



Erie County Medical Center Corporation  
RFP # 21811  
Addendum Number 2

## **Erie County Medical Center Corporation**

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### **CAMPUS PARKING LOT MANAGEMENT SYSTEM**

The deadline for submission has been extended to:

**Monday, April 2, 2018 at 11 a.m. EST.**

The following questions were submitted to the Designated Contact:

1. Validations - 100 employees will be validating parking tickets?  
**Yes. This would be a list of employees that we would allow to validate parking tickets via a web based application. In short, a patient could have an appointment at a clinic and the receptionist would be able to validate their ticket via a website that would allow them to have free parking.**
2. Will the validations be for discounted pricing or free parking?  
**Free parking.**
3. Remote Access monitoring- will the vendor be required to provide a service contract?  
**A service contract is not required; however pricing for an optional service contract can be provided as in your response.**
4. Integration- what exactly are you looking to integrate?  
**The system must be compatible with the existing IT infrastructure.**
5. Access Control- how many lots and which lots for access cards/readers?  
**We would like an RFID/AVI solution. We would utilize this in all of the lots that we have indicated that a new gate mechanism would be added.**
  - a. Number of cards required?  
**1000. We would like a "hang tag" and/or "EZ Pass" type device that could be placed in the vehicle to activate the gate arms.**



b. Web based access control system?

Yes. We would need the ability to remotely lift each gate arm from our hospital police dispatch center.

6. Pay Stations- credit card ONLY and will they be placed inside the lobbies?

We would like the pay stations to be capable of receiving credit cards and cash. We need a total of 7 pay stations. They would be placed in various lobbies throughout the campus. (Please reference the previously attached spreadsheet).

7. Please explain, by lot, how many entrances and exits.

Lot A – 1 entry lane / 2 exit lanes  
Lot B – 1 entry lane / 1 exit lane  
Lot C - 2 entry lanes / 3 exit lanes  
Lot D – 1 entry lane / 1 exit lane  
Lot E – under construction  
Lot F – under construction  
Lot G – 2 entry lanes / 2 exit lanes  
Lot H(1-3) 1 entry lane / 1 exit lane  
Lot I (garage) 1 entry lane / 1 exit lane  
Lot J 1 entry lane / 1 exit lane  
Lot K(1-3) 3 entry lanes / 3 exit lanes  
Lot K. 1 entry lane / 1 exit lane

8. Are guided site visits available and if so who should they be scheduled through?

A guided site visit would be available to the vendor awarded the contract.

9. What quantity of RFID Hangtags are required?

Please see response to question 5a.

10. Page 2 states: “System needs to be expandable to add additional parking devices in the future. Access control would be needed for all parking lots. If gates are not required at this time (see chart below) each parking lot would still be wired for the ability to add gate arms in the future as needed by ECMCC.”

All infrastructure wiring /power and site prep for be completed by ECMCC. Vendor would need to consult with ECMCC’s Director of Capital Projects to ensure that the appropriate wiring/connections are compatible with vendor’s equipment.

11. Can you please confirm that all lanes even the ones you do not want to replace the gate will require new RFID access control reader?

In all parking lots we would like to have a mechanism installed “counter” that displays the available number of parking spaces. In lots that do not have gate arms, this would be the only device (system) installed.



12. Page 3 stated: “the vendor would propose and install new equipment, as well as service said equipment within the warranty period.”

Can you provide us with details of said equipment? Manufacture, model, serial number, year installed, etc.

The equipment that is being referred to is any new equipment that would be required for installation to complete the scope of this RFP.

13. How many lanes require entry stations, exit stations and or just RFID readers? Appendix C states “new gate mechanism will be added” but does not define what kind of mechanism is required.

Please refer to the answer for question #7. Lots A, B, C, D, and I would need entry/exit stations (inclusive of gate arms) for all of the designated entry/exit lanes indicated. In addition, all of the aforementioned stations would require RFID readers.

14. Is there a specific quantity of Hang Tags ECMC wishes to have supplied with the system?  
1000.

15. “System needs to be expandable to add additional parking devices in the future. Access control would be needed for all parking lots. If gates are not required at this time (see chart below) each parking lot would still be wired for the ability to add gate arms in the future as needed by ECMCC.”

Will ECMC be including this wiring in their scope same as infrastructure, wiring and communications included in other sections of the RFP?

The respondents will be responsible for all final electrical connections to ECMCC’s existing infrastructure as required to make their system operational. ECMCC through an outside contractor will install (as needed) any supplemental concrete foundations, electrical power & data feeds, and site work restoration for lawn & pavement areas. The respondents will be responsible for anchoring their equipment to ECMCC’s foundation / bearing surface. The respondent’s demolition scope of work will be limited to removing existing gate arm assemblies and interior pay stations and disposing of them offsite. The respondents will be required to coordinate with ECMCC’s contractor and I.T. team in terms of providing shop drawings and any other associated layout documents.

16. Does ECMC intend on providing a site walk through to allow RFP respondents to evaluate the current infrastructure? If not, is it to be understood this evaluation is to be performed and recommendations made after the project is awarded?

