

August 18, 2023

**Parking Management System: Software and Equipment**

**Reference Request for Proposal (RFP) #224-12**

**Question & Answer – Specification Clarification**

Grand Valley State University (GVSU) has the following answers to questions that have been submitted from our request for proposal for a Parking Management System: Software and Equipment Reference GVSU’s response below and attachment for Appendix 2:

1. How many citations does the University issue per year? **Approximately 21,000 violations are written per year.**
2. How many delinquent notices does the University issue per year? **We send between 15-20 per day during the academic year and 10-15 during the summer using snail mail. For all people we have an email address for, we email the notice instead.**
3. How many RO’s does the University issue per year. **It depends on if the system is able to attach an owner when the violation is written. Currently, if it cannot, we are using student help to assign open tickets to folks who have prior violations or a permit. For those that do not have either, three staff in the office have a subscription to manually lookup the owner using a service. It is way more cost effective then paying a per plate lookup fee. We are not opposed to this, but it becomes quite costly and often times assigns the incorrect person. I.E. mom and dad vs student. During the academic year, this could result in 10-250 lookups per day between these two methods.**
4. How are credit card payments made online and how many over the counter sales are there per year? **Credit card payments are done through our current company’s portal for violations. Deposits are made into GV’s account, and we then pay an invoice to cover the service fee charged by our current vendor. We do not do any sales over the counter.**
5. How many pay stations does the University currently have and who is the vendor? **4. Luke II Traffic & Safety / T2**
6. What is the annual issuance of citations by state? **All violations are written in Michigan. Of all the violations written, the vast majority are written to Michigan license plates.**
7. Can the University please clarify the following question?

“Ability to auto-assign a customer as a driver of a vehicle when a citation is issued to a vehicle displaying the customer's permit.” **When we write a violation and we know who the driver is, i.e., the person who registered the vehicle for a University Permit, we want that person to be** **assigned the drive and the violation assigned to that person, not necessarily the person who the car is registered.**

1. What is the University’s current platform?” **UPSafety**
2. Can the University please clarify the following question?  “Will Proposer allow for GVSU to provide the payment gateway by handing off credit card acceptance via Cybersource from a GVSU-hosted website?” **When someone goes to your payment portal, when it gets to the point where it wants to accept payment, when the button is pressed, will it go to a website with our payment provider, we accept payment and then bounce back to your page realizing the payment has been accepted or denied. If you cannot pass it off to our payment provider, we need to have documentation on your PCI compliance and how the payment process would work.**
3. Technical Info: Item 15 requests integration with the University communications platform.  Please provide more information on this functionality and, if applicable, what software platform would need to be integrated.
4. The RFP mentions using Apple Ipads for enforcement, but only N5Z1 units are listed in Appendix 1:GVSU Parking Services Equipment.  Please clarify. **This was a clerical error when rewriting the RFP from what it was several years ago and should have been removed. We do not currently use iPads.**
5. Appendix 2 is referenced in the RFP but is not included. Can you direct where that is located? **Reference attachment below.**
6. Our mobile enforcement app that is utilized is licensed based on each device that would be used for enforcement (not concurrent licenses).  Can you confirm the number of devices licenses that would be required for enforcement? **We would require a minimum of 20 handheld enforcement devices.**
7. In regards to the Genetec LPR component, where is the location of the Genetec server? Is this located internally on campus, or is this hosted in the cloud by Genetec? **It is hosted in the cloud by Genetec and maintained my MinuteMan/Traffic and Safety**
8. Regarding the requirement below. Please expound on the use of physical "cling" permits. **The system must issue virtual and cling parking permits**.
   1. Who are the customers that are issued physical permits? **Retired employees** How many physical permits are issued yearly? **Approximately 250**
   2. Why is GVSU using physical permits for this group or location instead of virtual ones? **Simplicity for them and they also last 4 years and can be moved from car to car.**
   3. Does GVSU provide the "cling" permits? **Yes, we work with a vendor to have them printed.**
   4. How are the physical permits distributed? By mail or pick up. If by mail will GVSU mail the permits or is the vendor responsible for mailing? **They stop into either Parking office to collect and register for their permit.**
9. What authenticator (SAML, LDAP, CAS) is the approved GVSU single sign on method? **Our login portal is OKTA and we require SAML capabilities.**
10. Please elaborate on this requirement: Allow GVSU to extract, manipulate, and link data in the system? **This is a twofold question.** 
    1. **We need the ability to extract data to provide statistics as requested. Our current system has a query/reporting tool where we can select each of the fields we would like, and it automatically does the sql joins in the background. Our old system, we had to create these queries manually and link the tables together. We would prefer a query tool where SQL knowledge is not a requirement.**
    2. **The University is implementing a portal called Pathify. It is currently limited to student access for now. If there were to be a widget in the Pathify system that would show current parking information for that student, is this able to be linked to using some sort of API?**What enhancement requests does GCSU plan to implement? **This varies and I cannot give a concrete answer because I do not have one until we see or are using the solution. Once we are shown the platform or are using the platform, depending on how it functions, we may have ideas to make it function better for us or others.**
11. Are the T2 Luke II, ParkMobile services pay-by-plate? **Yes, they are pay by plate.**
12. We would need more details on Section A. General Software requirements row item no 3.
    1. What is required for extraction and manipulation? **Reference answer to this in question 17.**
    2. Where are we linking with or is GVSU going to link the data? If yes, what is the system or mode required? **Reference answer to this in question 17.**
13. We would need more details on Section A. General Software Requirements row item no 21.
    1. Need more details on the current inventory of equipment with their configurations, specs, etc**. It is important to work with the XF model of handheld. Please see attached PDF with specification.**
14. What is the SIS system used in the university? How would the university allow us to integrate with this SIS system? **We will be using Workday for Faculty/staff and currently use Banner for student information. We would prefer an API to transfer appropriate data but can discuss flat files.**
15. We would need more details on Section F. Queries & Reports row item no 10.
    1. Is the university asking for control to run these jobs or status change manually as a part of operations? **Yes. We need to have the ability to determine the interval and when it runs. An example: export all of the permits sold in the system of a certain type and send those charges to our SIS to put the bill on the student account. Another would be for parking violations of current students (key word current), change the state/status to Closed/Student Account and export that information (G#, fine amount, violation#) If a violation is open/issued and is a certain number of days old, create a notices report so we can verify before we mail out the letter and automatically change the state/status to closed/collections. Each of the above are done at different intervals. We do too many things manually and need the ability to have them automated.**

