

REQUEST FOR PROPOSALS

Issued by the Village of Croton-on-Hudson, New York

Furnish and Install Multi-Space Parking Meter System

Date Issued: June 23, 2009,

Date Due: July 10, 2009

Time Due: 9:00 AM

Submissions must be sealed and marked with Project Title. Respondents must submit one (1) unbound original, and one (1) electronic version of proposal.

RFP Questions:

Janine King, Assistant Village Manager

Village of Croton-on-Hudson

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SUBMIT PROPOSAL TO:

Janine King, Assistant Village Manager

Village of Croton-on-Hudson

1 Van Wyck Street

Croton-on-Hudson, New York 10520

Furnish and Install Multi-Space Parking Meter System

1) INTENT

The Village of Croton-on-Hudson is soliciting qualified firms to Furnish and Install New Multi-Space Parking Meter System as detailed herein.

2) OVERVIEW

The Village of Croton-on-Hudson owns and operates a 2,000 space-parking field located at the Croton-Harmon Train Station. Approximately 400-500 of these spaces are for daily commuters. The current system of selling to daily commuters is by selling paper permits in a parking office. It is the Village's intent to replace this system with automated pay stations.

3) AWARD CRITERIA

The award of a contract for the described project will be made by the Village's RFP Evaluation Committee and shall be based on the respondents' qualifications

including, but not limited to the following: references, knowledge and interpretation of the Village's needs, and experience with similar projects.

Proposals will be evaluated and scored on the basis of the following criteria:

- A. Experience and Qualifications of the Proposer (maximum 40 points)
Consideration will be given to firms (including the individuals assigned to the project) demonstrating strong capabilities, experience and reputation in undertakings similar to those described in this RFP.
- B. Proposal Completion (maximum 20 points)
Proposal responses will be evaluated on completeness, clarity/accuracy of the information requested, technical approach, and proposal presentation.
- C. Financial Terms (maximum 40 points)
Consideration will be given to proposals that present the most cost efficient terms to the City over the term of the contract based on the cost and time schedule presented.

Proposals will only be accepted from thoroughly competent, experienced and financially qualified individuals or entities as determined solely by the Village of Croton-on-Hudson. Respondents are responsible for submission of accurate, adequate and clear descriptions of the information requested. Omissions, vagueness or inaccurate descriptions or responses shall not be interpreted in favor of the bidder and shall be grounds for bid rejection.

The Village reserves the right to waive any minor deviation in proposal responses received when such waiver is in the best interests of the Village, and reserves the right to modify any requirements, terms or conditions as outlined in this request for proposal (RFP) when such modification(s) is in the best interests of the Village.

This document is not an offer to contract but is an RFP as defined herein, to satisfy specific user requirements of the Village of Croton on Hudson. Neither the issuance of the RFP, preparation and submission of a response, nor the subsequent receipt and evaluation of any response by the Village of Croton on Hudson, will commit the Village to award a contract to any vendor even if all of the user requirements in the RFP are met. The Village may modify these requirements in whole or in part and/or seek additional vendors to submit quotations. Only the execution of a written contract will obligate the Village in accordance with the terms and conditions contained in such contract.

Respondents may be required to make a presentation of their qualifications to the committee.

4) LIABILITY REQUIREMENTS

The successful bidder shall supply and maintain insurance which defends, indemnifies and holds harmless the Village of Croton on Hudson, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorney's fees or loss arising directly out of acts or omissions hereunder by the contractor or third party under the direction or control of the contractor.

The successful bidder must furnish the Village with Certificates of Insurance prior to commencement of work. The required coverage shall not be less than the following:

Workers Compensation: Statutory Requirements
NY State Disability Coverage: Statutory Requirements

GENERAL LIABILITY \$2,000,000
AUTOMOBILE LIABILITY \$1,000,000
"CONTRACTUAL LIABILITY" (MUST BE PRINTED ON CERTIFICATE)

INSURANCE CERTIFICATES SHALL NAME THE Village of Croton on Hudson AS ADDITIONAL INSURED PARTY AND SHALL STATE THAT

(The following clause MUST be printed on Certificate of Insurance)

"ALL COVERAGE SHALL BE PRIMARY TO ANY OTHER INSURANCE COVERAGE HELD BY THE Village"

"The Village of Croton on Hudson is named as an additional insured for all general and excess liability coverage based on the contractual liability of the Named Insured. Such general and excess liability coverage shall be primary to any other coverage carried by the Village of Croton with respect to acts or omissions of the Named Insured."

