



# CITY OF ORLANDO

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April 18, 2016

## MEMORANDUM

TO: David Billingsley, Chief Procurement Officer

FROM: Lee Donate, Purchasing Agent

SUBJECT: RFP15-0235, Parking Access and Revenue Control System (PARCS)

Please review / approve the attached Meeting Minutes for the subject Advisory Committee Meeting of April 14, 2016.

Approved:

A handwritten signature in black ink, appearing to read "Lee Donate", written over a horizontal line.

### **PROCUREMENT AND CONTRACTS DIVISION**

CITY HALL • 400 SOUTH ORANGE AVENUE • P.O. BOX 4990 • ORLANDO, FLORIDA 32802-4990  
PHONE 407.246.2291 • FAX 407.246.2869 • CityofOrlando.net • esupplier.cityoforlando.net

**ADVISORY COMMITTEE MEETING MINUTES**  
**RFP15-0235**  
**for**  
**Parking Access Revenue Control System (PARCS)**  
**Thursday, April 14, 2016**  
**4th Floor, Tarpon Conference Room**  
**2:00 PM**

3<sup>rd</sup>. Meeting of the Advisory Committee to review and evaluate responsive proposals submitted in response to RFP15-0235

**Committee Members Present:**

Charles Ramdatt, (Chair), Transportation Engineering  
Todd Berube, Technology Management  
Ridzi Palomo, Parking  
Pamela Corbin, Parking  
Cade Braud, Transportation Engineering

**Committee Members Absent:**

None

**Other City Personnel Present:**

Lee Donate, Procurement and Contracts Division (Facilitator)  
Dawn Chin Shue, Minority/Women Business Enterprise  
Thomas Papsodero, Parking (Technical Advisor)  
Douglas Horner, Office of Business & Finance (Technical Advisor)  
Gitaanjali Sookdeo, Office of Business & Finance (Technical Advisor)

**Actions/Discussion/Motions:**

Charles Ramdatt, called the meeting to order at 2:05 p.m. and took the following actions:

- 1) Advised that the meeting is being recorded.
- 2) Indicated the date, time and purpose of the meeting and that it was posted by the City Clerk more than forty-eight (48) hours in advance.
- 3) Indicated that those in attendance had been introduced, by name and Division.
- 4) Advised the Committee that a quorum has been established.
- 5) Indicated that no members of the public are present and that the Public Input Procedures addressed at the 1<sup>st</sup> Committee meeting are still in place.
- 6) Asked for a motion to accept the minutes of the 2<sup>nd</sup>. Committee meeting, held on February 25, 2016, as presented.

A motion was made by Pamela Corbin and seconded by Todd Berube to accept the minutes of the 2<sup>nd</sup>. Committee meeting, held on February 25, 2016, as presented. Discussion ensued. The motion passed unanimously.

Lee Donate asked Douglas Horner and Gitaanjali Sookdeo of the Office of Business & Finance to present to the Committee a summary of the D&B reports received and to answer questions from the Committee. The Committee asked questions at the conclusion of the presentation. Discussion ensued. The Committee did not wish to take any further action with regard to the D&B reports received or the summary.

Lee Donate presented to the Committee copies of the references received to date and advised that any additional references received will be provided to the Committee at the next meeting. The Committee reviewed the references received. Discussion ensued. The Committee did not wish to take any further action with regard to the references.

Lee Donate presented to the Committee copies of the questions/clarifications/demonstration requests provided to Procurement, by the Committee. The Committee reviewed the copies of the questions/clarifications/demonstration requests. Discussion ensued. The Committee wished to have Procurement submit a final draft of the questions/clarifications/demonstration requests presented at this meeting to the Committee via email, prior to release to the Proposers.

Lee Donate asked the Committee if the Committee wished for Procurement to proceed with scheduling Presentations by the Proposers, as discussed by the Committee at the 1<sup>st</sup> Committee meeting. The Committee wished for Procurement to proceed with scheduling Presentations.

A motion was made by Cade Braud, seconded by Ridzi Palomo to adjourn the meeting. The Meeting ended at 2:21 p.m.