Existing Infrastructure is defined as any existing wiring, concrete foundations, and/or electrical power. Since ECMCC would be responsible for any upgrades to the existing infrastructure, recommendations can be made after the project is awarded.



17. ECMC IT does not have a specification for VoIP intercoms. If these are expected to integrate with the ECMC phone system, a separate design discussion would need to take place, in order to determine component compatibility with the ECMC telephone system.

Is the ECMC phone system a SIP based system? If yes, can the details on the system make, model etc.. be provided?

The ECMCC phone system is an Avaya/Nortel CS1000 with some Avaya Aura components (e.g. session manager). Currently ECMCC utilizes the Avaya proprietary Unistim protocol for its IP phones but the system is capable of handling SIP endpoints as well.

18. How compliance is verified using “Layered Tech’s Layer 4: Compliance Management? Layered Tech (Owned by Datapipe) provides tools for Enterprise and SaaS Compliance Management, monitored locally or as a remote service. Would you please clarify what you are requesting in response to this question? This appears to be more like a statement as to the tool or service ECMC is using for compliance.

If a SaaS is being delivered for a specific vendor, how will that vendor verify they are compliant to NIST and industry standards concerning in the delivery of SaaS provided services?

19. What are the remote access (interactive) requirements requested by the vendor to provide remote support and monitoring functions? ECMC has asked for the vendors requirements to facilitate remote support and monitoring. Does are ECMC’s have specific expectations for remote monitoring?

Remote monitoring is not required. Remote access would be the ability for ECMCC to control the gate arms by Hospital Police and the ability to validate tickets if necessary. We need to understand what the technical requirement so that we ensure compliance with IT security.

20. It is indicated that a count display should be provided for each of the (3) three lots. There are not any barriers/divisions between the lots, which would allow a vehicle to enter via one lot and exit via one of the other two lots. This would cause a conflict with counters for the individual lots. Would it be acceptable to provide a single count for K-Lots 1 – 3?

Yes it is possible to provide one count for the 3 lots. However, multiple displays boards might need to be utilized since the count would need to be displayed at multiple entrances.

21. The successful respondent would monitor the lots via remote software system. In an event of an emergency or unusual event, the parking system vendor will immediately report occurrence to the specific ECMCC contact person and/or ECMCC Police Dispatch Center. – Can you clarify this statement as typically the facility would be monitored



locally (by police dispatch or parking management company) and the software could send an alert via email or text?

You are correct. ECMCC would be responsible for utilizing the software to monitor the lots.

22. Signage – At certain facilities there are Nu-Media Signs. Specification calls for a parking sign at 16 locations. Are we to supply the full sign enclosure or just the LED Insert? Can you confirm quantity and if we are to supply the signs is there a certain design or specification as this could be severely different pricing based upon the type of sign/insert provided.

The vendor would be responsible for supplying the full sign enclosure. Existing enclosures will not be re-used. We have 13 entry lanes so this would be the desired amount.

23. Is ECMC going to continue using proximity cards or are you looking into the possibility of RFID/AVI Solution? If RFID as per the specification, is this just at Lot I or multiple locations?

ECMC will not continue to utilize proximity cards. We would like an RFID/AVI solution. We would utilize this in all of the lots that we have indicated that a new gate mechanism would be added.

24. Can you advise us how many Local Area Controllers are currently in place (and locations if possible)?

We are not familiar with this term, so we can't appropriately respond

25. Can you advise of how many separate IT Closets are currently used by the PARCS Solution?

10 closets are currently in use. A more specific number is difficult because IT does not support this aspect of PARCS infrastructure.

26. Will the Medical Center provide a complete Sub-Net for this project?

Yes, ECMCC IT will provide any logical network requirements.

27. Specification calls for VoIP Intercoms. Can you confirm it is required for all locations including POF's? Also, how many master stations are needed? Is telephone rollover if not answered required or requested?

Specific to VOIP: VOIP is not a requirement. Please refer to the RFP for phone requirements, specifically regarding location. Telephone rollover is also not a requirement.

28. Safety Loops – Are you requiring that all current safety loops be replaced? It is strongly recommended to replace the existing safety loops when replacing a system.



Yes.

29. Currently the site is using Maxi-Prox Readers. Can we use a standard prox reader so that we can have all lane equipment on a single mount/pedestal or is Maxi-Prox a requirement?

Maxi-Prox is not a requirement. However; we do require the existing Maxi-Prox need to be replaced.

30. There is an intercom at the Main Entry to the building. Is this part of the scope?

This is not part of the scope

31. Validations – Does the Medical Center require on-line/web validations (if so how many users) and/or chaser tickets?

Yes. We intend for the on-line system to have approximately 100 users.

32. Is there a bond requirement for this project?

No, a bond is not required.

33. A number of lanes, the lane equipment is not properly protected from vehicles. Should we include additional surface mount bollards to protect the equipment or list these as an option?

Yes, please include these as an option.

