



REQUEST FOR PROPOSALS (RFP)

PUBLIC PARKING AUTHORITY OF PITTSBURGH

UNIFIED COMMUNICATIONS (UC) SYSTEM

DATE ISSUED: March 24, 2016

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EXECUTIVE DIRECTOR

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1. INTRODUCTION

The Public Parking Authority of Pittsburgh (the "Authority"), a body corporate and politic under the laws of the Commonwealth of Pennsylvania, was organized in 1947 by the City of Pittsburgh pursuant to the Parking Authority Law of Pennsylvania, Act of June 5, 1947, P.L. 458, as amended and supplemented. The Authority was created for the purpose of establishing and operating on and off-street parking facilities in the City of Pittsburgh, Pennsylvania (the "City"). To this end, the Authority is authorized by law to plan, design, locate, acquire, hold, construct, improve, maintain and operate, own and lease, either in the capacity of lessor or lessee, land and facilities to be devoted to the parking of vehicles of any kind; to borrow money; to make and issue bonds, and to secure the payment of such bonds, or any of its revenues and receipts.

As more fully set forth in this Request for Proposals (the "RFP"), the Authority is requesting proposals from qualified respondents to provide a complete turnkey Unified Communications (UC) system for internal Authority staff that will connect across all Authority locations.

The Authority currently controls approximately 11 Garages and Parking Court. This makes a total of 12 remote locations all connected via a 10mb Metro-Ethernet connection. Network VPN tunnels are created on each connection via Fortinet 80D firewall connected back to a central firewall (Fortinet 200D) located in the main administrative data room.

Vendors responding to this RFP are expected provide all services necessary for configuration of current Authority infrastructure to work with proposed UC solution. This includes but not limited to any Cisco Network Equipment, HP Blade Server, VMWARE 5.0 Virtual Platform and Windows Server software installation and configuration. Authority will provide firewall configuration changes if needed.

The Authority is interested in turnkey UC solution that offers, at a minimum the following services:

- With a simple 3-4 extension code a customer can be routed to any Authority location without having to dial a full 10 digit number
- Hold Capabilities
- Unattended and attended transfer
- Music on Hold
- Conferencing (bridge on phone)
- Call completion on busy/not available
- Call waiting/switching between calls
- Automatic Redial
- Call recording
- Standard Auto Attendant
- Simultaneous Call Capacity
- Local calling and Long distance Calling
- Call forwarding to cell number after so many rings.

- Night message and Holiday message recording
- Caller ID option

The Authority's goals for the UC system project are to:

- Select vendors with the expertise in providing a UC system, hosted or on premise environments – that fits our needs
- Obtain the best quality system to maximize user convenience and add considerable phone system options
- Minimize total phone service costs
- Avoid set up cost to the Authority
- Avoid internal staffing needs for system setup and system deployment
- Deploy a system that will utilize Cat6A data wiring in all Authority locations
- Select a system that is either an on premise solution or hosted solution
- A unified solution to connect all Authority sites with features to assist in work productivity
- A system to allow for regular reporting to provide information on productivity and call answer performance

2. ABOUT THIS DOCUMENT

This document is a Request for Proposals. It differs from an invitation for bid in that the Authority is seeking a solution, not a quotation meeting firm specifications for the lowest price. As such, the lowest price proposal does not guarantee an award recommendation. Instead, proposals will be evaluated based upon the criteria set forth herein and factors such as, among others, quality, experience in the field, availability and/or capability.

The request for proposal process allows the Authority to negotiate with respondents prior to awarding a contract. The Authority will thoroughly review all proposals received and will utilize its best judgment when scheduling meetings after receipt of all proposals. Subject to the other terms and conditions of this RFP, only those respondents that are qualified and responsible, as determined by the Authority, in its sole and absolute discretion, will be considered for an award of a contract hereunder.

3. SCOPE OF WORK

This section provides the scope of work that will be performed by the selected vendor in providing a turnkey Unified Communications (UC) system solution for the Authority:

- A. Any resulting contract shall be for three (3) years, with two (2) one-year extensions allowed at the option of the Authority at the same cost. Such extension shall be automatic, and shall go into effect without written confirmation, unless the Authority provides advance notice of the intention to not renew.

