PARKING EQUIPMENT PURCHASE, SERVICES, AND TECHNOLOGY LICENSING AGREEMENT

This Parking Equipment Purchase, Services, and Technology Licensing Agreement (the "Agreement") is entered into effective July 14, 2025, by and between Flowbird America, Inc. ("Flowbird"), a Delaware corporation, with its principal place of business located at 40 Twosome Drive, Suite 7, Moorestown, NJ 08057, ParkMobile, LLC ("ParkMobile"), a Delaware limited liability company, with its principal place of business located at 1075 Peachtree St. NE, Suite 3100, Atlanta, GA 30309, and the City of Royal Oak, Michigan (the "City"). Flowbird and ParkMobile shall be referred to collectively herein as "Seller". Seller and the City may individually be referred to herein as a "Party", and collectively as the "Parties."

Recitals

WHEREAS, on or about February 28, 2025, the City issued its Request for Proposal for Paid Parking with Project ID: RFP-RO-2025-020 (the "RFP"), a copy of which is attached as **Exhibit A** to this Agreement;

WHEREAS, the RFP sought bids and proposals for a Pay By Plate Pay Station ("PPPS") solution and a Mobile Parking Payment System ("MPPS") solution, as described in, and subject to compliance with, the Scope of Services attached as **Exhibit B**;

WHEREAS, the PPPS solution set forth in the RFP and Scope of Services included a Pay Station Management System ("PSMS") solution, as described in, and subject to compliance with, the Scope of Services attached as **Exhibit B**;

WHEREAS, the Seller submitted its proposal to the City in response to the RFP ("Seller's Proposal"), a copy of which is attached as **Exhibit C** to this Agreement;

WHEREAS, the City notified Seller that it was the successful bidder in response to the RFP and that Seller's Proposal had been accepted by the City subject to the terms of the RFP and the Parties memorializing their agreement in writing;

WHEREAS, ParkMobile and Flowbird are under common ownership under the collective brand name of Arrive;

WHEREAS, ParkMobile shall provide MPPS services and Flowbird shall provide PPPS services and equipment pursuant to the terms of this Agreement ; and

NOW THEREFORE, for the mutual promises and covenants set forth below, and for other good and valuable consideration, the receipt and legal sufficiency of which is hereby acknowledged, the Parties agree as follows:

AGREEMENT

1.   **Sale and Purchase of Parking Equipment**.

    a. **PPPS Equipment and MPPS Services**. Seller agrees to sell and the City agrees to purchase the PPPS parking equipment (the "PPPS Equipment") identified in the Purchase Order attached as **Exhibit D** to this Agreement. The Purchase Order shall be deemed to have been issued by the City, and accepted by Seller, on the effective date of this Agreement. The Parties agree that the Purchase Order shall be governed solely by the terms and conditions of this Agreement.

    b. **MPPS Services**. Seller agrees to provide and perform MPPS parking services together with the PPPS Equipment (the "MPPS Services"). The MPPS Services shall include the MPPS parking services described in the Scope of Work attached as Exhibit B, including, but not limited to, Seller's "On Demand Parking Services." In exchange for the MPPS Services, the City agrees that Seller shall be paid the MPPS Fees set forth in Section 2(b) below. Where appropriate in this Agreement, the PPPS Equipment and MPPS Services shall be referred to collectively as the "Parking Equipment".

    c. **City's Option to Purchase Additional PPPS Equipment**. The Parties agree that for a period of one year from the date of this Agreement, the City may elect, at its sole option and in its sole discretion, to purchase additional PPPS Equipment from the Seller at the "Per Unit Cost" of $6,151.98 as set forth in Section 2(a) of this Agreement (the "Additional PPPS Equipment"). In the event the City elects to purchase any Additional PPPS Equipment, it shall be reflected in a purchase order issued by the City to Seller. Any Additional PPPS Equipment purchased by the City shall be subject to the terms of this Agreement as if the Additional PPPS Equipment were originally included within the definition of the PPPS Equipment. Seller agrees to provide MPPS Services for any Additional PPPS Equipment in accordance with the terms of this Agreement.

2.   **Purchase Price and Payment**.

    a. **PPPS Equipment**. Seller agrees to accept, and City agrees to pay, $888,672.00 as full and final payment for the PPPS Equipment, including costs of delivery to the City (the "PPPS Purchase Price"), which has been calculated as set forth in the table below:

PPPS Equipment	Per Unit Cost	150 Units Total
New Pay Station, with alphanumeric keyboard, solar power, EMV compliant, including one year warranty	$5,401.00	$810,150.00
NFC Card Reader (Contactless Payment) - Per Unit	$225.00	$33,750.00

Coin box - Per Unit (assumes purchase of 30% of total order in spares, ie qty 45)	$325.00	$14,625.00
Shipping - Per Unit	$1.00	$150.00
Installation - Per Unit	$199.98	$29,997.00
Total	$6,151.98	$888,672.00

The PPPS Purchase Price shall be paid by check or wire transfer, at the City's option, within thirty (30) days of receipt of Seller's invoice for the PPPS Equipment.

In addition to the above, the following transaction fees for the PPPS services shall be as follows:

   i.   For receipts sent to Seller Users by text, Seller shall charge the City $0.04 per transaction.
   ii. For extending the time of a parking section by text to Seller Users, Seller shall charge the City $0.25 per transaction.
   iii. For validation/discount codes solution, Seller shall charge the City $3.00 per pay station, per month.
   iv. For maintenance ticket tracking system via zendesk (up to 5 users), Seller shall charge the City $875.00 per month.

Transaction Fees	Per Transaction unless indicated otherwise	150 Units Total per Year
Validation / Discount Code solution	$3 per month / per pay station	$450
Receipt by Text	$0.04	N/A
Extend by Text	$0.25	N/A
Maintenance Tracking system via Zendesk	$875 per month (up to 5 users)	N/A

   b. **MPPS Services**. The Parties agree that ParkMobile shall be designated at the merchant of record ("MOR") for the MPPS Services. The City agrees to pay ParkMobile $0.20 + 3% of the total transaction amount per transaction for this service.   Transaction fees for the MPPS Services shall be in the following amounts and paid as follows (the "MPPS Fees"):

      i. For payments not using the ParkMobile Wallet, ParkMobile shall charge Seller Users $0.35 per transaction; and

ii. For payments made using the ParkMobile Wallet, ParkMobile shall charge Seller Users $0.20 per transaction;

"Seller Users" shall mean motorists using the PPPS Equipment and/or MPPS Services. The MPPS Fees shall be fixed for the term of this Agreement and any extensions. The MPPS Fees may only be modified by the mutual agreement of the Parties in writing. On or before the 15th day of each month, Seller will pay to the City all parking fees Seller received during the preceding month from Seller Users on behalf of City as a direct result of this Agreement, less any amounts owed to Seller. Financial documents related to the MPPS Services and the MPPS Fees will be sent to City by ParkMobile.