**Appendix 2**

**Grand Valley State University Security Addendum**

Whereas, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Vendor) and Grand Valley State University (Customer) executed a Services

Agreement on \_\_\_/\_\_\_/\_\_, and

Whereas, both parties desire to amend the services agreement in order to provide additional security measures regarding

contractual language and,

Whereas both parties agree that wherever there is any conflict between this Addendum and the Services Agreement, the

provisions of the Addendum will control, and the Services Agreement will be construed accordingly, and notwithstanding

any terms in the Services Agreement to the contrary,

Now, therefore, both parties agree to amend the agreement as follows:

Confidentiality of Customer Data

Customer Data means all information provided by Customer and distributed to Vendor for services agreed upon. The

data shall not be used for any other purpose except for agreed upon services. The data may not be released to any other

third party vendor without the consent of Customer. The content of Customer data may not be displayed or divulged to

any other person except as it is related to the completion of agreed upon services.

Family Educational Rights and Privacy Act (FERPA)

The Receiving party agrees to comply with all applicable laws and regulations especially those related to protecting

student privacy including those set forth in the Family Educational Rights and Privacy Act.

Security of Customer Data

1. Vendor must provide a documented secure method of transmitting the data electronically and/or physically.

2. Vendor must remove/destroy data after completion of services and payment received unless otherwise approved

by the Customer. Timeframe to be determined by Customer depending on current agreements and/or service

request.

3. Vendor will use industry standard security measures, such as firewalls and standard encryption protocols to

protect Customer Data.

4. Vendor hardware and software will be held in a secure environment. Servers will be password protected and the

server room will be locked and accessed by authorized company employees only.

5. Vendor will notify Customer of a security breach that impacts Customer Data within 24 hours and will provide

regular status updates until the breach is resolved. Within 72 hours of final resolution of the breach, Vendor will

provide Customer with a final incident report.

6. Vendor shall reimburse Customer for Customer expenses incurred during a security breach if the vendor is found

negligent in the breach.

7. Vendor shall not engage a third-party service provider to assist Vendor without permission of Customer.

8. Vendor will provide Customer with a SSAE 16 SOC 2 report and/or security document outlining their security

protocols.

9. Vendor will comply with the European Union General Data Protection Regulation (EU GDPR) if it is determined

that the data shared with vendor meets the criteria of the EU GDPR.

Vendor shall procure and maintain, at their own expense, for the duration of the contract, the following insurance

coverages, terms and conditions:

A) Commercial General Liability including products and completed operations, property damage, bodily injury and

person & advertising injury with limits not less than $2,000,000 each occurrence and $3,000,000 aggregate.

Vendor’s insurance will name Grand Valley State University as Additional Insured, and a Waiver of Subrogation will

apply to the extent permitted by law.

B) Network/ Security Liability insurance with not less than $2,000,000 per occurrence and $3,000,000 aggregate.

Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in this

agreement and shall include, but not be limited to, coverage for breach response costs, as well as regulatory fines

and penalties, as well as credit monitoring expenses, with limits sufficient to respond to these obligations.

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C) Where applicable, Workers Compensation at Statutory limits and Employers Liability with limits not less than

$500,000 for each incident and each disease.

D) Where applicable, Auto Liability covering all owned, hired, and non-owned vehicles with limits not less than

$1,000,000 combined single limit.

**Both parties hereby indicate their acceptance of this Addendum by their signatures below.**

**Vendor**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Signature)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Printed name)

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(Date)

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**Vendor Grand Valley State University**

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(Signature)

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