These minutes are considered to be the official minutes of the RFP15-0235 Committee Meeting held on April 14, 2016, and no other notes, tapes, or other recordings taken by anyone takes precedence.

Submitted by:



Lee Donate  
Procurement & Contracts Division  
Assigned Procurement Representative

Reviewed and Accepted by:

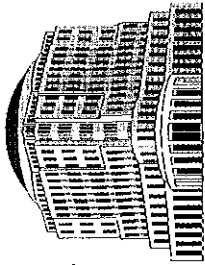


Charles Ramdatt  
Transportation Engineering  
Chair

Attachment(s): Sign-in Sheets  
Reference Responses  
Presentation Questions

# CITY OF ORLANDO

Procurement & Contracts Division  
3rd Committee Meeting Sign-In Sheet



Location: City of Orlando, 400 S. Orange Avenue,  
Tarpon Conference, 4th Floor, Orlando, FL 32802

Bid Number: RFP15-0235

Time: 2:00 p.m.

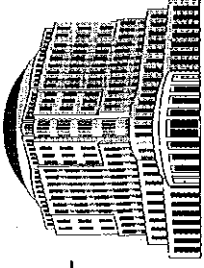
Title: PARKING ACCESS AND REVENUE CONTROL SYSTEM (PARCS)

COMPANY NAME ADDRESS CITY, STATE, ZIP	COMPANY REPRESENTATIVE PLEASE PRINT (GIVE I YOUR NAME & PROVIDE SIGNATURE)	E-MAIL ADDRESS E-MAIL (NON-TELEPHONE)	TELEPHONE	FAX #
Procurement & Contracts Div. 400 South Orange Avenue, 4th Floor Orlando, Florida 32801	Lee Donate, Purchasing Agent II	Lee.Donate@cityoforlando.net	(407) 246-2329	(407) 246-2869
City of Orlando, Transportation Engineering Division	Charles Ramdatt, Chair			
City of Orlando Financial Reporting	Doug Horner Doug Horner	dougles.horner@ cityoforlando.net	x 2566	
City of Orlando Financial Reporting	GITANJALI SODKDE Gitanjali Sodkde	gitanjali.Sodkde@ cityoforlando.net	x 2649	
City of Orlando Perkins	Ridzi Palomo Ry	ridzi.palomo@cityoforlando.net	x 3135	

NOTE: DO NOT WRITE ON THE BACK OF THE FORM.

# CITY OF ORLANDO

Procurement & Contracts Division  
3rd Committee Meeting Sign-In Sheet



Date: 4/14/16 Time: 2:00 p.m. Bid Number: RFP15-0235 Location: City of Orlando, 400 S. Orange Avenue, Tarpon Conference, 4th Floor, Orlando, FL 32802

Title: PARKING ACCESS AND REVENUE CONTROL SYSTEM (PARCS)

NAME	ADDRESS	PHONE	FAX
CITY OF ORLANDO PARKING	Pamela Corbin <i>[Signature]</i>	pamela.corbin@cityoforlando.net 407-246-3766	
CITY OF ORLANDO PARKING	THOMAS PAPASCIERO <i>[Signature]</i>	THOMAS.PAPASCIERO@CITYOFORLANDO.NET 407 246 3769	
CITY OF ORLANDO TREE	CAPE BRAND <i>[Signature]</i>	cape.brand@cityoforlando.net 407 846 2020	
CITY OF ORLANDO	Todd Berube <i>[Signature]</i>	Todd.Berube@cityoforlando.net 407-246-2864	
NBE OFFICE CITY OF ORLANDO	DAVID CARL SHEET <i>[Signature]</i>		

NOTE: DO NOT WRITE ON THE BACK OF THE FORM.



**PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

Paul Cramer  
Classic Center Parking Deck  
300 N. Thomas Street  
Athens, GA 30601

Dear Ms./Mr. Paul Cramer:

The City of Orlando has publicly solicited proposals regarding Parking Access and Revenue Control System, RFP15-0235 in which Amano McGann, Inc. has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided. Complete system, gates, pay on foot stations, pay at exit stations
2. Contract Value? ~\$ 450,000
3. Did the vendor provide the service according to the project schedule and within Budget?  
 Yes or  No
4. Is the project complete?  Yes or  No
5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
 1  2  3  4  5
6. Were there any problems during the performance of the work?  Yes or  No
7. Did the firm resolve issues in a satisfactory manner?  Yes or  No
8. How well did firm's staff perform?  1  2  3  4  5
9. Did the firm meet your expectations?  Yes or  No  
If not, please explain: \_\_\_\_\_
10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5)  1  2  3  4  5
11. Overall, would you enter into Contract with this firm again?  Yes or  No
12. Is there anything else you would like to share about the project or the firm's capabilities?