3. **Title and Ownership of PPPS Equipment**. Upon the City's full and final payment of the PPPS Purchase Price to Seller for PPPS Equipment, the City shall have full title and ownership of the PPPS Equipment, which is and shall remain the personal property of City both during and after the term of this Agreement. Thereafter, Seller shall not cause or permit any levy, lien, security interest, or other legal process to be recorded against or attached to the PPPS Equipment.

4. **Delivery of the Parking Equipment**. Seller shall be responsible for shipping the PPPS Equipment to the City. The PPPS Equipment shall be shipped to the City FOB destination, with Seller bearing the risk and liability of loss, damage, or delay in shipment until delivery. The PPPS Equipment shall be delivered to an address designated by the City in its sole discretion. Delivery of the PPPS Equipment shall be completed on a date mutually agreed to by the Parties within thirty (30) days of the effective date of this Agreement. Seller agrees to test all PPPS Equipment prior to delivery to the City to ensure it functions properly and in accordance with the terms of this Agreement, including, but not limited to, the Scope of Services attached as **Exhibit B**. The City shall have thirty (30) days from receipt of the PPPS Equipment to notify Seller of any defects.

5. **Installation of Parking Equipment**. The PPPS Equipment shall be installed by the Seller at its sole expense, at locations selected by the City in its sole discretion and reviewed by the Seller during the walk-through, and in accordance with the Scope of Services attached as **Exhibit B**, including, without limitation, its Sections 1.15. The City shall be responsible for (a) a storage location within the City limits for PPPS Equipment delivery and provide Seller reasonable access to the facility Monday through Friday during business hours; (b) removing any existing pay station or meter infrastructure prior the installation by the Seller; (c) permit(s) obtainment if applicable; and (d) preparing each site for installation prior to Seller commencing installation, including any concrete remediation. Seller shall not remove, reinstall or relocate the PPPS Equipment. Without limiting Seller's responsibilities for installation set forth in the Scope of Services, Seller shall do all of the following:

    a. Provide one in-person, onsite walk-through where the Seller's Project Manager and a City representative will review each installation site, and Seller

shall issue a report listing the details (address, GPS coordinates, etc.) and status of each location with two weeks of the site visit for the City's review and approval;

b. Provide all personnel, tools, equipment, unpacking, assembly, programming, and other goods and services required for installation of the PPPS Equipment;

c. Provide transportation of the PPPS Equipment between the storage facility and the installation locations;

d. Thoroughly test the PPPS Equipment and provide documentation to the City of the successful installation and confirmation that all PPPS Equipment is operating to specification.

6. **Project Manager**. Seller shall appoint a project manager to assist the City in the planning, implementation, delivery, and installation of the Parking Equipment (the "Project Manager") as set forth in the Scope of Services attached as **Exhibit B**. The Project Manager shall act as Seller's agent in connection with the planning, implementation, delivery, and installation of the Parking Equipment and shall (a) be experienced in the Seller's products and parking operations; (b) be able to provide guidance and suggestions to the City on best practices in connection with the implementation, installation, and operation of the Parking Equipment; and (c) provide a design review process for customizable and configurable portions of the Parking Equipment, subject to the City's approval prior to production of the same. The Project Manager's responsibilities to the City shall include, without limitation:

a. Oversight for the delivery of the PPPS Equipment to the City;

b. Being a single point of contact for the City and providing for the management, implementation, and on-going trouble shooting of the PPPS Equipment during its installation;

c. Coordinating efforts with the City and any subcontractors in connection with the planning, implementation, delivery, and installation of the PPPS Equipment;

d. Being available as required by the City for onsite work and otherwise available to the City during regular business hours via email, phone or video conference to respond to City needs, questions and or issues; and

e. Developing and maintaining, in consultation with the City, a detailed implementation and project plan for the PPPS Equipment.

7. **Parking Equipment Training**.

a. **Initial Training**. Seller shall prepare and provide the City with a training plan concerning the PPPS Equipment and MPPS Services which complies with the

requirements of the Scope of Services attached as **Exhibit B**, including, but not limited to its Sections 1.13 and 2.5. Seller shall perform the training in accordance with the training plan and the Scope of Services attached as **Exhibit B** at times and locations mutually agreed to by the City and Seller (the "Initial Training").

b. **Additional Training.** At the City's written request, Seller shall perform additional training concerning the PPPS Equipment and/or MPPS Services on dates, and at times and locations, directed by the City in its sole discretion at times mutually agreed by the parties (the "Additional Training"). The City shall provide Seller at least thirty (30) days' written notice of the request for Additional Training prior to the date of the Additional Training. For each day of Additional Training requested by the City and performed by Seller in accordance with this subsection, the City shall pay Seller a flat daily rate of $1160.00+ travel if applicable. The City shall reimburse Seller for travel expenses actually incurred by Seller to transport Seller's personnel to perform the Additional Training subject to, and expressly conditioned upon, the City's prior written approval of the travel expense.

8. **License of Technology**.

   a. **Definitions**. As used in this Section and elsewhere in the Agreement, the following definitions shall apply:

      i. "Authorized Users" shall mean the City's employees, agents, and independent contractors responsible for the maintenance, use, operation, or control of the PPPS Equipment or MPPS Services.

      ii. "Technology" shall mean any software, computing program, or intellectual property necessary to use, operate, or control the PPPS Equipment .

   b. **Grant of Limited License**. Subject to and conditioned on the City's and its authorized users' compliance with the terms and conditions of this Agreement, all applicable laws and regulations, and the City's payment of fees, Seller grants City a limited, nonexclusive and non-transferable license, without right of sublicense, during the term of this Agreement to use, access, and display the Technology, as defined herein, on the PPPS Equipment and to use, operate, or control the MPPS Services within the United States for City's parking locations during the Term and to permit Authorized Users to use the Technology, subject to the terms and conditions of this Agreement (the "Limited License").

   c. **Delivery of Technology**. The Technology necessary to use, operate, or control the PPPS Equipment shall be installed on the PPPS Equipment prior to delivery to the City and for the term of this Agreement. Seller shall provide the City with any software, credentials, or information necessary for the City and its

representatives to use, operate, or control the MPPS Services within thirty (30) days of the Effective Date of this Agreement.

d. **PPPS License Fee**. Conditioned upon Seller's complete performance of the terms of this Section 8, the City shall pay Seller the following annual licensing fees (the "PPPS License Fee"):

System Fees	Per Unit Per Year	150 Units Total per Year
Pay Station fee (including software, communications, management system)	$624	$93,600
Credit Card Processing / PCI Gateway Fee (per transaction or per pay station)	$72	$10,800