- B.** The vendor will clearly identify any service costs associated to the Authority and/or transactions for any features requested outside normal contract. Any reoccurring cost outside of initial contract pricing will also be clearly identified and outlined.
- C.** The vendor shall have a system that can make changes for holidays and announcement recordings.
- D.** The vendor shall provide all necessary information to the Authority's ISP (Internet Service Provider) for proper integration so that Authority ISP is made aware of any changes needed for the UC system to operate correctly.
- Consolidated Communications
4008 Gibsonia Road
Gibsonia, PA 15044
- E.** The vendor shall pay for any outside service or set up costs and include all necessary components costs needed for UC system to operate correctly in their proposal. This includes but not limited to SIP, WEB Server (Hardware, Software), any additional wiring or equipment needed.
- F.** The contract for these retained services will be for work performed on the unified communications system initiated during the Authority's 2016 Fiscal year commencing ten (10) days of notification by the Authority to do so and complete the work within sixty (60) days.
- G.** The vendor shall be responsible for developing and providing to the Authority an implementation schedule within 10 days of contract award. The implementation plan shall include a schedule for the UC system installation, along with all other tasks necessary for implementation.
- H.** The vendor shall provide onsite or web-based training and manuals for the authorized Authority personnel to navigate and utilize the UC system.

4. SCHEDULE AND DEADLINES FOR RFP

EVENT	TIME AND/OR DATE
RFP Issued	March 24, 2016
Mandatory Pre-Proposal Meeting located at the main office of the Authority, 232 Boulevard of the Allies, Pittsburgh, PA 15222	Thursday, April 7, 2016 10:00 am EST
Deadline For Respondents to Submit Questions and Requests for Clarification/Interpretation/Modification ("Request for Clarification Due Date")	Tuesday, April 19, 2016 by 5:00 pm EST
Deadline for Submission of Proposals ("Proposal Due Date")	Thursday, May 5, 2016 by 3:00 pm EST
Anticipated Board Action	June 16, 2016

5. ADMINISTRATIVE REQUIREMENTS AND RELATED INFORMATION

- A. To be considered responsive, respondents must submit by 3:00 p.m. EST, on Thursday, May 5, 2016 (a) one (1) electronic copy on compact disc of their proposal and (b) three (3) hard copies of their proposal in a clearly marked envelope, to the following mailing and email addresses:

Pittsburgh Parking Authority
232 Boulevard of the Allies
Pittsburgh, PA 15222-1616
Attention: Christopher Holt
E-mail: cholt@pittsburghparking.com

- B. Any proposals received after 3:00 p.m. EST, on the Thursday, May 5, 2016 or any day thereafter, will be rejected.
- C. The Authority reserves the right to extend or postpone the date and time for accepting proposals through an addendum.
- D. Notwithstanding anything to the contrary in this RFP, the Authority may determine in its discretion whether to accept any questions, requests or proposals that are not received by the dates and times set forth in this RFP.
- E. All proposals shall be signed by an individual authorized to bind the respondent and execute contracts on its behalf.

- F. All proposals, responses, inquiries, or correspondence relating to or in reference to this RFP, and all electronic media, reports, charts and other documentation submitted by a respondent shall become the property of the Authority when received. Nothing submitted shall be considered confidential or proprietary and each respondent acknowledges and agrees that all information submitted in response to this RFP, irrespective of whether it is marked "Confidential," "Proprietary," "Trade Secret," or the like, may be disclosed by the Authority pursuant to a request submitted in accordance with Pennsylvania's Right-to-Know Law.
- G. The Authority reserves the right to request additional information which, in the Authority's opinion, is necessary to assure that the respondent's competence, business organization, and financial resources are adequate to perform in accordance with this RFP and any resulting contract.
- H. The Authority may make such investigation as it sees fit to determine the ability of the respondent to perform the work, and the respondent shall furnish the Authority all such information and data for this purpose as requested by the Authority. The Authority reserves the right to reject any proposal if the proposal submitted by, or investigation of, such respondent fails to satisfy the Authority that such respondent is properly qualified to carry out the obligations of a subsequent contract with the Authority and to satisfactorily perform the work specified herein.
- I. The Authority reserves the right to reject any or all proposals, waive any irregularities or defects in any proposal, and modify, postpone or terminate the project detailed herein in its entirety or with respect to any respondent, at any time, for any reason.
- J. All costs and expenses incurred by a respondent in the preparation and delivery of a proposal will be the sole responsibility of the respondent. The Authority will not be liable for any amounts to any respondent in any manner, under any circumstances, including without limitation, as a result of the termination of the RFP process.
- K. The receipt of proposals or other documents by the Authority during any stage of the process will in no way obligate the Authority to enter into any contract with any respondent or make the Authority liable for any respondent costs. This RFP is a solicitation only and is not intended to be, nor should it be construed to be, an offer to enter into any contract or other agreement.
- L. No respondent, team member, employee, servant, agent, advisor, consultant or representative of that respondent may communicate with any other respondent, team member, employee, servant, agent, advisor, consultant or representative of any other respondent about the preparation of proposals. Each proposal shall be prepared without any connection, knowledge, comparison of information, or arrangement with any respondent, team member, employee, servant, agent, advisor, consultant, or representative of any other respondent. Each respondent is responsible to ensure that its participation in this RFP process is conducted fairly and without collusion or fraud.