Questionnaire completed by: Kurt Kosloske Director of Engineering Date: 2/23/16  
(Name and Title)

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and Letters\Vendor Reference Form



**PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

Angela Floyd  
University of Memphis  
505 Zach Curlin Parking Garage  
Memphis, TN 38152

Dear Ms./Mr. Angela Floyd:

The City of Orlando has publicly solicited proposals regarding Parking Access and Revenue Control System, RFP15-0235 in which Amano McGann, Inc. has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided. All new gates, 7 new pay stations, AVI Permit system, Loop counting system
  2. Contract Value? \$1,400,000 total
  3. Did the vendor provide the service according to the project schedule and within Budget?  
 Yes or  No \* Ongoing, so far yes.
  4. Is the project complete?  Yes or  No
  5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
 1  2  3  4  5 To date service is fine.
  6. Were there any problems during the performance of the work?  Yes or  No
  7. Did the firm resolve issues in a satisfactory manner?  Yes or  No still resolving
  8. How well did firm's staff perform?  1  2  3  4  5
  9. Did the firm meet your expectations?  Yes or  No  
If not, please explain: Not complete installation yet, so far yes.
  10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5)  1  2  3  4  5
  11. Overall, would you enter into Contract with this firm again?  Yes or  No
  12. Is there anything else you would like to share about the project or the firm's capabilities?  
Complex Project with many elements, Amano has met the challenges so far.
- Questionnaire completed by: Tommy Miller Assistant Director Date: 2-19-16  
(Name and Title)

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**CITY OF ORLANDO  
PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

Tanara Teal-Tate  
UTHSC Revenue Equipment Upgrade / Hosted Solution  
740 Count Ave  
Memphis, TN 38163

Dear Ms./Mr. Tanara Teal-Tate:

The City of Orlando has publicly solicited proposals regarding **Parking Access and Revenue Control System, RFP15-0235** in which Amano McGann, Inc. has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided. Campus has 3 pay stations on site. Amano is responsible for hardware/software including lane equipment.
2. Contract Value? Approximately 17,000 quarterly.
3. Did the vendor provide the service according to the project schedule and within Budget?  
 Yes or  No
4. Is the project complete?  Yes or  No
5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
 1  2  3  4  5
6. Were there any problems during the performance of the work?  Yes or  No
7. Did the firm resolve issues in a satisfactory manner?  Yes or  No
8. How well did firm's staff perform?  1  2  3  4  5
9. Did the firm meet your expectations?  Yes or  No  
If not, please explain: \_\_\_\_\_
10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5)  1  2  3  4  5
11. Overall, would you enter into Contract with this firm again?  Yes or  No
12. Is there anything else you would like to share about the project or the firm's capabilities?  
N/A

Questionnaire completed by: Tanara L. Teal-Tate, Director Date: 2/10/2016  
(Name and Title)

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**CITY OF ORLANDO  
PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

Martin Wallis  
King George Hospital Parking Facilities  
Barley LN, Ilford, Essex I63 8YB  
United Kingdom,

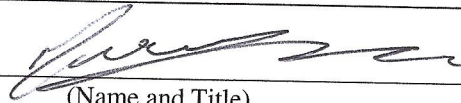
Dear Ms./Mr. Martin Wallis:

