

2018-05-17

**REQUEST FOR PROPOSAL
RFP 21 (2018-04)
PARKING MANAGEMENT SYSTEM
ADDENDUM # 2**

This addendum shall be incorporated into, and form part of RFP #21 (2018-04) and take precedence over all requirements of the previously issued bid documents including plans. This addendum must be signed by the bidder (signing officer) in the appropriate space and must be attached to the Form for submission by the bidder. This Addendum consists of two (2) pages and the documents listed below.

- 1. Question** Please confirm current power supply including breaker capacity for the parking equipment by lot and area?
Response **There is one panel shared by Lot 3 & 4, it is a 100 amp, 120/240 volt single phase panel. I believe there is 6 free circuit positions in the panel.**
- 2. Question** For item # 1 - an integration will be required between the admit annual membership system - this would be a custom development. Is this excluded from line #1 of the requirements?
Response **Specification #1 calls for provision of a system that is already available commercially in market. If there are customizations needed to meet all the defined general and functional requirements, then it should be noted on one of the response columns on requirement spreadsheet for submission.**
- 3. Question** For line # 11 - does the zoo provide backup power supply e.g. emergency generators power for the parking equipment. If no, what is the required ups time expected by the zoo?
Response **There is no emergency power available. Required UPS time to be provided should be no less than one hour.**
- 4. Question** Please provide the specifications for the staff and annual visitor pass cards currently in use?
Response **CR80 (2.125" x 3.375") HID proximity card, 1386LCGMN-120443, 125 khz proximity cards, 26 big, Wiegand, Encoded.**
- 5. Question** For line # 35 - what size of documents are expected to be added into the parking system database?
Response **Generally, any uploaded document will be limited to 1MB size per file and total of 5MB size per account.**
- 6. Question** Line # 38 - since it is a pay on exit - does the zoo require gate arms at the entry station?
Response **A control gate arm will still be required at the entry lanes to ensure vehicles do not use the entry lanes as egress lanes and causing loss of revenue from the parking operation.**

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7. **Question** Can the existing metal gates be used to lock off the lots at night?
Response **Metal gates will continue to be used to prevent vehicles from entering the lot at the end of the Zoo business day.**
8. **Question** Line # 39a - based on the presentation made - no ticket should be dispensed on entry. Is the dispensing of a entry ticket a requirement??.
Response **This is a request for proposal for a parking management system. If an entry ticket is required as part of your proposal for the Zoo's parking solution, then all requirements will be considered to ensure full implementation of your parking management system proposal.**
9. **Question** For line # 51 - how many variable rates does the zoo anticipate to need?.
Response **This requirement is included in the anticipation of a possible tiered parking system with varying rates from each parking lot. It is conceivable to have as many as four tiered parking rates based on current parking lot configuration.**
10. **Question** Line # 77 - are annual pass users limited to one exit per day or can they come and go as many times as they want per day. e.g. arrive in the morning, leave at lunch time and then return after child has finished their nap?.
Response **It is possible for staff and volunteers to enter/exit the parking lot repeatedly throughout the day – off site meeting attendance, going out for lunches/breaks, etc. It is also possible that members may enter/exit the parking multiple times during the day – dropping off children at morning program such as camps and returning to pick up children mid-day or end of day. The intent of this specification is to deter/eliminate any possible loss of revenue from parking operation by ensuring that annual pass users do not pass back parking passes for egress by other users.**
11. **Question** For line # 93-96 - assuming no entry terminals are required - does this still apply?.
Response **These are ideal metrics that we feel can help us in the day-to-day management of the parking operation and require that the proposed solution be able to meet these requirements. However, if there are additional costs required to deliver these specifications, then, it must be separately identified for consideration to include or not in the final installation.**
12. **Question** Does the admits system have an api?.
Response **NO. The Admits system uses a Microsoft SQL database. Data is moved in and out of tables via SQL Triggers and Stored Procedures. Import and Export functions are also available.**
13. **Question** What fields are contained within the admits system database.
Response **Question is too generic / non-specific. The Admits database contains over 150 tables and thousands of “fields” containing data.**
14. **Question** Does the admits system contain all the required data fields as noted within the RFP?.
Response **To my knowledge, Yes. I could confirm if someone were to provide a list of the “required” fields the question refers to. If a new field is deemed to be required, it can be quickly and easily added.**

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15. **Question** What export formats are available from the admits system e.g. excel, text?
Response **Data can be exported to SQL tables, Excel, delimited .txt and .csv**
16. **Question** Does the admits system have an automated export functionality e.g. at 2:00am, send x file to Y FTP?
Response **Yes. Exports can be automated and scheduled.**
17. **Question** For employee passes - are they also entered into the admits system or is there a separate system which contains their pass information?
Response **The Employee information / pass data is not currently maintained in the Admits system.**
18. **Question** If separate, what system is used and same questions posed for admits?
Response **The current Hartmann Control Corp (Protector II – Access Control System) parking management system houses all the data for all seasonal pass holders – members, staff and volunteers.**
19. **Question** Does the Zoo IT department have any firewall rules which would prohibit the use of FTP servers for automated file transfer?
Response **Yes. The Toronto Zoo does implement firewall rules as does the City of Toronto whose networks we use. The City of Toronto has its own specialized ftp file transfer application for large file transfers and will not readily allow the use of automated file transfer via ftp. Depending on the size of the files, transfer could alternately be done using the Zoo standard outlook e-mail application.**
20. **Question** Does the Zoo want to host the parking related software on ZOO IT infrastructure or does the parking vendor need to provide the hardware to host the software?
Response **It may be possible for the Zoo to host the parking application, but it would depend on what operating system the application runs under and the anticipated amount of storage required. Currently, most application servers at the Zoo run MS-Windows Server 2012R2 patched to the latest levels. Please provide a quote for both with and without the back-end server hardware.**
21. **Question** Are there any IT restrictions imposed on third party software?
Response **The Toronto Zoo is on its own segmented network behind the City of Toronto network security firewalls, which monitor, filter and limit traffic between Zoo systems and the outside world. Internally, systems can communicate freely with each other as long as proper permissions are configured.**
22. **Question** Is IT support available 24/7 in the event of Zoo infrastructure related issues impacting parking equipment communication and operations?
Response **Toronto Zoo IT support is available during regular office hours, with actual IT staff members present between 07:30 – 16:30 hours. On call IT support is provided on weekends and holidays between 09:00 – 17:00 hours. In the case of emergencies, the Zoo Site Control office has the contact numbers for all IT staff and will call and have someone come in on a “as needed” basis.**

23. 3.0 Objectives & Project Deliverables

#14 – has been deleted as requirement

24. Appendix B,

Lines 84-90 has been deleted as requirement

Receipt of the Addendum shall be acknowledged as part of your submission.

The Board of Management of the Toronto Zoo reserves the right to reject any or all Quotations or to accept any quotation, should it deem such action to be in its interests.

If you have any queries regarding this matter, please contact Mr. Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916.

Yours truly

Peter Vasilopoulos
Supervisor, Purchasing & Supply

I/we hereby acknowledge receipt of this addendum and make allowance in my bid.

Signed (Must be Signing Officer of Firm)

Name of Firm

Date