6. CLARIFICATION OF REQUIREMENTS, ADDENDA & MODIFICATIONS

- A.** Any respondent in doubt as to the true meaning of any part of this RFP may request a clarification, interpretation and/or modification thereof from the Contact Person (as hereinafter defined). At the request of the respondent, or in the event the Authority deems the response to the request to be substantive, the clarification, interpretation and/or modification shall be made by an addendum. Requests for clarification, interpretation and/or modification must be submitted in writing to the Contact Person by 5:00 p.m. EST on the Tuesday, April 19, 2016; any request received after this deadline may not be considered.
- B.** Inquiries regarding the RFP and all requests for clarification, interpretation or modification of the RFP must be directed in writing via e-mail to Christopher Holt at cholt@pittsburghparking.com (the "Contact Person").
- C.** If any alleged errors are noted in the RFP, a respondent should immediately notify the Contact Person and, if confirmed, an addendum shall be issued.
- D.** The Authority will not accept telephone calls or any other forms of correspondence pertaining to this RFP, except as set forth in Section 6.B.
- E.** This RFP may be updated, supplemented, amended or cancelled at any time by the Authority. Any changes, additions, deletions, or clarifications to the RFP will be made by addendums issued by the Authority.
- F.** Any addendum issued by the Authority shall be considered part of the RFP.
- G.** Addenda will be sent via e-mail to the last known e-mail address of each person/entity listed with the Authority as having received a copy of the RFP for proposal purposes. The Authority will make reasonable efforts to notify respondents in a timely manner of modifications to the RFP. Notwithstanding the foregoing, each respondent shall be responsible for (a) providing a valid e-mail address for delivery of addenda by the Authority and (b) ensuring that its proposal reflects any and all addenda issued by the Authority prior to the Thursday, May 5, 2016.

7. CONTRACT REQUIREMENTS

Each respondent, in its proposal, must agree to be bound by the following requirements, should it be awarded a contract in connection with this RFP:

- A.** Except for the gross negligence or willful misconduct of the Authority, respondent shall indemnify and hold harmless the Authority, its successors and assigns, from and against any and all loss, damage and liability and for any and all claims for damages on account of or by reason of bodily injury, including death, which may be sustained or claimed to be sustained by any person, including employees of respondent, and from and against any and all damages to property, including the property of the Authority, its successors and assigns, caused by or arising out of or claimed to have been caused by or to have arisen out of the negligence or willful misconduct of respondent or its agents, servants, employees or

invitees. For purposes of enforcing this provision, respondent hereby waives any or all immunities it may have under the Pennsylvania Workers' Compensation Act or otherwise. This indemnification obligation shall survive termination or expiration of the contract associated with this RFP.

- B. Respondent shall maintain, at all times until the termination of the contract, the following insurance:

TYPE	AMOUNT
Workers Compensation	Statutory (in conformance with Pennsylvania's Worker's Compensation Act)
Commercial General Liability including Bodily Injury and Property Damage	Per Occurrence \$1,000,000
Automotive Property Damage and Bodily Injury	Per Occurrence \$1,000,000
Umbrella Liability	Annual Aggregate \$5,000,000

- A. Respondent shall include the Authority as an "Additional Insured" on the insurance described in this Section 7.
- B. Respondent waives all right of subrogation against the Authority, its subsidiaries, agents, officers, directors and employees for recovery of damages to the extent covered by any insurance applicable to the project and will secure appropriate waivers from the insurers providing coverage applicable to the project.
- C. Insurance will be written through financially responsible companies with an A.M. Best rating of A-VII or better.
- D. By specifying the above minimum insurance requirements, the Authority does not represent that coverage and limits will necessarily be adequate to protect respondent, and such coverage limits will not be deemed as a limitation of respondent's obligations hereunder.

8. PRE-PROPOSAL MEETING

A mandatory pre-proposal meeting will be held at 10:00 a.m. EST, on Thursday April 7, 2016, at the main offices of the Authority, which are located at 232 Boulevard of the Allies, Pittsburgh, PA 15222-1616. The proposal of any respondent that fails to attend this meeting will be rejected.

