

GIBA RFP Questions 12/26/17

1. Customer Information protection - Does personal information (PII) also need to be protected along with the credit card information. Only credit card information needs to be protected.
2. Traffic and Revenue - Are there any current reconciliation challenges that new system needs to handle? No.
3. SUBMISSION OF PROPOSALS - Does proposal have to be submitted both via email and mail? Section XXII of RFP2017-04 lists the acceptable methods of delivery. Only one method of delivery is required.
4. Please provide the Current back office database size, data retention policy. Approx. 30 GB, we are able to access all traffic and revenue data from the day the system was originally installed in 2009.
5. Are as-built drawings of the toll plaza available? We don't have as built drawings. If you can be more specific as to what you are looking for we can see what we can find.
6. Are there specific hours when in lane work may be performed during the installation of the new toll collection equipment? No specific work hours have been determined at this time. Please note that traffic must continue to move onto the island during the installation.
7. May the toll gate operation be simulated during the FAT rather than physically installing a toll gate? Yes.
8. Do the submitted engineered drawings require a PE stamp? No.
9. Does the existing system have a site UPS and backup generator with failover switch? Will it be usable in the new system? The entire facility is hooked up to a backup generator
10. GIBA anticipating a Hot Standby Lane controller. Yes
11. Provide manufacturer and part # of the variable message sign. The signs were built by Scot in GIBA maintenance. The signs in lane 2 and 3 are Robson SC16x112g5c. The lane 1 sign is a different size 16x64g5c. The manual is attached with this email.
12. We would like to sincerely request GIBA to extend the deadline for the RFP proposal current due date on Jan 16, 2018 to accommodate holidays and provide sufficient time to our team to put together a best value proposal to GIBA Toll collection System. We will extend the deadline to January 23, 2018 by 4:00pm. This will be the only extension granted.