The PPPS License Fee shall be fixed during the term of this Agreement and any extensions, and may only be modified by the mutual agreement of the Parties in writing. The twelve-month period for first annual PPPS License Fee shall commence for each pay station upon Seller's completion of installation of the PPPS Equipment. Seller shall issue the first invoice for payment of the annual PPPS License Fee to the City within thirty (30) days of completion of the installation of the PPPS Equipment, which shall be due and payable by the City to Seller within thirty (30) days. On each anniversary of the completion of the installation of the PPPS Equipment during the term of this Agreement, Seller shall issue an annual invoice to City for the PPPS License Fee. Such invoices shall be due and payable by the City within thirty (30) days of the date of the invoice.

e. **Restrictions on Use**. City shall not, and may not permit others to, do any of the following: (1) reverse engineer, decompile, decode, decrypt, disassemble, or in any way derive source code from, the Technology, the Application or the Platform; (2) modify, translate, adapt, alter, or create derivative works from the Technology, the Application or the Platform; or (3) copy, sell, rent, or lease the Technology, the Application or the Platform. "Application" means any and all mobile and/or web applications, services, or interfaces developed, hosted, or managed by, on behalf of, or in partnership with Seller and that are made available to the general public and that facilitates the payment of parking transactions. "Platform" means access-controlled mobile and/or web applications, services or interfaces developed, hosted, or managed by, on behalf of, or in partnership with Seller that are made available to City to administer, configure, manage and/or monitor parking sessions, parking rates, and/or parking restrictions associated with City's parking locations.

f. **Ownership; Use Restrictions**.

City agrees that only Authorized Users shall be permitted access to the Technology and the Platform. Other than as expressly set forth in this Agreement, no license or intellectual property rights owned or licensed by Seller are granted to City, and all such rights are hereby expressly reserved.

City Data. City Data remains the sole and exclusive property of City. City grants Seller a perpetual, irrevocable, royalty-free license to use City Data in connection with the MPPS Services. "City Data" means any non-public data specific to City's operation that is provided by City to Seller for the MPPS Services.

Seller User Data. Seller User Data remains the sole and exclusive property of Seller. "Seller User Data" means information, data, and other content, in any form or media, that is submitted, posted, or otherwise transmitted by or on behalf of a Seller User, directly or indirectly, through the Application. "

Resultant Data. Resultant Data remains the sole and exclusive property of Seller. Seller grants City a revocable, royalty-free, non-exclusive, non-assignable, non-transferable license to applicable Resultant Data for the duration of the term only for City's internal use in connection with the MPPS Services. "Resultant Data" means data and information related to City's and/or Seller Users' use of the MPPS Services that is used by Seller in an aggregate and anonymized manner.

g. **Maintenance**. During the term of this agreement and any extensions, Seller shall be responsible for maintaining the Technology, and ensuring that the Technology is in good working order and functions properly. These responsibilities include servicing and repairing the Technology to ensure they are in good working order and function properly, as well as providing City with any modifications, updates, adjustments, bug fixes, and upgrades to the Technology developed by Seller, or its agents and/or licensors, at no additional cost to the City.

9. **Satisfaction of Parking Equipment and Technology Requirements**. Seller, the Parking Equipment, and the Technology shall satisfy the requirements set forth in the Scope of Services attached as **Exhibit B**, including, but not limited to, the following, except as expressly modified by the terms of this Agreement:

   a. For PPPS and any related Technology, the System and Security Requirements (Section 1.16), PCI Compliance (Section 1.17), Data Requirements (Section 1.18), Integration Requirements (Section 1.19), and Standard Integrations (Section 1.20); and

   b. For MPPS and any related technology, the Customer Capabilities (Section 2.1), Configuration Capabilities (Section 2.2), System and Security Requirements (Section 2.6), PCI Compliance (Section 2.7), Data Requirements (Section 2.8),

Integration Requirements (Section 2.9), and Standard Integrations (Section 2.10).

In the event of a conflict between the foregoing sections of Exhibit B and this Agreement, the Agreement shall control.

10. **Term**. The term of this Agreement shall be for three (3) years beginning on the effective date (the "Initial Term"). The Initial Term may be extended for an additional one (1) year term from the expiration of the Initial Term by mutual agreement of the Parties in writing prior to the expiration of the Initial Term (the "First Extended Term"). The First Extended Term may be extended for an additional one (1) year term from the expiration of the First Extended Term by mutual agreement of the Parties in writing prior to the expiration of the First Extended Term (the "Second Extended Term").

11. **Termination**. The Parties agree that this Agreement may only be terminated prior to the expiration of the Initial Term, and any extensions agreed to in accordance with this Agreement, as follows:

   a. **Mutual Agreement to Terminate**. The Parties may terminate this Agreement at any time through a writing signed by both an authorized representative of the City and Seller that states their intent to terminate this Agreement and the date upon which such termination will take effect.

   b. **Termination by City for Poor Performance or Best Interests**. The City, in its sole discretion, may terminate this Agreement without penalty upon thirty (30) days' written notice (a) for the City's convenience, (b) due to Seller's failure to perform on or more of its obligations under this Agreement in a timely, commercially reasonable, or workmanlike manner, or (c) for reasons the City determines to be in its best interest in the City's sole discretion.

   c. **Termination Upon Default or Breach**. If a Party is in default or breach of any of its obligations under this Agreement and has not cured such default or breach within twenty (20) days of receipt of written notice of the default or breach by the non-breaching Party, the non-breaching Party may terminate this Agreement by providing written notice of termination. If a Party's breach or default cannot be cured within such twenty (20) day period, the Party in default or breach of this Agreement may provide the non-breaching Party a written plan to cure the breach or default within the twenty (20) period. The written plan shall provide the date by which the breach or default will be cured. The non-breaching Party may either accept or reject the written plan by providing written notice to the Party in breach or default. If the written plan is rejected by the non-breaching party, this Agreement shall terminate on the date written notice of the rejection of the plan is provided to the party in breach or default.

d. **Termination Due to Breach of Representation or Warranty**. A Party may terminate this Agreement immediately, and without opportunity to cure, upon written notice to the other Party if any of the representations and warranties made herein by the other Party are not true.

e. **Limitation of Liability for Termination**. Except as expressly provided in this Agreement, in no event shall any party be liable for costs incurred by or on behalf of another party after the effective date of termination. In the event the City's termination of this Agreement due to breach or default by Seller is determined to have been made wrongfully or without cause, then the termination shall be treated as a termination for the City's best interest pursuant to Section 11(b), and Seller shall have no greater rights than it would have had if a notice of termination had been affected in the first instance pursuant to Section 11(b).

f. **No Waiver by City**. Termination by any party under this Section shall not be construed as a waiver of any right or remedy otherwise available at law or in equity to such party.