The City of Orlando has publicly solicited proposals regarding **Parking Access and Revenue Control System, RFP15-0235** in which Came Americas Automation, LLC has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided. Supplied and installed a hospital wide parking and revenue control system
2. Contract Value? \$320,000.00
3. Did the vendor provide the service according to the project schedule and within Budget?  
 Yes or  No
4. Is the project complete?  Yes or  No
5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
1 2 3 4 5
6. Were there any problems during the performance of the work?  Yes or  No
7. Did the firm resolve issues in a satisfactory manner?  Yes or  No
8. How well did firm's staff perform? 1 2 3 4 5
9. Did the firm meet your expectations?  Yes or  No  
If not, please explain: \_\_\_\_\_
10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5) 1 2 3 4 5
11. Overall, would you enter into Contract with this firm again?  Yes or  No
12. Is there anything else you would like to share about the project or the firm's capabilities?  
None

Questionnaire completed by:  Date: 15-02-2016  
(Name and Title)



**CITY OF ORLANDO  
PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

John Henricks, Director Community and Development Services  
Town of Niagara-on-the-Lake  
1593 Four Mile Creek Road  
Virgil, ON L0S 1J0

Dear Mr. John Henricks:

The City of Orlando has publicly solicited proposals regarding **Parking Access and Revenue Control System, RFP15-0235** in which Came Americas Automation, LLC has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided.  
Hosting and remote support.
2. Contract Value? Under \$10,000 per year
3. Did the vendor provide the service according to the project schedule and within Budget?  
x Yes or  No
4. Is the project complete? x Yes or  No
5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
1 2 3 4 x5
6. Were there any problems during the performance of the work?  Yes or x No
7. Did the firm resolve issues in a satisfactory manner? x Yes or  No
8. How well did firm's staff perform? 1 2 3 4 x5
9. Did the firm meet your expectations? x Yes or  No  
If not, please explain: \_\_\_\_\_
10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5) 1 2 3 4 x5
11. Overall, would you enter into Contract with this firm again? x Yes or  No
12. Is there anything else you would like to share about the project or the firm's capabilities?

What you need to know is this manufacturer is solutions oriented and worked with us professionally in all our dealings. They inherited a problem not of their making but got us to a solution.

Questionnaire completed by: John Henricks, Director of Community and Development Services  
Date: February 9, 2016

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**CITY OF ORLANDO  
PROCUREMENT AND CONTRACTS DIVISION  
VENDOR REFERENCE FORM**

February 9, 2016

Juan Carlos Lopez Villatoro  
Universidad Francisco Marroquin Parking Facilities  
6A Calle  
Guatemala,

Dear Ms./Mr. Juan Carlos Lopez Villatoro:

The City of Orlando has publicly solicited proposals regarding **Parking Access and Revenue Control System, RFP15-0235** in which Came Americas Automation, LLC has provided you as a reference. We would greatly appreciate your input in completing this Reference Questionnaire.

The Procurement and Contracts Division requests return of the Questionnaire by February 15, 2016 at 5:00 pm. Please fax or email your completed Questionnaire to the attention of: Lee Donate, (407) 246-2869 or Lee.Donate@cityoforlando.net.

Thank you for your time in assisting us with this feedback.

1. Briefly describe the nature of the services provided. Parking system with 8 inputs , 8 outputs and 5 parking areas
2. Contract Value? \$713,968.90
3. Did the vendor provide the service according to the project schedule and within Budget?  
 Yes or  No
4. Is the project complete?  Yes or  No
5. How would you rate the overall Service Level provided by the firm? On a scale from 1-5 with 5 being the highest, how would you rate the quality and timeliness of service?  
1 2 3 4 5
6. Were there any problems during the performance of the work?  Yes or  No
7. Did the firm resolve issues in a satisfactory manner?  Yes or  No
8. How well did firm's staff perform? 1 2 3 4 5
9. Did the firm meet your expectations?  Yes or  No  
If not, please explain: Card reading problems and response times
10. According to Contract requirements, scope, terms and conditions, please rate the overall performance of the firm. (Scale 1-5) 1 2 3 4 5
11. Overall, would you enter into Contract with this firm again?  Yes or  No
12. Is there anything else you would like to share about the project or the firm's capabilities?