5) NEW YORK LAW AND VENUE

This contract shall be construed under the laws of the State of New York. All claims, actions, proceedings, and lawsuits brought in connection with, arising out of, related to, or seeking enforcement of this contract shall be brought in the Supreme Court of the State of New York, Westchester County.

In addition, all Village contractors not incorporated in the State of New York must produce a Certificate to Do Business in the State of New York from the New York Secretary of State prior to executing their contract with the Village.

6) ASSIGNMENT

The awarded vendor shall not assign the contract or any part thereof without the written approval from the Village of Croton on Hudson.

7) LABOR LAWS

The awarded vendor will be required to comply with all applicable laws, including, but not limited to, Labor Laws, Prevailing Wage Rates, and Workers Compensation.

8) QUALIFICATION REQUIREMENTS

The following list is the minimum vendor qualification requirements

- At least 5 years experience providing system as detailed herein.
- At least 3 references from clients, with similar equipment and system as proposed that have been installed and operational in the past three years.
- Provide any references for similar system of any size that are within 75 miles of the Village of Croton on Hudson.
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9) PROPOSAL FORMAT

Your proposal should include the following:

1. Detailed information that your firm meets the qualification as listed herein.
2. Specifications/Cut Sheets for all components proposed.
3. Name and resumes of principles and associates to be assigned to this project.
4. Examples of other similar projects as detailed herein.
5. A completed and signed Exhibit A attached hereto.
6. Cost proposal section.
7. Provide a detailed list of any deviations from the detailed specifications as listed herein.

10) COST SUMMARY

Please provide a lump sum amount for the installation of 6 automated paystations with separate line items for shelters that meet the requirements as detailed herein. The price shall cover the total costs to furnish and install all equipment, provide all labor and materials necessary to complete the work, and include training as described in Scope of Work.

The Village of Croton on Hudson intends to pay for the system upon completion and acceptance by the Village with a 10% retainage held for 60 days. Alternate payment term will be considered including a progressive payment plan. Any alternate payment plan proposed should NOT include any prepayments at time of contract signing and MUST include a 10% retainage.

Fees for ongoing system monitoring and extended warranty should be quoted separately.

11) BID DEPOSIT

A good faith bid deposit by certified check in an amount equivalent to five (5) percent of the total bid price must accompany all proposals.

12) PERFORMANCE BOND

The contractor, upon notice of award, may be required to furnish a Performance Bond in an amount equal to 100% of the contract.

SEE NEXT PAGE FOR SCOPE OF WORK

SCOPE OF WORK

The contractor shall be responsible to provide complete services including furnishing, installing and wiring of the multi-space meters, testing of the system, training of both operational and enforcement personal, as well as maintenance and service support.

Manufacturing company shall supply a local service representative who has been in business a minimum of 5 years to provide warranty service and maintenance.

Installation shall be done by local representatives who shall remain until all machines and system are running to the Village's satisfaction. They shall also provide training to the employees who will deal with the machines and system on a regular basis.

At completion of installation 3 manuals will be provided, and updates shall be provided at no cost.

1) GENERAL REQUIREMENTS:

Proposals must address each of the following general requirements:

- Multi-space meters must operate as a single system and have the capability to operate in either a Pay-by-Space or a Pay-N-Display mode or both in a mixed mode.
- Multi-space meters should be available in different colors.
- Multi-space meters must be constructed of heavy-duty steel and in a fashion that protects them from both vandalism and from the weather.
- The cabinet shall have a single lock with a minimum of 4 locking points.
- Multi-space meters must be able to accept multiple payment options including coins, bills, as well as credit/debit/or smartcards.
- Programming shall be accomplished through a handheld device or a central computer.
- The multi-space meter system must be PCI and PABP compliant as listed on the VISA U.S.A. Cardholder Information Security Program.
- Multi-space meters must have the ability to provide special rate conditions such as early morning specials, weekend specials, special event conditions, as well as accepting payments for long-term parking in designated spaces. All these conditions shall be able to be pre-programmed by Village staff

2) DETAILED SPECIFICATIONS

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Proposals must address each of the items as listed in this Detailed Specification Section:

Multi-space mode. Upon the paying of a parking fee a receipt ticket shall be printed that includes a control/transaction number, space number and a time/date stamp. The ticket should display the date/time of expiration.

Pay-n-display mode. Upon the paying of a parking fee a display ticket shall be printed that includes a control/transaction number, space number and a time/date stamp. The ticket should display the date/time of expiration.

The multi-space meters shall be able to provide the option for the Village to offer a printed Refund Ticket in the event of overpayment by the customer. Multi-space meters shall have the capability to print tickets with multi-line custom messages, which can be utilized by the Village to promote information and advertisement.