12. **Suspension of Work**. The City may, in its sole discretion and without cause, order Seller, in writing, to suspend, delay or interrupt some or all of the work to be performed by Seller pursuant to this Agreement for such periods of time as the City may determine. Suspension shall be affected by the City delivering to Seller written notice of suspension specifying the extent to which performance of the Seller's work under this Agreement is suspended, and the date upon which the suspension becomes effective, which shall be no less than seven (7) calendar days from the date the notice of suspension is delivered. Suspension of Work shall be treated as an excusable delay for purposes of this Agreement.

13. **Adequate Assurances**. If at any time the City believes Seller may not be adequately performing its obligations under this Agreement, or may fail to complete the work in the time and/or manner required by this Agreement, City may request in writing from Seller written assurances of performance and a written plan to correct deficiencies in Seller's performance of this Agreement. Seller's failure to provide either written assurances or a plan to correct deficiencies in Seller's performance shall constitute a default and material breach of this Agreement.

14. **Parking Equipment Maintenance and Support**.   Seller shall provide Parking Equipment maintenance and support in accordance with the Scope of Services attached as **Exhibit B**, including, without limitation, its Sections 1.9 and 2.3. Seller's maintenance and support responsibilities to the City include, but are not limited to, the following:

a. For the PPPS Equipment, Seller shall (a) ensure major components of the PPPS Equipment (as set forth in the Scope of Services) can be replaced by a trained technician within ten (10) minutes, which replacement shall be completed by

the City; (b) ensure other PPPS components can be replaced by a trained technician within a reasonable period of time; (c) provide City any tools required for maintenance of the PPPS Equipment that are not available at a standard hardware store; (d) ensure the PPPS displays include a maintenance menu, accessible only by credentials available to a maintenance technician; (e) ensure the PPPS displays maintenance menu includes the following capabilities:

      i.   View current status of the pay station;

     ii.   View current events, alerts and/or alarm;

    iii.   View current battery voltage;

    iv.   Test all available components;

     v.   Print test receipt, if applicable; and

    vi.   Test communication to the PSMS.

b. For the MPPS Services, Seller shall (a) provide ongoing technical support services through the term of the contract for regular operations and maintenance services, including a toll-free phone number and online help (the "Help Desk"), from 8am to 5pm Eastern Time Zone, seven days per week excluding holidays; (b) provide 24 hours per day, 7 days per week monitoring and services for outages or issues that impact the Parking Equipment; (c) acknowledge support requests that cannot be immediately resolved by the Help Desk within one business day; (d) utilize a ticket tracking system to open, track and close support requests from the City; (e) provide remote off-site diagnosis and support via wireless access; (f) provide remote software upgrades via wireless access; and (g) provide regular and ongoing technical bulletins that identify product notifications, technology updates, lessons learned, and/or system performance that details issues, changes, improvements and upgrades to the Parking Equipment.

15. **Liquidated Damages**. The Parties agree and acknowledge that the losses the City would suffer in the event of Seller's breach of its covenants relating to the reliability and performance of the Parking Equipment or Technology, or Seller's duties to maintain and service the Parking Equipment and Technology, are difficult to estimate. The Parties, therefore, agree to the following liquidated damages provisions as reasonable estimates of the damages the City would likely suffer upon the occurrence of certain events discussed in this Section.

a. **Limit**. The Parties agree that the total amount of liquidated damages due from Seller pursuant to this Section in a one-year period shall be limited to the amount paid or due to Seller by the City during a one-year period. However, in the initial 12-month period of this Agreement, liquidated damages due from

Seller to the City shall be limited to 30% of the amount paid or due to Seller by the City during the initial 12-month period of this Agreement.

b. **PPPS Equipment Liquidated Damages**. Seller agrees to pay the City, or to provide a credit against amounts due to it, the following liquidated damages relating to the PPPS Equipment in the event of the following occurrences:

    i. **PPPS Failure**. In the event of any defect, failure, malfunction, or disruption of the PPPS Equipment, including, but not limited to, a defect, failure, malfunction, or disruption of the PSMS or related bank card processing, which prevents the processing of payment and the collection of related revenue, Seller shall pay the City liquidated damages of $500 per 24 hour period in which the defect, failure, malfunction, or disruption of the PPPS Equipment occurs. City shall provide Seller with forty-eight (48) hours' notice to respond and repair the defect, failure, malfunction, or disruption of the PPPS Equipment prior to being entitled to this liquidated damage. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy for PPPS failure, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination.

    ii. **Systemic Hardware Issue**. In the event of any hardware defect, failure, malfunction, or disruption related to the PPPS Equipment that affects 25% or more of the City's PPPS Equipment at one time, or 40% or more of the City's PPPS Equipment at one time if less than 10 pay station are installed, which causes the inability to collect any type of payment, Seller shall pay the City liquidated damages of $25 per 24-hour period per pay station. Upon notice by the City to Seller, Seller will have 10 calendar days to correct the hardware defect, failure, malfunction, or disruption, up to and including specific component replacement, prior to the City being entitled to this liquidated damage. City will provide reasonable access and support to the Seller in correcting the defect, failure, malfunction, or disruption. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy for a systemic hardware issue to the PPPS Equipment, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

    iii. **Systemic Software Issue**. In the event of any software defect, failure, malfunction, or disruption related to the PPPS Equipment that affects 25% or more of the City's PPPS Equipment at one time, or 40% or more of the City's PPPS Equipment at one time if less than 10 pay station are installed, which causes the inability to collect any type of payment, or to charge users the incorrect amount, Seller shall pay the City liquidated damages of $25 per 24-hour period per pay station. Upon notice by the City to Seller, Seller will have one business day (24 hours)

to correct the defect, failure, malfunction, or disruption prior to City being entitled to this liquidated damage. City will provide reasonable access and support to Seller in correcting the defect, failure, malfunction, or disruption. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy for a systemic software issue to the PPPS Equipment, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

iv. **PCI Data Security Failure**. In the event Seller fails to maintain Payment Card Industry ("PCI") Data Security Standard Certification, defined as an information security standard of organizations that handle branded credit cards from card schemes, Seller shall pay the City liquidated damages of $10,000 on the twenty-eight (28th) calendar day following a notice of non-compliance ("First Assessment"). The twenty-eighth (28th) calendar day following the First Assessment and every twenty-eight (28) calendar days thereafter in which Seller fails to maintain PCI Data Security Standard Certification shall constitute a "Subsequent Assessment". For each Subsequent Assessment, Seller shall pay the City liquidated damages of $25,000 until the failure is cured. In the event Seller cures its non-compliance with the PCI Data Security Standard Certification requirement, the liquidated damages for a Subsequent Assessment shall be prorated by day for the 28-day period in which the Subsequent Assessment is cured. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with failure to maintain PCI Data Security Standard Certification, but shall not limit the City's rights to indemnification or termination.