34. Access Control – Is this currently controlled by your FAPD ScanNet/Element Software or thru a 3rd party security solution? Is it preferable to be controlled thru the PARCS Solution or a 3rd Party Solution?

3<sup>rd</sup> Party solutions are not prohibited.

35. Do any of the monthly parkers/cardholders pay a monthly fee and if so do you require an integrated A/R Solution with your successful PARCS Bidder?

While this is not a requirement, we do have monthly parkers in Lot I, please itemize as an option and do not include in the base price.

36. Can you confirm location of Lot I as it is not shown on the drawings?

Lot I is the parking garage. It is across from Lot H-2.

37. Garage PI – can you confirm there is no controls needed for the parking garage?

There are controls needed for the parking garage (Lot I). It would need a new gate mechanism as well as a counter.

38. At the commencement of the parking system services, the vendor will meet with ECMCC management weekly to discuss efficiency, productivity and performance for the first



eight (8) weeks. After the first eight weeks of the implementation of services, the vendor will meet with ECMCC management on a monthly basis to evaluate performance and establish best practices. – Can you confirm if on site or remote meetings are acceptable? How long are the monthly meetings requested for? After 8 weeks of implementation is that considered after system is live or after contract? Should costs if associated for these be included in the base bid or would they be billed separately?

The vendor should be available for on-site meetings upon initial implementation of the system. The venue of future meetings can be discussed.

39. Contractor must comply with ECMCC’s vendor credentialing requirements in order for its employees and subcontractors to be granted access to their respective facilities. All costs associated with Contractor’s compliance with the vendor credentialing requirements will be borne solely by Contractor. – Can you advise of processes and costs for credentialing?

ECMCC uses Symplr as our credentialing vendor. Please visit their website at [www.symplr.com](http://www.symplr.com) for more information on requirements and fees.

40. If on Appendix C it states gate to be removed and no new gate mechanism installed, who will be responsible for either removing or cleaning up existing wiring and protecting for pedestrian safety?

The successful vendor will be responsible to safely remove any equipment that needs to be demolished. This will include the cleanup and proper termination of wiring so that any pedestrians are not exposed to any potential safety hazards.

41. The RFP calls out a VoIP intercom system, but does not give great detail. Does ECMC currently have a SIP phone system that we could connect to with a VoIP intercom system from each lane? Could ECMC please give a narrative as to how you want the VoIP system to work.

VOIP is not a requirement. It was listed in the RFP to account for it as a possibility in the vendor’s design. ECMCC can possibly accommodate VOIP end-points into its existing phone system, depending on vendor’s design. If the vendor wants to incorporate VOIP endpoints as part of the design, they should specify how it would integrate with the hospital network. The vendor may assume that ECMCC will provide logical network information in order to assist in configuration/implementation. The vendor should describe how connectivity would be established to the hospital network and how the endpoints should be configured.

42. What lots and lanes are card access only and what lots and lanes are revenue (ticket dispensers, Payment stations and exit stations etc.) some may be combined.

All lot entries that have gate arms would have ticket dispensers (with the exception of Lot I [garage]). All lots that have gate arms would have to be able to have the arm lifted via an RFID/AVI solution.



43. If there are ticket entry stations and exit stations would you like the ability for the public to pay at the exit stations so they are not stuck having to go back to POF stations. If so normally its credit card express. The Exit stations would then read the ticket from the Pay station and accept credit card as well?

Yes. The public should have the ability to pay at the pay stations or the exit gates. If payment is made at the exit gates it should be via credit card only.

44. EMV - its stated that the system does not have to be PCI (EMV Certified) presently that is the PCI standard and in fact you need to make sure that it's not something you may be forced to upgrade later. Finally the PCI certification is also asking for PIN as that is where it's going. What is the reasoning you would not want to be EMV certified since this is the Standard in the Parking Industry.

The RFP incorrectly states that the hardware was not required to be EMV capable. ECMCC will require that all hardware be EMV certified and PCI Compliant.

45. You mention gates you want to take out and others no. Can we get a clear understanding as to what you want left in as these look to be old FAPD gates? What is defined as a gate mechanism (complete unit with arm?)

All gates will be removed. A gate mechanism is a complete unit with arm. Appendix C in the original RFP incorrectly stated that the current gates in Parking Lots A, B, C and D will not need to be removed. Any parking that currently has a gate will need to be removed. This will include parking lots A, B, C and D. Please see revised Appendix C attached.

46. Are the walk up POF stations accepting bill notes, coins, and credit card and are they dispense change. Are these stations reading entry tickets from lane equipment or are these non-gated Payment stations that you enforce? I am wondering if the 8 payment stations are for non-gated lots.

The walk up POF stations should be able to accept bills, coins, credit cards and have the ability to dispense change. These stations would read entry tickets from lane equipment.

47. Are you interested in options that would improve the controls and efficiencies?

Yes.

48. Whether companies from Outside USA can apply for this? (like, from India or Canada)

No.

49. Whether we need to come over there for meetings?

Initially, yes.





50. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada).

No.

51. Can we submit the proposals via email?

No.