Customers shall be restricted from accessing their ticket until it has been cut and dispensed.

Each multi-space meter shall have a high definition LCD display for ease step-by-step user instructions with the capability for customized instructions or text.

The LCD display shall have a heavy-duty shield protecting it from vandalism and from the weather.

The multi-space meters shall have a four-way bill acceptor, which utilizes a multiple electronic sensor and can be programmed to accept bills of multiple denominations. Damaged or counterfeit bills shall be rejected and returned to the customer. The bill acceptor shall allow simple field upgrades for acceptance of newly released bills.

All accepted bills shall be kept in a bill stacker that is locked while in the multi-space meter and remains locked while in transport for counting. The bill stacker shall be quickly and easily removed and replaced with another.

The multi-space meters shall have an electronic coin acceptor that can be programmed to accept multiple coins. Rejected coins, or slugs shall be immediately returned via the coin return slot.

All accepted coins shall be kept in a secure coin bag that is locked while in the multi-space meter and remains locked while in transport for counting. The coin bag shall be quickly and easily removed and replaced with another.

The multi-space meters shall be equipped with a change dispenser for refunds to the customer. The coin hopper for change must be totally separate from the incoming coins of the coin acceptor.

The coin hopper for change shall be locked while in the multi-space meter and remain locked while in transport for counting. The coin hopper shall be quickly and easily removed and replaced with another.

The multi-space meters shall be equipped with an electronic card reader and be able to accept Credit, Debit or Smartcards or any combination thereof and configurable on-site. The system must be capable of operating in a real-time online processing mode or offline batch processing mode; as a backup only.

All options and components shall be modular, removable and replaceable on-site.

The system shall be 100% auditable on a whole and on a per machine level.

All upgrades shall be able to be performed on-site by on-site personnel through the use of a mobile communication device or a central computer.

Each multi-space meter shall have an A/C powered thermostatically controlled fan and heater.

The operating system for the multi-space meter shall have at a minimum a Windows CE platform.

Each multi-space meter shall issue an audit report automatically when the unit is vended.

Reports necessary for the enforcement of parking in the parking lot shall be available to personnel from any machine without the need of opening the unit. The system shall offer an option of obtaining enforcement reports via direct communication with handheld devices carried by enforcement personnel.

Control reports as well as audit reports shall be accessible from a centrally located PC.

Each multi-space meter shall have a multiple locking layer of security that utilizes non-duplicable keys. However, all multi-space meter units shall be keyed alike.

The multi-space meters shall be networked together via direct ethernet.

Each multi-space meter shall have an internal alarm system.

TECHNICAL SPECIFICATIONS

Please respond with the ability to comply or not comply with the following technical specifications.

I. Hardware

1. Cabinet & Pedestal

- Cabinet must be minimum 12-gauge cold rolled steel. Stainless Steel must be quoted as an option.
- Pedestal must be minimum 12-gauge steel with four locations for anchor bolt fasteners Anchor bolts can not be exposed outside the pedestal.
- Surface finish must be a powder-coating paint that is electro-statically charged and baked on.
- Unit must be available in a variety of colors and with option for customized decals.
- In general, the cabinet must have an aesthetically pleasing design that is easily recognizable as related to parking.

2. Physical Security and Lock

- The main access door must be tamper resistant with multiple locking points.
- No locks can be exposed beyond the flush mount of the cabinet.
- Locks must have programmable keys.
- Payment Station must have vibration and shock sensing audible alarms with a stand alone power source.
- Cash Status, Audit Report, Stall Reports and Revenue Reports must all be printable at the payment station without opening the cabinet door; password protection to reports is mandatory.

3. LCD Display

- The unit must have a color LCD screen with 640 x 480 resolution display which is easy to read in various lighting conditions.
- All instructions and rates are to be provided through the LCD display, eliminating need for external signage.
- The screen must be recessed and protected by a security cover.
- The screen must be vandal resistant, weather proof and corrosion resistant.
- The screen must be modular and easily unplugged and replaced with basic tools for easy servicing.
- For increased contrast the screen must display dark lettering on light background, or light lettering on dark background. These contrast settings must be selectable and allow for automatically changing from one to the other and back at predetermined times during the day.
- The LCD must have the ability to display at least 5 options simultaneously.

- The LCD must be able to display a color graphic and/or photograph for a user-defined amount of time when the pay station is turned on.
- All prompts on the pay station must be user configurable.