In addition, the Authority will also permit participation in the mandatory pre-proposal conference meeting via teleconferencing using the Authority's established vendor, Speak Space. The dial in number is **866-503-4605; conference code is 6147769207.**

9. PROPOSAL REQUIREMENTS

Generally, your proposal should describe in detail how you will provide a turnkey Unified Communications (UC) system and demonstrate how the approach fulfills the Scope of Work.

While the Scope of Work represents what Authority believes to be the best approach, proposers are encouraged to offer additional program elements that they believe will best achieve Authority's goals.

Each proposal should be in the format set forth below and not exceed thirty-five (35) pages and will be rated on a 100-point scale. Rating will be according to the degree to which a respondent demonstrates its capacity to satisfy the requirements set forth herein. Each proposal should include the following parts, which will be assigned the indicated point values:

A. COVER PAGE (Pass/Fail):

Please prepare a cover page similar to the one shown at the beginning of this RFP.

B. PRIOR EXPERIENCE (Total Possible Score: 10 points):

Prior work experience of designing, implementing and managing a turnkey Unified Communications (UC) system for other organizations of comparable size and scope of business as outline in this RFP; included but not limited to:

- i. Number of years of experience in this field
- ii. Contact information of your clients or city agencies, owners or managers overseeing this service
- iii. Total number of UC systems installed
- iv. Types of UC systems (hosted or on premise)

C. PROJECT IMPLEMENTATION (Total Possible Score: 5 Points):

Describe your company's project management approach to implementing a UC system. At a minimum, please describe the following:

- i. General project implementation plan, schedule and project approach, including the following processes: education, development, approval and site surveying, any necessary programming and an integration plan with our current infrastructure and software platforms.
- ii. Program items that include, but are not limited to, photos, network drawings, schematics, models, process flow maps for the processes listed above.
- iii. Project management approach, communication strategies, and process for gaining Authority approval on necessary items.
- iv. Availability to expedite Unified Communications system installation turnaround to meet the Authority's project timeline.

D. SYSTEM OPERATION AND MANAGEMENT (Total Possible Score: 10 Points):

Describe system operation and management of your proposed UC system. Describe how your solution operates. At a minimum, please describe the following:

- i. Licensing, if any
- ii. Infrastructure requirement if propose on-prem solution.
- iii. Day to day administration and setup requirements.
- iv. System Security
- v. Process of adding phones and extensions
- vi. Process of adding user accounts
- vii. Process to changing phone extensions
- viii. Technical and policy support for potential problems experienced by Authority staff
- ix. Annual system maintenance and auditing
- x. Process for system bug fixes or updates

**E. CUSTOMER/USER INTERFACE AND EXPERIENCE (UI AND UX)
(Total Possible Score: 5 Points):**

Describe how the UC system will offer existing and potential users new features to improve communication and business operations. Please describe in detail (features, ease of administration, etc.) the following experience elements. Provide screenshots of the actual process whenever possible:

- i. User setup
- ii. User account management and user account deletion
- iii. User message setup process
- iv. Technical support process for system issues
- v. System functionality and hardware capabilities

Provide a list of computer operating systems and web browser software that is compatible with your proposed UC system.

Describe, if this feature is available, how a user could access missed calls via email, Web interface or mobile device.

The Authority is very interested in having an automated system for when a customer calls the main number it prompts the customer to select the department they wish to speak to. Please include how your solution can provide this function.

F. REPORTING (Total Possible Score: 10 Points):

Describe how your propose UC system will provide call data and reporting to the Authority. At a minimum, please describe the following:

- i. Overall reporting mechanism about call performance
- i. Reports for all calls broken down by type (example: departments missed calls)
- ii. Report that tracks customer calls and recorded calls if proposed solution is capable

G. EXISTING INFRASTRUCTURE CONFIGURATION (Total Possible Score: 5 Points):

Describe how the vendor will work with the Authority for configuration on its existing infrastructure. At a minimum, please describe the following:

- i. How the vendor will make network equipment configuration changes to support vendor proposed solution
- ii. How the vendor will install necessary server and database software one existing Authority infrastructure to support vendor propose solution.

H. PRICING MODEL (Total Possible Score: 20 Points):

Describe the pricing model for your UC system. At a minimum, please describe:

- a) Hardware Purchasing
- b) Hardware Leasing
- c) Service fees
- d) Feature fees
- e) User Licensing fees

I. MANDATORY TECHNICAL REQUIREMENTS (Total Possible Score: 10 Points):

The following is the mandatory technical requirement that the vendor should meet. The vendor should clearly show that their proposed UC system meets their mandatory technical requirements. Reference **Appendix "A"** (Technology project questionnaire).