v. **Reconciliation Accuracy**. In the event of any failure of the Seller's PPPS solution that results in a 3% or greater variation between the actual collected funds versus the pay station/PSMS reported funds, Seller shall pay the City liquidated damages being the lesser of (a) $500 per 24-hour period during such failure, or (b) the revenue discrepancy per pay station affected by such failure. Prior to City being entitled to such liquidated damages, and upon written notice by the City to the Seller, Seller shall have seven (7) business days to correct the failure if it is determined that Seller is at fault for the variation. City will provide reasonable access and support to Seller in identifying and correcting the failure. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with failure to maintain accuracy. However, the foregoing shall not be construed to limit the City's rights to recover any fees collected by Seller that were or are due to the City, but not paid to the City, or exercise of any default termination rights in accordance with the terms of the Agreement.

vi. **RMA Fulfillment**. In the event of any failure to process and ship a Return Merchandise Authorization ("RMA") in accordance with the Scope of Services attached as **Exhibit B**, or provide notification to the City with reasonable explanation for delay, within 30 days of Seller's receipt of the shipment from the City, Seller shall pay the City liquidated damages of $50 per day until the return RMA shipment is received by the City. The first occurrence of this failure will result in a written warning by the City with no liquidated damages applied. Any subsequent failures will result in liquidated damages in accordance with this subsection without prior notice being required from the City. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with RMA/warranty replacement, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

c. **MPPS Services Liquidated Damages**. Seller agrees to pay the City, or to provide a credit against amounts due to it, the following liquidated damages relating to the MPPS Services   in the event of the following occurrences:

i. **Failure of MPPS Services**. In the event of a defect, failure, malfunction, or disruption of the MPPS Services that results in either no payment transaction being accepted, accepting payment when parking is not charged or is not allowed, or application of the wrong rates, Seller shall pay the City liquidated damages of $200.00 per day (each 24-hour period) for each affected payment zone. Prior to Seller being liable for liquated damages under this subsection, the City shall provide Seller with 48 hours' notice to respond to and cure the defect, failure, malfunction, or disruption prior to being entitled to liquidated damages. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with MPPS Services failure, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

ii. **PCI Data Security Failure.** In the event Seller fails to maintain Payment Card Industry ("PCI") Data Security Standard Certification, defined as an information security standard of organizations that handle branded credit cards from card schemes, Seller shall pay the City liquidated damages of $10,000 on the twenty-eight (28th) calendar day following a notice of non-compliance ("First Assessment"). The twenty-eighth (28th) calendar day following the First Assessment and every twenty-eight (28) calendar days thereafter in which Seller fails to maintain PCI Data Security Standard Certification shall constitute a "Subsequent Assessment". For each Subsequent Assessment, Seller shall pay the City liquidated damages of $25,000 until the failure is cured. In the event Seller cures its non-compliance with the PCI Data Security Standard Certification

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requirement, the liquidated damages for a Subsequent Assessment shall be prorated by day for the 28-day period in which the Subsequent Assessment is cured. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with failure to maintain PCI Data Security Standard Certification, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

iii. **Accuracy**. The City will issue a written warning to Seller if the MPPS Services fails to maintain 99% accuracy in the City's audit of daily revenue as a result of a MPPS Services systems error. Seller shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within seven (7) days, Seller shall pay the City liquidated damages of $200 per day until the failure is cured. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with failure to maintain accuracy, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination.

iv. **Response Time**. The City will issue a written warning to Seller if Seller does not timely respond to support requests or inquiries from the City relating to the MPPS Services within the timelines established in the Scope of Services attached as **Exhibit B**. Seller shall pay the City liquidated damages of $100 per occurrence, after the second time the City has provided written warning to Seller for its failure to timely respond to a support request or inquiry from the City relating to the MPPS Services within the timelines established in the Scope of Services attached as **Exhibit B**. The liquidated damages specified above shall constitute the sole and exclusive damage and remedy in connection with response time, but shall not limit the warranty provisions in this Agreement or the City's rights to indemnification or termination..

16. **Seller's PPPS Equipment Warranties**.

a. **Original PPPS Equipment Warranty**. Beginning on the effective date of this Agreement and continuing for one (1) year thereafter, Seller warrants and guarantees to the City that (a) the PPPS Equipment is free from defects in materials and workmanship and has been manufactured from unused materials; and (b) the PPPS Equipment is fit for the particular purpose of functioning as a paid parking system, and will perform, in accordance with the requirements and specifications of the RFP attached as **Exhibit A,** the Scope of Services attached as **Exhibit B**, and this Agreement (the "Original PPPS Warranty"). These warranties are in addition to all other warranties set forth in this Agreement or implied by law, and will survive termination of this Agreement.

b. **Extended Warranty Option**. The Parties agree that for a period of one year from the date of this Agreement, the City may elect, at its sole option and in its sole discretion, to purchase an extended warranty from Seller for the PPPS Equipment for the per-unit cost of $328.28 per year for a period of up to four (4) years following expiration of the Original PPPS Warranty (the "Extended PPPS Warranty"). During any time period in which the Extended PPPS Warranty is in effect, Seller warrants and guarantees to the City that (a) the PPPS Equipment is free from defects in materials and workmanship and has been manufactured from unused materials; and (b) the PPPS Equipment is fit for the particular purpose of functioning as a paid parking system, and will perform, in accordance with the requirements and specifications of the RFP attached as Exhibit A, the Scope of Services attached as Exhibit B, and this Agreement. The Extended PPPS Warranty shall be in addition to all other warranties set forth in this Agreement or implied by law, and will survive termination of this Agreement.

Optional HW Extended Warranty	Per Unit Per Year	150 Units Total per Year
Hardware extended warranty	$328.28	$49,242

17.   **Seller's Technology Warranties**. Beginning on the effective date of this Agreement and continuing for the term of this Agreement and any extensions, Seller warrants and guarantees to the City that the Technology as defined in Section 8, and any software or system solutions relating to the PPPS Equipment (a) are free from defects and; (b) are fit for the particular purpose of functioning as a paid parking system, and will perform, in accordance with the requirements and specifications of the RFP attached as **Exhibit A,** the Scope of Services attached as **Exhibit B**, and this Agreement, except as expressly modified by this Agreement. These warranties are in addition to all other warranties set forth in this Agreement or implied by law, and will survive termination of this Agreement. MPPS Services are provided as-is with no applicable warranty.