4. Keypad

- The unit must have a full numeric, tactile feel keypad.
- When a key is pressed, an audible indication must be given to provide feedback to the parker.
- The keypad must be vandal resistant, weather proof and corrosion resistant.
- The keypad must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The keypad will be used to turn the pay station on when it is in sleep mode.

5. Receipt Slot

- The receipt slot must be protected with a sliding door.
- Receipt paper while printing is totally inaccessible from receipt slot door.

6. Coin Slot

- Coin slot shall accept all US coins through a single slot.
- Coin slot is water-resistant and shall be protected by a tamper-proof device.
- Coin slot shall clear rejected coins and material with a coin jamb release button

7. Coin Acceptor

- Electronic Coin Acceptor will accept US nickels, dimes, quarters, Susan B Anthony and golden dollar coins.
- Programmable on site to accept new customized tokens.
- Programmable on site to accept new denomination of coins issued by U.S. Mint.
- Returns rejected coins, or slugs immediately via the coin slot.
- Coin acceptor release button allows clearing of acceptor path to clear bent coins and other material caught in the acceptor. For foreign objects that cannot be cleared with the release button, the coin acceptor can be removed, cleared and replaced with basic tools for ease of servicing.
- Differentiates coins or tokens by using high security optical sensors located at the entrance and end points of the coin acceptor to prevent fraud.
- Prevents fraud by examining diameter, width and metal content of coin.
- Is modular, unplugs simply and can be removed and replaced with basic tools for ease of servicing.
- Is vandal resistant, weather-proof corrosion resistant.

8. Change-Dispensing System

- Must support two coin hoppers per machine one for quarters and one for dollar coins.
- Monies for the change dispensing system must be totally separate from the incoming coins of the coin acceptor.
- Monies for dispensing change and revenue must be totally separate and auditable.
- Is modular, unplugs simply and can be easily removed and replaced for replenishing.
- Change dispensing canisters must be locked and secure when cabinet door is open, during installation and removal of the canisters and while being transported.
- Change will be dispensed through the receipt slot.
- Must have the ability to dispense quarters and \$1 coins.
- Total capacity of change dispensing system is minimum 1,000 quarters or 800 dollar coins per hopper.
- If change-dispensing system is depleted, a refund receipt will be printed and dispensed to the customer.
- If change-dispensing system becomes depleted during a customer transaction, change will be given until it is fully depleted and a refund receipt will be printed for the balance.

9. Coin Compartment

- All denominations of coins must be held in a double-locked secured coin bag or metal coin canister.
- The coin bag or metal coin canister must be secure when removed and must have a minimum capacity of 900 coins.
- A key must be required to remove the coin bag from the inside of unit and a separate different key must be required to open the coin bag.
- Maintenance personnel without keys must not be able to remove the coin bag or metal coin canister.
- 1 additional coin bag must be provided per unit.

10. Bill Acceptor

- The bill acceptor must electronically accept \$1, \$5, and \$10 dollar bills or any combination thereof. The ability to determine what bills are accepted must be configurable in the Back Office software and loaded onto the pay station manually or remotely through a wireless connection.
- The bill acceptor must be 4-way and accept bills in any direction (face up or face down).
- Must have an acceptance rate of 98% for street quality bills. All rejected bills must be returned.

- The bill acceptor must be programmable on site for any new bank notes issued by the U.S. Mint.
- The bill acceptor must be modular and be easily unplugged and removed with basic tools for easy servicing.
- Maintenance personnel must be able to clear bill jams without use of special tools and without accessing the bill storage compartment within 5 seconds of opening the pay station.
- The bill acceptor must have the ability to recognize fraudulent bills and reject them.

11. Bill Stacker

- All denominations of bills are held in locked metal vault (bill stacker).
- The bill stacker is always locked. Vaults are also secure when removed, and can only be opened with a special set of h security keys.
- Is modular, unplugs simply and can be removed and replaced with another.
- Stores bills in a lockable, removable, high security bill stacker.
- Neatly stacks at a minimum 1,000 bill notes.
- Requires a security key to open the bill stacker.
- 1 additional bill stacker shall be provided per unit.