1. The vendor proposed UC system must be compatible with Windows Server Software.
2. The vendor propose UC system must be compatible with VMWARE 5.0/6.0.

3. The UC system must be used across Cat6a data network wiring.
4. The UC system must be compatible with Cisco 2960X series switches.
5. The UC system must be compatible with Cisco 3850 series switches.

J. REFERENCES (Pass/Fail):

Respondent shall provide three (3) references for customers to whom the respondent has provided the goods or services requested in this RFP. Include contact name, address, phone number and years of service for each referral.

K. VALUE ADDED ITEMS (Total Possible Score: 5 points):

Provide a detailed list of value added items that the respondent can offer (at no additional cost) that would enhance the goods or services, provided by the Authority, requested in this RFP.

L. MBE/WBE PARTICIPATION (Total Possible Score: 5 points):

The Authority is committed to providing equal employment opportunities to minorities and women and equal opportunities for business growth and development to minority and women entrepreneurs. To that end, the Authority requires that all contractors and subcontractors performing work for the Authority demonstrate a good faith effort to obtain the participation of minority and women business enterprises in the work to be performed for the Authority and to employ minorities and women during performance of the work. It is the Authority's objective to obtain minority and women's participation in its contracts with the goal being 25% of the contract amount expended for minority participation and 10% of the contract amount expended for women's participation. The Authority promotes the full utilization of subcontracting activities to ensure a successful Minority and Women's Participation Plan. Provide tangible evidence that your organization has made a good faith effort to satisfy these goals by submitting at a minimum, completed MBE/WBE commitment forms attached hereto as **Appendix B**.

M. PRIOR AUTHORITY EXPERIENCE (Total Possible Score: 5 points):

Explain any substantive prior work experience with the Authority.

N. SERVICE LEVEL AGREEMENT (Pass/Fail):

Respondent shall provide a detailed service agreement outlining levels of severity and the perspective response time.

O. PRESENTATION PERFORMANCE (Total Possible Score: 10 points):

If selected for presentation a possible ten points can be awarded based on your performance.

10. EVALUATION AND SELECTION

- A. The Authority will form a selection committee (the “Selection Committee”) to review and recommend proposals. The Board of Directors of the Authority has the final authority in its sole and absolute discretion, for authorizing a contract with the Authority.
- B. A shortlist of respondents may be scheduled for a structured oral presentation or interview and for discussions regarding best and final offers. Any such presentations shall be at no cost to the Authority. The Authority also reserves the right to visit the respondent's facilities. The oral interview may be recorded or videotaped by the Authority. At the end of the oral presentation/interview process, if any, any shortlisted respondents may be required to submit revised proposals to be reviewed again in accordance with Section 8 and this Section 9. Subject to the other terms and conditions of this RFP, the successful respondent will be recommended for contract negotiation.
- C. The Authority anticipates executing a contract with the successful respondent within ten (10) days following award of the contract.
- D. Respondents shall provide samples of their proposed product(s) for demonstration purposes for the review committee.

[EXHIBITS & APPENDIES TO FOLLOW]

EXHIBIT 1
PPAP- PHONE LINE BREAKDOWN

(See Attached)

EXHIBIT 1
PPAP- PHONE LINE BREAKDOWN

Account Summary	Accounts	Number under accounts	LOCATION	USAGE
412 560-7210-999 30Y	412 560-7210-999 30Y		OLIVER GARAGE	OFFICE
		412-288-5569	GSTC	OFFICE
		412-288-5579	GSTC	OFFICE
		412-560-7202	VPNS	PHONE SYSTEM
		412-560-7201	VPNS	PHONE SYSTEM
		412-560-7215	FT DUQUESNE & 6TH	PM Maintenance Shop
		412-560-2003	GSTC	OFFICE
		412-560-7217	MELLON GARAGE	OFFICE
		412-560-7218	MELLON GARAGE	OFFICE
		412-560-7204	ADMIN OFFICE	Enforcement FAX
		412-560-7211	VPNS	PHONE SYSTEM
		412-560-7275	ADMIN OFFICE	MAIN LINE
		412-560-7231	ADMIN OFFICE	Parking Services FAX
		412-560-7279	VPNS	PHONE SYSTEM
		412-560-7277	VPNS	PHONE SYSTEM
		412-560-7290	FIRST AVE	OFFICE
		412-560-7230	WOOD GARAGE	OFFICE
		412-560-7208	ADMIN OFFICE	FINANCE FAX
		412-560-7211	OLIVER GARAGE	OFFICE
		412-560-7251	9th & Penn GARAGE	OFFICE
		412-560-7200	ADMIN OFFICE	FAX MAIN
		412-560-7220	THIRD AVE	Credit Card
		412-560-7291	FIRST AVE	OFFICE
	412 227-0948-887 90Y		THIRD AVE	ELEVATOR
	412 683-9017-747 99Y		SHADYSIDE GARAGE	OFFICE PHONE
		412-683-9018	SHADYSIDE GARAGE	OFFICE PHONE
	412 255-6177-809 70Y		THIRD AVE	CASHIER'S BOOTH
	412 255-6114 487 80Y		THIRD AVE	OFFICE INTERNET
	412 391-0736-344 74Y		FT DUQUESNE & 6TH	ELEVATORS
		412-391-0242		
		412-391-3380	FT DUQUESNE & 6TH	OFFICE
		412-391-0242	FT DUQUESNE & 6TH	FAX
	412 391-0517-343 46Y		SMITHFIELD/LIBERTY	ELEVATORS

