submitting a proposal, contractor agrees to follow all local, state and federal laws, directly or indirectly related to this request for pricing.

XII. General Terms and Conditions

- a. Contractor will perform all work in accordance with the Scope of Services in section XI. Contractor will perform all work in a professional manner that is consistent with other professionals performing similar work in the geographic area at the time services are rendered. Time and quality of work shall be the essence of this Agreement.
- b. The Contractor shall meet all requirements as required by federal, state laws and local ordinances.
- c. Contractor shall assign a project manager to act as Contractor's

representative with respect to products and services to be rendered under this Agreement.

- d. Contractor agrees to indemnify and hold "Client Group" which shall mean, individually or in any combination, Client, The Board of Supervisors of Louisiana State University and Agricultural and Mechanical College, and all of the subsidiaries, affiliates, partners, joint interest owners, co-owners, and co-lessees, including their respective directors, officers, employees, servants, representatives, agents, assigns and lessees and the subrogees of said parties harmless from and against all claims, damages, causes of actions, and fines to the extent such claims, damages, causes of action and fines are based on or arise out of Contractor's negligent acts or negligent omissions.
- e. The Contractor shall maintain general liability insurance to cover all professional services rendered under the terms of this contract.
- f. Proof of such insurance shall be provided by the Contractor. Limits of Liability shall be no less than: a) \$1,000,000.00 per person; b) \$1,000,000.00 per occurrence.
- g. The Contractor shall maintain workers compensation insurance to cover all professional services rendered under the terms of this contract. Proof of such insurance shall be provided by the Contractor.
- h. The Contractor agrees to keep all information related to the contract confidential. Except as specifically authorized by the LCRC, the Contractor agrees not to publish, reproduce, or otherwise divulge information, in whole or in part and in any manner or form. Contractor is responsible to abide by federal and Louisiana Public Records Laws. The Contractor shall take such reasonable measures as are necessary to restrict access to the information to only those employees and Contractor's staff who have a "need to know." Contractor further agrees to immediately notify the LCRC, in writing, in the event that it has determined that a breach of this requirement may have occurred.
- i. The Contractor's staff shall comply with all LCRC policies and procedures.
- j. The LCRC shall have the exclusive right to approve or reject any proposed contract staff, however approval will not be withheld without reason.
- k. The Contractor or LCRC shall be exempted from performance under the contract for any period that the Contractor or LCRC is prevented from performing any services in whole or in part as a result of an act of God, war, civil disturbance, epidemic, or court order, provided the Contractor or LCRC has prudently and promptly acted to take any and all corrective steps that are within the Contractor or LCRC's control. Subject to this provision, such non-performance shall not be considered cause for termination of the contract.
- l. In the event the laws of the State of Louisiana or the United States, or the rules regulations and guidelines of any state or federal government should be amended or judicially interpreted so as to render infeasible the fulfillment of the contract on the part of either party, then the appropriate provisions of the contract shall be renegotiated in good faith by the LCRC and the

Contractor.

- m. LCRC reserves the right to enter into a contract without further discussion of the proposal submitted; there will be no best and final offer procedure. The LCRC reserves the right to contract for all or a partial list of services offered in the proposal. It is understood that the proposal will become a part of the formal and official file on this matter without obligation to the LCRC. LCRC also reserves the right to end the Request for Proposal process at any time. LCRC further reserves its right to NOT select a proposer.
- n. The Contractor will be required to certify that neither this business entity nor any of its employees is currently listed as excluded or sanctioned by the Office of Inspector General (OIG), the General Services Administration (GSA) or any other governmental body or governmental entity. The Contractor must understand that if this business entity or any of its employees appear on these listings, the corresponding organization's proposal will be rejected. Furthermore, the Contractor must understand that if at any time during the term of this contract, this entity or any of its employees appears on either listing, the Contractor will notify the LCRC and this contract will be terminated.
- o. This RFP, together with any addenda issued thereto by the LCRC, the proposal submitted by the Contractor in response to the LCRC RFP, and any exhibits specifically incorporated herein by reference, will constitute together with the contract the entire agreement between the parties with respect to the subject matter.
- p. The LCRC exclusively requests that proposers to this RFP direct all questions to fiscal@lcrc.info while the RFP process is underway. In addition, proposers may not contact any of the consortium members concerning this RFP.