12. Credit Card Reader and Operation

- The Credit Card (CC) reader must be flush-mounted with no part of the reader protruding outside the cabinet.
- The CC reader must only partially ingest card, so that the parking customer maintains control of the card at all times.
- The CC reader must accept and process Visa, MasterCard, Amex, Smart Cards or Discover or any combination thereof, and must be configurable via back office software.
- The CC reader must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The CC reader must read track 1, 2 and 3 of all mag-stripe cards conforming to ISO 7810 and 7811.
- The CC reader must read and write to chip based smart cards conforming to ISO 7810 and 7816
- Is capable of being operated in a real time on line processing mode or offline batch processing mode
- Vendor supplied software should provide management control and reporting of credit card process via Internet.
- System should allow both off-line batch credit card processing and on-line real-time processing of credit cards.
- Process should be simple, one-step procedure to automatically transfer credit card data to clearinghouse. No duplicate checks or transfer of data between files or spreadsheets should be required

- System must process and reconcile transactions with a PCI Compliant credit card processor or gateway.
- Credit card transactions that are declined should automatically populate a file of bad credit cards to prevent future acceptance of bad credit cards.
- Vendor supplied management software should allow for manual entry of cards into a bad credit card file. Bad credit cards should be prevented from use in any payment machine in the network.
- Vendors supplying parking equipment to the Village of Croton on Hudson must meet the Payment Card Industry (PCI) Compliance standards as Service Provider and Payment Application Data Security Standards (PA-DSS) for all hardware and software proposed. All vendors must provide a letter from a Qualified Payment Application Security Professional (QPASP) or Visa confirming the successful completion of meeting the latest standards. Vendors must also appear on the Visa web site to be current for both compliant Service Providers and validated Application Vendors. The provision of voluntary security scan reports and self questionnaires as proof of compliance will not be acceptable. More details on these standards may be found at www.pcisecuritystandards.org.

13. Printer

- The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.
- The paper rolls must be easily removed and replaced in less than 60 seconds.
- The printer must be modular and be easily unplugged and removed with basic tools for easy servicing.
- Payment machine should allow report and receipt printing in the field.
- Printer should support 2" tickets/receipts

14. Receipt Paper

- The receipt paper must have the capability to be pre-printed with customized messages on the back and logo watermarks on the front of the receipt.
- The tickets must be heat, fade, and curl resistant, and must be capable of being left on a vehicle dashboard for extended periods of time.
- Paper must be 100% recyclable.

15. Power Operation and Recharging System

- The pay station must operate on battery power with an A/C recharging system for the batteries.
- The battery must be a minimum of a 12 Volt, 33 amp hour, sealed Gel Cell.
- A battery voltage check system must be integrated into the pay station cabinet and the voltage of the battery must be determined in less than 5 seconds either by accessing the pay station or by reviewing real time updates over the Internet.
- The battery storage area must allow the battery to be removed and replaced in less than 60 seconds for servicing.

16. Electrical and Electronic Components

- All major components must be modular and be easily unplugged and removed with basic tools for easy servicing.
- All electronic connection plugs must be physically differentiated and must only fit one way.

17. Temperature Specifications

- -4°F to +140°F (-20°C to +60°C) and up to 85% Relative Humidity (non-condensing).
- Pay stations must provide option for heater that can operate on AC power for environmental conditions outside of this temperature range.

18. CPU/Black Box

- The CPU must be specifically designed for operation with the payment station.
- The CPU must be custom designed, built and supported by the manufacturer.
- The CPU must contain Flash memory that can record a minimum of 10,000 transactions to allow data to be preserved when power has been removed.
- The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The pay station must have a bad card maintenance list that can store a minimum 10,000 card numbers for offline processing.
- To enable seamless additional application integration the pay station operating system must be Microsoft Windows CE based or another non-proprietary based operating system.
- The Pay station must be able to automatically adjust internal clock for Daylight Savings Time changes.
- The pay station must be able to be configurable to support multiple languages.

19. Online Communication

- The Pay station must be able to support direct Ethernet connection without any additional hardware.

or

- For wireless communication, an optional choice of GSM / CDMA modem and Wi-Fi (802.11b and g) modem must be available.
- All quoted communications options must be backed up with a reference of a proven existing field installation where the communication method has been shown to be reliable.

II. Software

1. Payment Options

- The pay station must support the following payment options:
 - US Bills. The denominations accepted must be configurable for each payment station
 - US Coins. The denomination accepted must be configurable for each payment station
 - Credit Cards. Type of Credit Cards accepted must be configurable for each payment station.
 - Cell phone payment. The solution must have an option of paying for parking with Cell phone in a Pay by Space deployment.
- The pay station must have the ability to allow for adding time to the existing time purchased in either Pay-By-Space or Pay-&-Display deployment. For Pay-by-Space and Pay-&-Display deployment, a PIN number printed on the ticket must be entered when adding time to ensure that only the original parker can add time.
- The customer must be able to pay for any space from any pay station provided the pay stations are online (communicating to the central server).