Account Summary	Accounts	Number under accounts	LOCATION	USAGE
412 560-7210-999 30Y	412 391-1952-396 24Y		SMITHFIELD/LIBERTY	PHONE
		412-391-1262		
	412 434-7443-937 63Y		FIRST AVENUE	PHONE
	412 621-9991-900 98Y		FORBES SEMPLE	OFFICE PHONE
	412 621-5922-834 23Y		FORBES SEMPLE	BOOTH PHONE
	412 434-1148-826 27Y		SECOND AVENUE	OFFICE PHONE
	412 560-7222-449 56Y		PARKING COURT	
		412-560-7219		FAX
		412-560-7222		PHONE SYSTEM
		412-560-7223		PHONE SYSTEM
		412-560-7224		PHONE SYSTEM
		412-560-7227		PHONE SYSTEM
		412-560-7228		PHONE SYSTEM
	412 560-4410-343 99Y		PARKING COURT	MESSAGE SYSTEM
	412 481-0325-690 18Y		PPC TOW & BOOT	PHONE

[END EXHIBIT 1]

EXHIBIT 2
PPAP- PHONE BILL SUMMARY

(Submitted upon request)

EXHIBIT 3
PPAP- NETWORK TOPOLOGY

(See Attached)

EXHIBIT 3

PPAP-NETWORK TOPOLOGY

PPAP Physical Topology

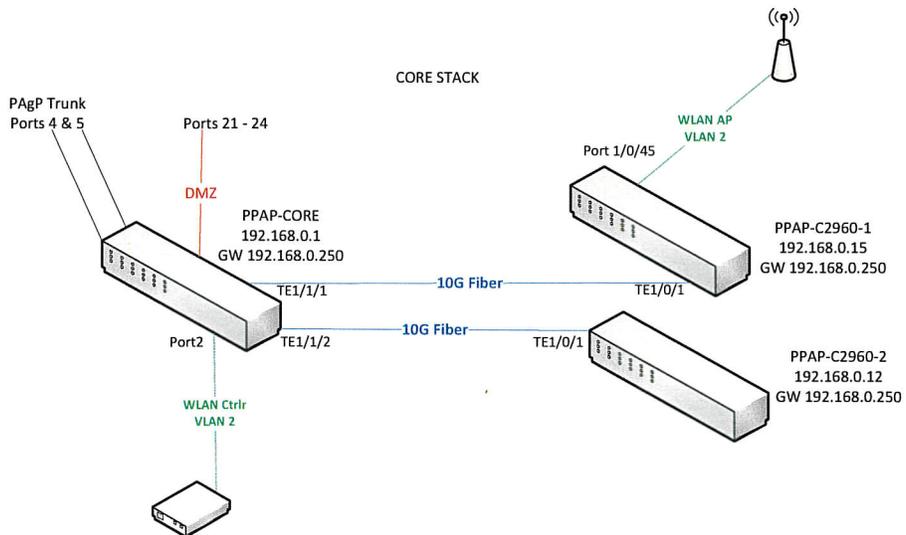
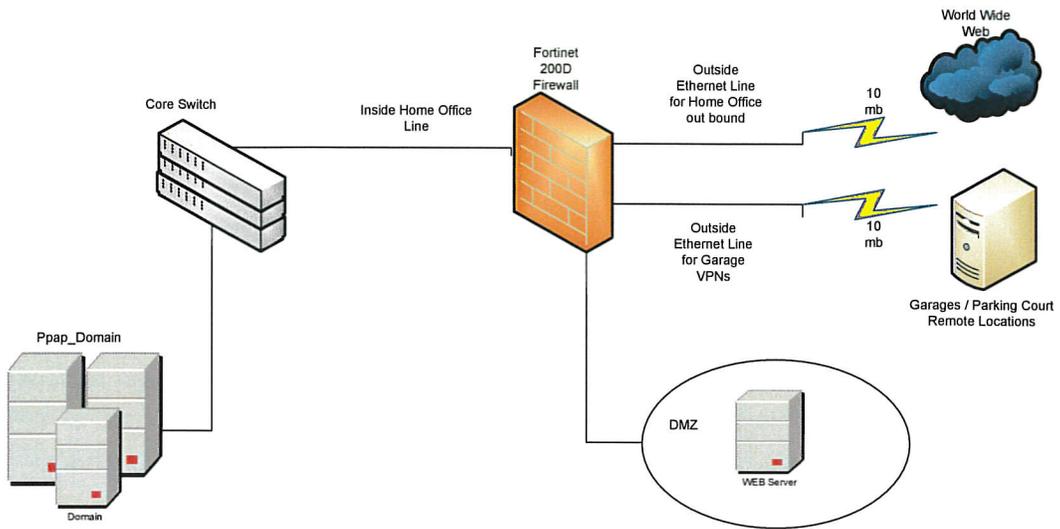