Questionnaire completed by: Juan Carlos Lopez, Director, CETA Date: February 9, 2016  
(Name and Title)

**PROCUREMENT AND CONTRACTS DIVISION**

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A) General Questions for Both Proposers:

1. Does any aspect of the operation of the application require RDP access from vendor?
2. What is the maximum amount of time that any one site (location) can be disconnected from the City network before operations at the site are impacted?
3. What is the maximum amount of time that any one site (location) can be disconnected from the internet before operations at the site are impacted?
4. Does the application or services require an IP protocol that does not run over TCP?
5. Are there any aspects of the application that require streaming video?
6. Can media access control address (MAC address) security be enabled on connected devices?
7. Will TM Security handle provision of access to the application?
8. Will firmware upgrades to all component devices (handhelds, PC devices, readers, etc) be a part of maintenance? This question is on top of software upgrades.

B) Connectivity to the City Network:

With respect to connectivity from each of the locations below to the City's network, please complete the following table.

Location Address	Peak Bandwidth Needed	Maximum Acceptable Latency	Protocols Ports Used	Expected Uptime (%)
46 E Amelia St				
112 E Central St				
60 W Pine St				
300 Liberty St				
62 W Jefferson St				
62 W Jefferson St				
53 W Central Blvd				
50 W Washington St				
57 S Hughey Ave				
81 N Hughey Ave				
109 W Pine St				

C) Connectivity to the Internet:

With respect to connectivity from each of the locations below to the Internet, please complete the following table.

Location Address	Peak Bandwidth Needed	Maximum Acceptable Latency	Protocols Ports Used	Expected Uptime (%)
46 E Amelia St				
112 E Central St				
60 W Pine St				
300 Liberty St				
62 W Jefferson St				
62 W Jefferson St				
53 W Central Blvd				
50 W Washington St				
57 S Hughey Ave				
81 N Hughey Ave				
109 W Pine St				

**D) Specific Questions for each Proposer:**

**CAME:**

Pg.

35 Do they plan to implement with Microsoft SQL 2008?

- The Security questionnaire indicates MySQL  
Microsoft SQL 2008 is no longer supported by Microsoft.
- Does the application support Microsoft 2012 R2 or 2014 SQL?
- Does the application support Microsoft Windows 2012 R2 64 bit?

36 What is the “plug in module”? (installed on City PC or server)?

37 Connections from your devices at City locations (parking lot of parking garage), are they encrypted back to the hosted application location(s)?  
Does this includes more than just the PCI information connections?

43 License Plate Reader data, how is it used, where is it stored?

- 45 How is the transition information encrypted for compliance?
- 48 What security is in place to secure the payment station devices from being compromised?
- 49 Ethernet connectivity from peripherals to the central server
- Where is the central server located
  - How is access controlled for the PS devices to the central server (accounts? encrypted?)
- 54 Are audit reports available for:
- payment transactions
  - Financial and operational tasks
- What controls are in place to ensure the controls are coming from the system software?
- 59 Web access (Security)
- Where will the web site be hosted?
  - Is there cityoforlando.net website integration required or requested? if so how?
  - How is the QR code sent to the customer, email from hosted location
  - Who will develop the web app
- 63 Active Directory Integration
- Folder redirection - what data is stored internally?
  - How much data needs to be stored?
  - Are City DNS, DHCP services needed for the systems local servers, desktops, or other devices?
  - Is there City SMTP service connections from CItY locations required?
  - What VPN access is required?

E) **Amano McGann (iParc Professional) System**

Pg.

- 41 How are the IP devices connected?
- IP Telecom System
  - IP Cameras
  - Handheld units

How will door access readers be used?

- 43 How is encryption enabled on the lane devices?

How is the Workday integration planned for?

- 48 Is the web login secured with SSL?

- 49 How will emails be sent?
- Is there City SMTP service connections from CItY locations required?

- 50 Client browser supported are MS IE Explore and FireFox.  
-What version of IE is supported?  
-What version of FireFox is supported?

How is the bluetooth handhelds connections secured?

What model is the database? (SQL, DB2, Oracle)

- 55 What phone carrier do your handheld devices support?

Will the printer's utilize wireless or physical connections?

F) List of equipment that the Committee would like to see demonstrated:

1. Entry station (intercom included)
2. Exit station (with pay station and without it. Also, with intercom included)
3. Fee computer
4. Event handheld and printer.
5. Gate equipment (including gate arm).
6. Fee display
7. Demonstration of online event parking reservation website.