2. Pay by Phone Integration

- The solution must have an option of paying for parking with Cell phone in a Pay by Space deployment.
- If the initial payment was made at the pay station, the user must have the ability to add time through the cell phone.
- If the initial payment was made through the cell phone, the user must be able to have the ability to add time at the pay station.
- If a payment was made through the cell phone, the system must be able to notify the user through the cell phone prior to expiration of the parking time.
- For enforcement purposes, the enforcement officer must be able to print a report at a pay station of valid spaces paid for regardless if they were paid for at the pay station or by cell phone.

3. Enforcement

The enforcement officer must be able at the pay station to:

- Generate Valid Stall reports within the entered stall range regardless of how (pay station or cell phone) and at which machine the spaces were paid for. The report must clearly display the expiration time for each valid space.
- Generate an Expired Stall report within entered stall range which clearly displays which spaces are not paid for.

The Village of Croton on Hudson has a goal of having pay-by-space data at the pay station integrate with the Village's selected enforcement system for consolidated reporting purposes. Vendor should identify at least one option where this integration

capability can be provided today as well as additional options that might be available in the future.

4. Management Software Capabilities

Software must configure payment station with following minimum capabilities

- Ability to set up unlimited amount of pay stations at unlimited amount of lots.
- Two levels of passwords for access at the pay station for collection and service personnel.
- Ability to automatically adjust for daylight savings time and standard time.
- The ability to set sleep timer mode for the pay station.
- Configure pay station to operate in Pay by Stall or Pay and Display mode or both simultaneously.
- Enable/disable additional time to be added to paid stalls.
- Ability to print 1 or 2 receipts.
- Ability to choose credit cards that will be accepted.
- Ability to limit transactions per credit card in one business day.
- Ability to select online credit card authorization by either a WIFI, cellular modem or hardwired Ethernet connection.
- The equipment/software must be PCI and PABP compliant as listed on the VISA U.S.A. Cardholder Information Security Program.
- The equipment/software must have the ability to issue e-mail notifications in the instance of machine malfunction, shock, tampering or when in need of maintenance.
- Enable use of coin changer (with changer option).
- Enable/disable issuance of printed refund slip.
- Enable/disable issuance of refund slip for cancelled payment.
- Ability to set bill acceptor to accept specified denominations.
- Allow 8 line custom message on introduction LCD screen.
- Allow 3 line custom message on receipt.
- Allow configuration of specific stalls (in Pay-by-Stall mode) for exclusion from transient parking on specified days and times.
- Allow configuration of specific stalls (in Pay-by-Stall mode) to be paid for long-term parking.

5. Standard Rate Capabilities

Please confirm that the equipment provided can address the following rates desired by the Village :

Standard rate capabilities must include:

- Rates by the minute, hour, day, week, and month
- Special event pricing

- Different values can be assigned to different hourly increments (e.g.: first hour @ \$2.00 - each additional hour at \$1.00).
- Progressive, regressive, flat, evening and early bird rates.
- Programmable minimum and maximum time periods.
- Ability to pre set special rate structures up to a year in advance.
- One-step uploads of bad credit card file.
- Incremental rates with minimum increment being 5 minutes.
- Ability to provide monthly passes.
- Rate descriptions must be user configurable up to 20 characters in length.
- The pay station must be able to display rates and instructions in multiple languages.

6. Management Reports

Vendor should provide samples of all reports to allow for evaluation of reporting features. The payment station must issue a report from the printer with the following information:

- Machine serial number
- Date and time of collection
- Date and time of previous collection
- Total amount of money in the collection
- Total amount of bills by denomination
- Total amount in coins
- Total amount of credit card payments by credit card type
- Total number of tickets issued
- Total amount of refunds issued
- Total amount of change issued
- Payment Station firmware version
- Stall reports showing valid stalls, unpaid stalls or paid since last report stalls

The payment station must issue a report with the history of the machine with the following information:

Transaction details:

- Date of the transactions with “from” and “to” parameters
- Total deposits
- Overpayments
- Total transactions
- First transaction number
- Last transaction number

Transaction detail must have the capability of providing the following information at the pay station:

- Today’s total
- Last 24 hours total
- Yesterday’s total
- This months total

- Last months total
- This years total
- Last years total
- 3rd year back
- 4th year back
- 5th year back
- History total since commissioning of pay station

In the Back Office software, reports must be able to be generated based on the following parameters:

- Transaction Date
- Transaction Time
- Payment Method
- Rate
- Payment Station Number
- Credit card type

7. Communication software must:

- Communication with handheld must be based on an operating system of Windows XP or newer.
- Download of all CPU software upgrades from on site PC in parking lot office or from remote location.
- Download all configuration and rate table settings from on site PC in parking lot office or from remote location.
- Upload all transactional data from the pay station from on site PC in parking lot office or from remote location.
- Downloading and uploading to or from the on site PC or from remote location must be password protected.
- The on-site or remote server shall be capable of providing requested reports via any standard web browser.