EXHIBIT 4

PPAP-USER PHONE HARDWARE SPECIFICATIONS

(See Attached)

EXHIBIT 4

PPAP-USER PHONE HARDWARE SPECIFICATIONS

<i>LOCATION</i>	<i>QUANTITY</i>	<i>DESCRIPTION</i>
Administration/Headquarters	2	Touch Screen Color LCD Phones
	2	48 Key Programmable Module (with Sidecar)
	35	16 Key LCD Phones
	12	Simultaneous Phone Call Capacity
	2	Conference Phone
	4	Wireless Headsets
PPC (Pittsburgh Parking Court)	1	Touch Screen Color LCD Phone
	1	48 Key Programmable Module (with Sidecar)
	10	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Grant Street Transportation Center	2	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Ninth and Penn Garage	2	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Third Avenue Garage	3	16 Key LCD Phones
	9	Simultaneous Phone Call Capacity
Smithfield-Liberty Garage	2	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Forbes-Semple Garage	3	16 Key LCD Phones
	9	Simultaneous Phone Call Capacity
Oliver Garage	2	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Mellon Square Garage	6	16 Key LCD Phones
	18	Simultaneous Phone Call Capacity
Wood Allies Garage	2	16 Key LCD Phones
	6	Simultaneous Phone Call Capacity
Shadyside Garage	3	16 Key LCD Phones
	9	Simultaneous Phone Call Capacity
Fort Duquesne and 6th Garage	3	16 Key LCD Phones
	9	Simultaneous Phone Call Capacity
First Ave	3	16 Key LCD Phones
	9	Simultaneous Phone Call Capacity

EXHIBIT 4

PPAP-USER PHONE HARDWARE SPECIFICATIONS

SUMMARY OF HARDWARE SPECIFICATIONS

ALL LOCATIONS

<i>QUANTITY</i>	<i>DESCRIPTION</i>
3	Touch Screen Color LCD Phones
3	48 Key Programmable Module (with Sidecar)
73	16 Key LCD Phones
102	Simultaneous Phone Call Capacity
2	Conference Phone
4	Wireless Headsets

[END EXHIBIT 4]

APPENDIX A
TECHNOLOGY PROJECT QUESTIONNAIRE

(See Attached)

APPENDIX A
TECHNOLOGY PROJECT QUESTIONNAIRE

COMPLETE THIS PROJECT QUESTIONNAIRE FOR THE AUTHORITY'S TECHNOLOGY DEPARTMENT. IF A SECTION DOES NOT APPLY TO YOUR BUSINESS MODEL OR TECHNOLOGY SET UP, PLEASE INDICATE SUCH ON THE RESPONSE.

A. Architecture Requirements

1. What are the workstations or mobile hardware requirements needed to work with your solution?
2. What are the workstations or mobile network bandwidth requirements for this solution?
3. If one applies, does the application run as a Windows 7 Standard User without administrative permissions?
4. If the application is web based, does the application run with the following versions of Internet Explorer?
 - a. Latest internet explorer or browser versions.
 - b. How often do you update your software when newer versions of internet browsers are released?
5. Does the application have any specific version dependency on plug-ins such as ActiveX?
6. Does the solution require a version of Java other than the most current release?
7. Does the solution require client software to be installed on the workstation?
8. If the solution is proposed hosted, will this solution be updated as newer versions of hardware and software OS are released by those manufactures? How soon after, will your software be updates after new OS are released?