18.   **Seller's Representations and Warranties**. As a material inducement for the City to enter into this Agreement, Seller represents and warrants to the City each of the following:

a. Seller has the appropriate legal authority to execute this Agreement, that it is not bound by any other agreement or commitment which precludes it from complying with the terms and conditions contained herein, and that it will perform under this Agreement in compliance with any applicable laws, rules, regulations, and ordinances.

b. The PPPS Equipment and Technology sold and/or licensed by Seller to the City pursuant to this Agreement are fit for the particular purpose of operating and functioning as paid parking equipment and technology.

c. Seller is the sole owner of the Parking Equipment immediately prior to the sale of the Parking Equipment to the City pursuant to this Agreement, that no other person or entity has any right to ownership or possession of the Parking Equipment, and that the Parking Equipment is not subject to any lien, pledged as collateral or security, or otherwise encumbered in any manner by the Seller or any third party.

d. Seller is the sole owner of the Technology and is not subject to any agreement or obligation which prevents or limits Seller from granting the City the non-exclusive license to use the Technology set forth in this Agreement.

e. The statements and estimates in Seller's Proposal were, and are, true and accurate and free from any material omission of fact.

f. Seller, Seller's Proposal, the Parking Equipment, and the Technology complies with, and shall continue to comply with, the requirements of the RFP.

g. Seller, Seller's Proposal, the Parking Equipment, and the Technology complies with and performs, and shall continue to comply with and perform, in accordance with the requirements of the Scope of Services attached as **Exhibit B**.

h. Seller is not subject to any actual or threatened insolvency proceedings, including, but not limited to, bankruptcy, receivership, or assignment for the benefit of creditors.

i. Seller is not an "Iran Linked Business" as defined by the Iran Economic Sanctions Act, 2012 PA 517, MCL 129.311 et seq.

j. Seller and its principals:

    i. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions under any non-procurement programs by any federal, state or local agency;

    ii. Have not, within the three-year period preceding, had one or more public transactions (federal, state, or local) terminated for cause or default; and

    iii. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three-year period preceding the proposal, been convicted of a crime or had a civil judgment rendered against for any of the following:

        1. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public

transaction (federal, state, or local), or a procurement contract under such a public transaction;

2. For the violation of federal, or state antitrust statutes, including those proscribing prices fixing between competitors, the allocation of customers between competitors, or bid rigging; or

3. For the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

19. **City's Representations and Warranties**. As a material inducement for the Seller to enter into this Agreement, the City represents and warrants to Seller that it has the appropriate legal authority to execute this Agreement and that it is not bound by any other agreement or commitment which precludes it from complying with the terms and conditions contained herein, and that it will perform under this Agreement in compliance with any applicable laws, rules, regulations, and ordinances.

20. **Confidential Information**. Both parties understand and agree that, in its performance of this Agreement, either party may disclose to the other party, or one party may have access to, the other party's private, confidential, or proprietary information, the disclosure of which may be damaging to such party. Each party agrees that all documents and information disclosed by it to the other, or to which one party is provided access by the other, shall be held in strict confidence and used only in performance of the Agreement. Upon termination of this Agreement for any reason, each party shall return to the other party all documents and information disclosed to it, or to which it was provided access in connection with Seller's performance of this Agreement.

21. **City's Logo and Trademarks**. The City and Seller agree to the following terms relating to the ownership, use, and license of the City Marks and the Seller Marks, as defined below, subject to the terms of this Agreement:

    a. **Marks**. The City and Seller agree that the City is the sole and exclusive owner of the rights to the trademark shown in Exhibit E, attached hereto (consisting of a stylized "R" and "O" within a circle), and Exhibit F, attached hereto (consisting of the phrase "LIFE NOW PLAYING"), which are duly registered with the U.S. Patent and Trademark Office (USPTO) (hereinafter collectively "the City Marks;"). The City and Seller agree that the Seller is the sole and exclusive owner of all of its trademarks, patents and copyrights, including, but not limited to, the Application and the Platform ("Seller Marks"). City Marks and Seller Marks shall be referred to collectively as "Marks".

    b. **Grant of Limited License**. Subject to the terms and conditions set forth in this Agreement, each party hereby grants to the other party a royalty-free, revocable, and non-exclusive right and license to use the City Marks and Seller Marks for the sole and limited purpose of operating and using of the PPPS

Equipment and MPPS Services in accordance with this Agreement (herein "Limited License"). The City may display Seller's Marks in accordance with Seller's brand guidelines, which are available at https://parkmobile.io/company/parkmobile-media-assets/ and https://parkmobile.io/company/parkmobile-media-assets/logos/.

c. **Non-Assignment**. Each party agrees that the Limited License, and any related rights, shall not be assigned or transferred to any party or third party without the prior written approval of the owner of the marks. Any attempt by any party to transfer or assign any other party's Limited License shall be sufficient cause for the owner of the mark purportedly transferred or assigned to terminate this Agreement in such party's sole discretion and without penalty to, or further obligation of, the non-breaching party.

d. **Covenant Against Challenge**. Each party agrees, represents, and warrants, that it shall not challenge in any way the other parties' ownership of, or the validity of, the Marks, including their registration.

e. **Limitation on Use of Marks.** Each party agrees to use the Marks only as permitted by this Agreement. Each party shall use the registration symbol "®" in any display of the Marks along with all notices and legends with respect to the Marks requested by a party during the term of this Agreement. No party shall adopt or use, without the prior written consent of a Marks owner, any variation of the Marks including any variation similar to, or confusing with, the Marks. If a party consents to any variation of the Marks, the other party hereby agrees that the owner of the Marks shall own such new variation of the Marks and shall at the the owner of the Marks' cost and expense obtain, in the owner of the Marks' name, all United States and international trademark registrations. Each party shall during the term of this Agreement and after termination of this Agreement, execute any and all documents, including assignments, as the owners of the Marks may request from time to time to ensure that all right, title, and interest in, and to, each party's Marks and any variation of the Marks shall be solely owned by the applicable party.

f. **Use and Quality Control.** Prior to any use, display, or depiction of the City Marks, Seller shall furnish to the City copies of any depiction of the City Marks for the City's consideration and written approval. No use, display, or depiction of the City Marks is permitted without the prior written consent of the City. Seller shall, at its sole expense, comply with all applicable federal and state laws and regulations relating to the use of the City Marks.

g. **Trademark Dispute or Infringement**. Seller shall promptly inform the City of any potential trademark dispute or infringement relating to the Marks, and shall furnish to the City a detailed report describing the dispute or infringement. The City, in its sole discretion, shall determine whether there has been an infringement of the Marks and whether to pursue legal action. The

City may, at its sole discretion, intervene in any legal actions against Seller arising from, or relating to, the Marks.

h. Term of Limited License. The Limited License shall automatically terminate upon the earliest of the following occurrences:

    i. Expiration of the term of this Agreement;

    ii. The termination of this Agreement by either party with, or without, cause; or

    iii. Thirty (30) days after a party's written notice to the other party of such party's decision to terminate the other party or parties' Limited License with or without cause and in such party's sole discretion.

i. Neither party will make any use of any other party's Marks in a manner that dilutes, tarnishes or blurs the value of such Marks.

