

October 7, 2019

**Clarification I: Question and Answer**

**Ref: Bid #220-01 – Parking Management** **System Software and Equipment**

Grand Valley State University has received the following questions in regards to our request for proposal(s) for Parking ManagementSystem Software and Equipment. Please reference questions and answers listed below.

**Question #1:** What telephone number should I call to touch base regarding Grand Valley State's RFP for Parking Management?

**Answer #1:** All the appropriate contact information for the RFP can be found within our request for proposal documents. We are requesting that all proposal-related questions be put in writing and we will respond back in writing by October 7, 2019.

Listed below are the instructions on how to obtain the proposal documents:

Grand Valley State University is requesting proposals for a Parking Management System: Software and Equipment.  Bid instructions and specifications can be found on our webpage at:  [www.gvsu.edu/purchasing](http://www.gvsu.edu/purchasing).

When on the webpage please select the following:

* Bid Opportunities
* Reference Bid Number 220-01
* Select Parking Management System: Software and Equipment

**Question #2:** Should a mobile payments vendor respond to the RFP as part of another vendor response?

**Answer #2:** All vendors are welcome to respond to a GVSU bid opportunity. Vendors must meet or exceed the bid specification and award criteria detailed in the documents, and are welcome to review the bid instructions, specifications, and criteria and submit a proposal for us to consider. There are also instructions available on the webpage for signing up to be notified for future bid opportunities.

**Question #3:** This is with regard to your requirement for Request for Proposal for 220-01 Parking Management System: Software and Equipment.

1. Whether companies from outside the USA can apply for this (from India or Canada)?

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

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

**Answer #3:** Thank you for your inquiry. Listed below are the instructions on how to obtain the proposal documents:

Grand Valley State University is requesting proposals for a Parking Management System: Software and Equipment.  Bid instructions and specifications can be found on our webpage at:  [www.gvsu.edu/purchasing](http://www.gvsu.edu/purchasing).

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* Select Parking Management System: Software and Equipment

**Question #4:** How many citations did the University issue last year?

**Answer #4:** For Fiscal Year 2019 (July 1, 2018 - June 30, 2019): 14,607

**Question #5 and #6:** What is the collection rate?

What is the total dollar amount of unpaid citations from the previous year?

**Answer #5 and #6:** As stated in the RFP, Parking Services does not hold responsibility for the collection of overdue unpaid citations. In accordance with the University Parking Ordinance, after ten days, fines for unpaid student citations are assessed to students' accounts that are managed and monitored through the University Business and Finance Department (Student Accounts Office). Unpaid non-student citations are transferred to University Business and Finance for collection.

**Question #7:** Does the University issue annual permits or any other permit types in addition to semester permits?

**Answer #7:** GVSU issues physical permits (annual permits, semester by semester permits, daily permits) as well as paperless/digital permits.

**Question #8:** How does the University handle parking in the summer? Are summer permits required? If so, how many were purchased this past summer?

**Answer #8:** Permits are required in some areas during the summer, but most do not require a permit. GVSU does not issue separate summer-only permits.

**Question #9:** How many faculty/staff permits does the University issue? Is this annual or semester long?

**Answer #9:** GVSU issues approximately 4,200 Faculty/Staff permits. The majority are annual permits; some are Fall Semester only.

**Question #10:** The RFP mentions a desire for PARCS/ALPR functionality. How are these systems intended to be used? What will this look like? Can the University address what vendors are being considered?

**Answer #10:** These systems are future considerations for access control to parking areas. At this juncture no specific vendors have been identified.

**Question #11:** What types of handhelds are the enforcement officers using? Do they sync in real time?

**Answer #11:** As stated in the RFP, parking violation notices are issued by student, temporary, and security staff members. They currently use iPad 4 Minis with network connection to sync in real time.

**Question #12:** Can you provide some additional clarification around the Access Control solution that is in place today, namely Avigilon? Is this system being used for door access as well? Can you tell us what reader, credential and gate hardware are being use? Can you provide any information about how many lanes/gates are being used and which parkers have access to these facilities?

**Answer #12:** Currently there is not an access control system in place. We have LPR readers at limited areas on the campuses. They are tied in to Avigilon camera systems.

**Question #13:** What services are being referred to that mobile solutions would be used for (H2)?

**Answer #13:** Customers need to be allowed to make payment at pay stations via existing hardware (or the replacements suggested/quoted in proposals) or submit payments for citations from their mobile devices through an app or a web tool that is optimized for display on devices.

**Question #14:** Can GVSU elaborate more about what they mean by a business continuity plan? Are you looking for information around the vendors plans and processes that are in place to ensure production uptime, quality of services, etc.? (I2)?

**Answer #14:** Continuity of service would include steps taken to ensure uptime, quality of service, etc. In broad terms, we are interested in whether proposers are documenting steps to ensure this such as collocating at multiple hosting sites, load balancing across service, backing up for recovery.

**Question #15:** Can GVSU elaborate more about what is meant by vetting numbers (I15)?

**Answer #15:** If we provide contact numbers for use in mass SMS messages, we are interested in whether proposers are using a service to check whether or not the number provided is a landline or a mobile line that can receive text messages.

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

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