8. Remote Software Management

The Village of Croton on Hudson would like to have remote management options hosted by the vendor. The capabilities provided through remote management must include the following:

a) Real-Time Reporting/Pay Station Configuration

Real-Time Reporting

- The pay station must provide as an option the ability to generate all of the reports as listed under “Reports” above through any computer with an Internet connection using up-to-date “real-time” information.

Remote Pay Station Configuration

- The solution must allow for changes in the rate structure remotely from the office provided the pay stations are online.
- The solution must allow for other changes listed under “Management Software Capabilities” must be configurable from a remote PC and capable of being uploaded to the pay station in real-time (with a maximum upload delay of 5 minutes) provided the pay station is online.

b) Real-Time Monitoring / Intelligent Dispatch

The pay station must provide as an option the ability to monitor at a minimum the following parts and systems and communicate any malfunctions or supply requirements through email or cell phone:

Critical Alarms:

- alarm on
- shutdown due to low battery power
- shock from being bumped, tilted or shaken

Major Alarms:

- coin jam
- bill acceptor jam
- bill acceptor unable to stack
- battery voltage low
- printer paper low
- printer lever disengaged
- printer paper out

The alarms must be transmitted within 10 seconds of the event occurring at the pay station.

Monitoring:

Items without alarms that may be monitored on a secure Internet connection include:

- Number of coins
- Number of bills
- Battery voltage levels
- Solar charging condition – charging/not charging
- Pay station temperature level
- Pay station humidity levels

c) Real-time Credit Card Authorization

- The pay station must provide as an option to have credit cards processed in real time.
- The unique authorization number received from the CC clearing house must be clearly displayed on the receipt.
- The authorization number must be available in the Back Office software to be used as criteria for Credit Card transaction searches.

- The pay station must be configurable to accept or not accept Credit Card payment in the event that the communication to the pay station becomes temporarily unavailable.
- Assuming adequate communication signals are in place, Real time Credit Card authorization must be completed within 3 seconds typically, and within 10 seconds maximum.
- For on-line Credit Card transactions, batch processing of the credit cards at the end of the day is not acceptable.

9 Unit Shelters

The Village of Croton on Hudson wishes to install prefabricated shelters for each unit for the convenience of the user. The number and types of shelters will be

- Option 1 Three shelters
One triple, one double, and one single that will be ADA compliant
- Option 2 Four shelters
Two doubles, and two singles with one of the singles being ADA compliant..

Each proposal should supply a per unit line item cost for each option for the complete installation of shelters at each location. Shelter installation will include all electrical work required to supply a turn-key installation.

The shelters shall meet the following specifications:

The shelter roof will cover the roof and the entire foundation area. Shelter will be enclosed on three sides with shatter resistant glass.

Product Construction:

Building shall be of welded steel construction with all intersecting welded connections ground smooth. Overall height to be 96". Structural corners and uprights to be 2"x2"x.120 structural ASTM A500 Grade B welded tubing.

Finish

All interior and exterior surfaces shall be electrostatically painted with rust inhibitive epoxy primer and shall have a finish coat of air-dry industrial acrylic paint.

Shelter to be painted one color, as selected from standard acrylic finishes.

Windows and Glazing

Windows shall have clear anodized aluminum frames. Windows to be glazed with 3/16" clear tempered safety glass.

Exterior Roof

Exterior waterproof roof to include roll-formed interlocking pans, fascia trim, and matching gutter fascia. Roof to be installed on building with 3" nominal overhang. An external sign with text to be determined by the Village shall be mounted on each roof.

Electrical

Light to be fluorescent type, exterior grade for damp conditions with acrylic lens (tubes to be furnished by others). Include “dusk to dawn” photocell.

Execution

Install prefabricated buildings on a flat and level concrete pad in accordance with the manufacturer’s placement drawings. Position units over the utility stub-ups; verify building is level and anchored.