22. **Parking System Data and Information.** The Parties agree to the following provisions concerning the ownership, use, and disclosure of data and information relating to the PPPS Equipment:

    a. **Ownership**. The City shall be the exclusive owner of all information, data, and rights to the data or information generated from the use and operation of the PPPS Equipment, regardless of whether the data is direct, derived, calculated, or modeled. Ownership of information related to the MPPS Services is outlined in Section 8(f).

    b. **Storage**. Seller shall store or archive (with the City's approval) all transaction data and information generated through the use and operation of the PPPS Equipment and MPPS Services during the term of the Agreement, and retain such data and information for at least one (1) year after the termination of this Agreement. Seller shall deliver copies of all such data and information to the City, or its designee, upon (a) the written request of the City, or (b) upon the termination of this Agreement. All such data and information shall be provided to the City in a usable format that is readable and accessible by the City using publicly available software.

    c. **Restriction on Use and Disclosure**. Seller shall not sell, lease, distribute, publish, or otherwise share or disclose any personal information collected from the City or the Seller Users of the PPPS Equipment or MPPS Services, including, but not limited to, transaction history, address, email address, phone number, and credit card information. Seller shall only be permitted to use such information to enable the services provided to the City in accordance with this Agreement.

23. **Audit and Inspection of Records**. Seller agrees to maintain and make available to City during business hours accurate books and accounting records relative to its performance pursuant to this Agreement. Seller shall permit City to audit, examine and make copies, excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Seller shall maintain such data and records in an accessible location and condition for a period of not less than three (3) years after the termination of this Agreement or until after final audit has been resolved, whichever is later. The rights and obligations established pursuant to this Paragraph shall be specifically enforceable and survive termination of this Agreement.

24. **Provisions Required by City's Charter**. In accordance with Chapter 14 of the City's Charter, the Parties agree as follows:

    a. **Reservation of Rights for City to Assist Contract Completion**. In the event the City determines that some or all of Seller's work provided for in this Agreement will not be completed within the time(s) required herein, the City shall have the right at its sole option and discretion to furnish additional labor and material if necessary, and render such other assistance as it may deem advisable, for the completion of this Agreement, at the expense of the Seller, which shall at the City's sole option and discretion either be retained by the City out of monies due to Seller under this Agreement or recovered by legal proceedings.

    b. **Reservation of Rights for City to Determine Proper Performance**. The City shall have the right, in its sole discretion, to determine fully and finally all questions as to the proper performance of this Agreement, or any unfinished portion thereof, and in case of the improper, dilatory, or imperfect performance thereof, to suspend the Seller's work at any time and to order the partial or the entire reconstruction of the same; and whenever because of unreasonable delay in the work or for other just cause the City shall declare this Agreement forfeited, it may complete or re-let the work covered by this Agreement or any unfinished portion thereof. Power is hereby given the City to determine all such questions arising under any this Agreement, according to the true intent and meaning thereof.

    c. **Minor Alterations or Modifications; Written Agreement**. When it becomes necessary in the prosecution of any work or improvement under this Agreement to make minor alterations or modifications of this Agreement, or the related plans and specifications, such alterations, changes, or modifications shall be made only on the written order of the City's Manager. No such order shall be made until the price to be paid for the work or material or both, and the credits, if any, to be allowed by the City under the altered or modified contract, shall have been agreed upon in writing and signed by the Seller and by the City's Manager.

25. **Amounts Payable to Seller.** Except as otherwise set forth in this Agreement, all amounts payable to Seller by City under this Agreement shall be paid by City to Seller in full without any setoff, recoupment, counterclaim, deduction, debit, or withholding for any reason (other than any deduction or withholding of tax as may be required by applicable law).

26. **City's Exclusive Rights to Govern and Regulate Parking**. The Parties agree that the City has the sole and absolute right, in its sole discretion, to govern, manage, and regulate the City's parking system. The City's rights to govern, manage, and regulate, its parking system includes, without limitation, (a) determination of the fees and rates to be charged for parking, (b) the dates, times, and/or location to charge, or not charge, fees for parking, (c) the enforcement of the payment of fees for parking, and (d) the determination to decommission, retire, remove, or relocate, the PPPS Equipment and any other property relating to parking in the City.

27. **Non-Exclusivity**. The Parties agree that their relationships and dealings set forth in this Agreement are non-exclusive and that this Agreement does not obligate any party to conduct business exclusively with the other parties. Nothing in this Agreement shall limit or impair any party's right to enter into agreements, or provide or receive similar services, with any third party.

28. **Continuation of Work During Disputes.** Seller shall continue to perform services pursuant to this Agreement throughout the course of any and all disputes with the City. Seller's failure to continue to provide services during any disputes with the City shall be considered a material breach of this Agreement, provided that City continues to make payment to Seller for undisputed work completed by Seller. Seller further agrees that should it stop work due to a dispute or disputes, any and all claims that are pending or anticipated, whether in law or in equity, Seller may have against City, their officers, agents, representatives, and employees, shall be deemed to have been waived and forever barred.

29. **Non-Discrimination**. Seller agrees that in the performance of this Agreement, it shall obey and abide by all the laws of the State of Michigan relating to the employment of labor and public work, and all ordinances and requirements of the city regulating or applying to public improvements. Furthermore, the Seller agrees not to discriminate against any employee or applicant for employment, that is to be employed in the performance of this Agreement, with respect to his or her hire, tenure, terms, conditions or privileges or employment because of religion, race, color, national origin, ancestry, age, sex, height, weight, marital status, or physical or mental disability except when said disability prevents such individual from performing the essential job functions, and the disability cannot be reasonably accommodated. Seller further agrees that every subcontract entered into in connection with the performance of this Agreement will contain a provision requiring nondiscrimination in employment, binding upon each subcontractor. Breach of this covenant shall be regarded as a material breach of this Agreement.

30. **Indemnification by Seller**. Seller shall indemnify, defend, and hold the City harmless from and against any and all liabilities, losses, damages, expenses (including attorneys fees, court costs, and other expenses of litigation), claims, penalties, or fines, that are threatened, made, or suffered by City based on or as a result of the following: (i) the Parking Equipment; (ii) the Technology; (iii) data storage, data breach, or unauthorized disclosure of user information obtained or disclosed in connection with the use of the Parking Equipment and/or Technology; and (iv) the acts or omissions of Seller, Seller's agents, and/or Seller's subcontractors.

31. **Seller's Subcontractors**. Seller must first obtain the written consent of the City prior to hiring one or more subcontractors or independent contractors to perform one or more of Seller's obligations under this Agreement. City may approve or disapprove the hiring of a subcontractor or independent contractor for any reason and in its sole discretion. Seller's hiring of one or more subcontractors or independent contractors to perform one or more of its obligations under this Agreement without first obtaining the City's prior written consent shall constitute a material breach of this Agreement.

32. **Assignment.** Neither City nor Seller shall be permitted to assign their interests, rights, or obligations in this Agreement to any other party, unless the prior written consent of the non-assigning Party is obtained. Any assignment or attempt to assign this Agreement in violation of this Section shall be void *ab initio*. Any assignment made in accordance with this Agreement shall inure to the benefit of, and be binding upon, City and Seller, their respective legal representatives, successors, and assigns.