B. System Integration

1. Will this solution need to receive data from or send data to any other Authority system?
2. Will data from another system be manually entered into this system or vice versa?
3. Does the solution integrate with Microsoft Office products?

- a. Which products?
- b. Is the solution compatible or certified for use with Office 2013?
- c. Describe the integration.

C. License Management

1. How is the product licensed?
 - a. by named user (one license per user regardless of frequency of use)?
 - b. by maximum number of users at any given time (concurrent)?
 - c. one site license with unlimited users?
2. Who will monitor / manage license seats?
3. Are licenses included in the solution purchase or purchased separately?

D. Backup Procedures

1. Is the vendor backing up your data or is the Authority responsible for backups?
 - a. What is the vendor's SLA for backing up and restoring the data?
 - b. How frequently will data be backed up?
 - c. How is the data stored?
 - d. Where is the data stored?
 - e. If data is lost or corrupted, how will it be restored?
 - f. What is the vendors stated timeframe for restoring the data?

E. Disaster Recovery

1. If your hosted solutions is unavailable, what are the vendor's responsibilities?
2. What is the vendor's plan to notify the Authority of service outages? For example, how will service outages be communicated, and how will you be informed when the service has been restored?

3. Does hosted solution include an offsite or secondary repository for the data?
4. Does the hosted solution automatically fail over to a secondary site if the primary site has a failure? Is the user experience interrupted?
5. What is the vendor's SLA for restoring the service?
6. Is this SLA sufficient for the Authority's needs?

F. Information Security

1. If hosted solution is proposed, is sensitive information kept separate from the web server and protected by a firewall?
2. What recourse does the Authority have for breaches/compromises of data?
 - a. Is the Authority limited to recovery of service fees? Or can the PPAP recover money for other damages?
3. Does this solution require any interaction with the Authority's network or IT assets?
 - a. If so, what kind of interaction? Ports? Servers? Other applications?
 - b. Is it a persistent or sporadic interaction?
4. What access does the vendor need to have to the Authority's network?
5. What logging mechanisms exist to provide the Authority with information about?
 - a. Types of users accessed?
 - b. Failed and successful access attempts?
 - c. Who accessed the system?
6. Are login and sign-up portions of a hosted, web-based application running over a secured communications channel?
 - a. (SSL) and how are SSL certificates managed?

G. Database Administration

1. Can you download data from this system into Excel or another format?

2. How are downloads accomplished?
3. If the vendor goes out of business, or the Authority ceases to use the service, does the data need to be captured?
 - a. How will the vendor provide the data and in what format?

H. Data Conversion

1. Are data and/or database formats open or industry standard or proprietary?

I. Patch and Version Update Maintenance

1. Who will maintain customizations?
2. What is the hosting company's SLA for addressing major software bugs?
3. What is the hosting company's SLA for applying patches and updates?
4. What is the notification lead-time?

J. Contract Issues

1. If hosted, is the system dependent upon another hosted service (e.g. a software-as-a-service that is dependent upon another company to provide the operating platform)?
2. Who "owns" the data?
3. Data rights: Does the hosting company have any right to use or resell the data, with or without consent?

APPENDIX B
SOLICITATION FOR MWDBE PARTICIPATION
COMMITMENT FORMS

(See Attached)

APPENDIX B

SOLICITATION FOR MWDBE PARTICIPATION

COMMITMENT FORMS

MBE/WBE SOLICITATION STATEMENT

RESPONDENT: _____

ADDRESS: _____

TELEPHONE: _____

CONTACT PERSON: _____

PROPOSAL FOR: _____

List Certified MBE/WBE that you have solicited and those you have commitments to in reference to your Proposal.

Company Name & Certification	Address	Telephone	M B E	W B E	Contact Person	Date Contacted		Type of Transaction	
						Mail	Phone	Joint Venture	Sub-Contractor

Prepared by: _____

MINORITY AND WOMEN BUSINESS COMMITMENT STATEMENT

PROJECT: _____

RESPONDENT WILL UTILIZE THE SERVICES OF SUBCONTRACTOR(S) AND/OR SUPPLIER(S) FOR THE FOLLOWING CATEGORIES:

Subcontractor/ Supplier Name	Certification Type		Certification # and Certifying Agency	Scope of Work	Estimated Dollar Amount
	MBE	WBE			

I, the undersigned do hereby certify that this form contains no misrepresentations or falsifications, omissions or concealment of material fact, and that the information given by me is true and complete to the best of my knowledge and belief. I am aware that all information on this form is subject to investigation.

Respondent's Name _____

By (Signed) _____

Title _____

Date _____