TRAINING AND SUPPORT

Bidder shall provide training on an individual location basis or in a group setting as approved by the Village of Croton on Hudson. The Bidder shall provide additional training, if needed or as requested at prevailing rates throughout the length of the Contract. Additional training shall be determined by the town’s need and provided based on practicality and reasonableness. Bidder shall provide a training program for technicians and staff responsible for:

- Installation, start up, and maintenance of the units.
- Coin collection.
- Programming rates, valid parking times, etc., through the management software.
- Monitoring the equipment.
- Data file collection, credit card file downloading, system monitoring and auditing, set up and maintenance of user account passwords, etc.
- Bidder shall provide a thorough outline of the training content and provide a training schedule for both software and hardware. The schedule shall include periodic refresher training (continuing education), including, but not limited to, emphasis on particular areas of the town’s choice and upgrades of software and/or hardware.
- The successful Bidder shall provide training at a designated Village facility for each Village personnel to develop expertise in the maintenance and repair of their product, including, but not limited to:
 - a. Installation
 - b. Maintenance
 - c. Troubleshooting repairs
 - d. Operations – programming, inventory and collections
- Three (3) copies of operating manual in English for installation, maintenance, and use (complete with wiring diagrams and specifications) are to be provided at the time the units are delivered.
- The successful bidder will provide guidelines and strategies for implementation

AFTER SALES SUPPORT

The Bidder must provide access to 24/7 telephone support. The Bidder must also outline what support options are made available with regards to on-line knowledge databases.

REFERENCES

Vendor must supply at least three using the product proposed. References must be from clients within 75 miles of the Village of Croton-on-Hudson.

PRICING

Vendor must identify, itemize and price every component or sub-system required for payment machines to perform satisfactorily as a fully functioning system. Any software, hardware, cabling, communications connections, printers, papers, batteries, ribbons, lubricants, adapters or other item required for proper operation as a working network of machines must be offered during submittal.

Vendor should identify and price any components that are recommended as “spare” or stocking repair parts or supplies to provide timely repairs for broken equipment. Vendor must identify an authorized provider for installation, repairs, service and warranty.

WARRANTY

The Bidder guarantees for a period of minimum one (1) year from the date of installation to repair and/or replace any part or modular component determined to be defective in material or workmanship under normal use and service at no additional cost.

Extended warranty options must be made available and outlined within this proposal.

SERVICE/MAINTENANCE

The Village of Croton on Hudson requires a response time from local service representatives of no longer than 4 hours on the weekdays and 5 hours weekday evenings/nights after 5pm and 6 hours on Saturday and Sunday. *Please outline including all costs.*

The manufacturing company shall provide evidence of capability of their local service representatives to manage and coordinate the specific activities described in this RFP and to produce the specified services and products according to schedule as evidenced by successful completion of prior large-scale project contracts.

Local service representative must stock and store all spare parts in a location within 50 Miles of Croton-on-Hudson. *Please provide list with all costs.*

OTHER OPERATING REQUIREMENTS

In addition to meeting the Scope of Work requirements outlined above, the successful contractor must also comply with the following additional operating requirements.

1. The Contractor shall designate a foreman and/or his representative to act as a coordinator between the Village and Contractor. This person shall be accessible to Village personnel by telephone, beeper or paging service during all hours of operation.
2. The Contractor shall be responsible for providing quality services in accordance with standards established by the Village.
3. Contractors shall be responsible for all damages to persons and property caused by them while installing multi-space meters and related system. Further, the Contractor shall indemnify and hold harmless the Village for damages to persons or property caused by the Contractor while fulfilling its duties under this contract.
4. Successful vendor will have local location with stocks and spare parts and service maintenance capabilities within 50 miles of Croton on Hudson

EXHIBIT A: REQUEST FOR PROPOSAL

All terms, conditions and requirements as set forth in this Request for Proposal are acceptable as specified therein. Yes_____ No_____

If "NO"

If, please provide a detailed description and/or explanation of any deviation in your proposal from the specification detailed in the Request for Proposal with your proposal response.

By submission of this proposal, each bidder, and each person signing on behalf of any bidder, and in the case of a joint bid, each party thereto as to its own organization, under penalty of perjury, certifies that to the best of its knowledge and belief:

- A. the prices in this proposal have been arrived at independently without collusion, consultation, communication or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or any competitor; and
- B. unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the bidder prior to the opening, directly or indirectly, to any other bidder or to any competitor; and
- C. no attempt has been made or will be made by the bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

The bidder certifies that this proposal is made without any connection with any other person making a proposal for the same purpose, and is in all respects fair and without collusion or fraud, and that no elected official or other officer or employee or person whose salary is payable in whole or in part from the Village Croton on Hudson treasury is directly or indirectly interested therein, or in any portion of the profits thereof.

As an authorized representative of the identified company, I accept all the terms and conditions identified in Request for Proposal except as identified.

Company Name and Address

Signature

Date

Name & Title

(Phone Number

Email Address

Fax Number