33. **Binding Effect.** The Parties have executed and delivered this Agreement with the intent to form a legally binding contract. The Recitals above are incorporated into and made a part of this Agreement.

34. **Exhibits.** Exhibits A, B, C, D, E, and F attached to this Agreement and referred to herein are hereby incorporated into this Agreement by reference as if fully set forth herein.

35. **No Third-Party Rights.** The provisions of this Agreement are for the exclusive benefit of Seller and City, only. The Parties do not intend to create any rights of any third parties under this Agreement, and no party other than Seller and the City shall have any rights to enforce the provisions of this Agreement.

36. **Relationships of the Parties.** The relationship between Seller and City is that of independent contractors and not that of employer-employee or principal-agent. Seller shall not be considered the agent or legal representative of City, nor shall City be considered the agent or legal representative of Seller. Neither City, Seller, nor any of their respective directors, officers, agents, or employees shall have the right, power or authority to assume, undertake, or bind the other to, any obligation whatsoever or make any representation on behalf of the other unless authorized to do so in writing.

37. **Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of the State of Michigan, U.S.A., without regard to principles of conflicts of law.

38. **Agreement to Jurisdiction.** Any claims, disputes, or differences arising out of this Agreement, which the Parties cannot resolve amicably shall be submitted to the exclusive jurisdiction of the Oakland County Circuit Court located within the State of Michigan. City and Seller consent and irrevocably agree to submit to the personal jurisdiction of the Oakland County Circuit Court and that all actions or proceedings relating to this Agreement, or any related matter shall be litigated in that court. City and Seller each waive any objection which it may have based on improper venue or forum non conveniens in any such action or proceeding in such court.

39. **Limitations of Liability.** Except as prohibited by applicable law, in no event shall Seller or the City be liable to the other for any special, indirect, incidental, exemplary, consequential, or punitive damages, including without limitation damages for business interruption or lost profits, that in any way arise out of or relate to this Agreement, regardless of the theory of relief, whether or not Seller or City have been advised regarding the possibility of such damages, and regardless of any claim or finding that a remedy fails its essential purpose. Notwithstanding the foregoing, this Section shall not apply to, or limit, the City's recovery of damages which arise out of or relate to Seller's indemnification obligations under this Agreement.

40. **Entire Agreement.** This Agreement constitutes the entire agreement between the Parties with respect to the subject matters set forth in this Agreement and supersedes and replaces all prior or contemporaneous communications, representations, understandings, and agreements, either oral or written, between the parties relating to the subject matter hereof. Each Party represents and warrants that in entering into this Agreement, it is not relying on any statements, representations, understandings, or agreements except those expressly set forth in this Agreement.

41. **Amendment.** This Agreement may not be amended or modified except in a writing mutual agreed to and signed by both Parties. Any such amendment must expressly state that it is an amendment or modification to this Agreement.

42. **Survival.** The provisions of Sections 3, 16, 17, 18, 19, 20, 22, 23, 30, 37, 38, and 39 survive termination of this Agreement regardless of the reason for termination.

43. **Severability.** If any provision of this Agreement is held illegal, invalid, or unenforceable, all other provisions of this Agreement shall nevertheless be effective, and the illegal, invalid, or unenforceable provision shall be considered modified such that it is valid to the maximum extent permitted by law.

44. **Force Majeure.** Neither of the Parties hereto shall be responsible for or liable to the other party for any damage or loss of any kind, directly or indirectly, resulting from pandemics, fire, flood, explosion, riot, rebellion, revolution, war, or any other similar cause beyond the reasonable control of the Parties (each a "Force Majeure Event").

The occurrence and the termination of any such event shall be promptly communicated to the other party. If after sixty (60) days, Force Majeure events cause default of obligations hereunder by a party, the non-defaulting party may immediately terminate this Agreement without further liability or penalty after providing the defaulting party with notice.

45. **Headings.** The section headings used in this Agreement are inserted for the purpose of convenience only and shall not be construed to limit or extend any provision hereof.

46. **Anti-Waiver.** The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

47. **Joint Drafting; No Presumption Against Drafter.** The Parties agree that they both participated in the drafting of this agreement. This Agreement shall be construed without regard to any presumption or rule requiring construction against the party drafting the Agreement.

48. **Counterparts; Electronic Signatures.** This Agreement may be executed in one or more counterparts, each of which will be considered an original and all of which together will be considered one agreement. Electronic signatures will be treated as original signatures.

49. **Further Assurance.** Each Party shall do and perform, or cause to be done or performed, all such further acts and things, and shall execute and deliver all such other agreements, certificates, instruments and documents, necessary or appropriate to carry out the intent and accomplish the purposes of this Agreement and the consummation of the transactions contemplated by this Agreement.

50. **Voluntary and Informed Agreement**. The Parties acknowledge and agree that they have fully read, completely understand and voluntarily enter into and execute this Agreement and acknowledge they have been represented and advised by counsel or had opportunity to be represented by counsel during the negotiations and drafting of this Agreement.

51. **Notices.** All notices or demands shall be in writing and shall be deemed duly served or given only if delivered by prepaid (i) U.S. Mail, certified or registered, return receipt requested, or (ii) reputable, overnight courier service (such as UPS or FedEx) to the addresses of the respective parties as specified in this Section. Copies of such correspondence shall be delivered via email as well as a courtesy if an email address is provided, but email notification does not suffice as effective notice for the purpose of this Agreement. City and Seller may change their respective addresses for notices by giving notice of such new address in accordance with the provisions of this paragraphs.

If by City, to:	**If by Seller, to:**
Contact Name:	**Contact Name**: Niccolas J. Grochowski
Position:	**Position**: City Attorney
Address:	**Address**: 203 S. Troy Street, Royal Oak, MI 48067
E-mail:	**E-mail**: Niccolas.Grochowski@romi.gov

IN WITNESS WHEREOF, the Parties hereto have each caused an authorized representative to execute this Agreement as of the effective date first written above.

FLOWBIRD AMERICA, INC.   CITY OF ROYAL OAK, MICHIGAN

Signed by:

/s/ _Benoit Reliquet_
     C76F6224F9C14D6...

By:_ Benoit Reliquet _   /s/_____

Its:_ Head of Sales NA _   By: Michael Fournier

Date:_ 7/9/2025 _   Its: Mayor

                                      Date:

PARKMOBILE, LLC   /s/_____
Signed by:

/s/ _Benoit Reliquet_   By: Melanie Halas
     C76F6224F9C14D6...

By:_ Benoit Reliquet _   Its: City Clerk

Its:_ Head of Sales NA _   Date:

Date:_ 7/9/2025 _

EXHIBIT A

REQUEST FOR PROPOSAL – PAID PARKING

CITY OF ROYAL OAK, MICHIGAN
REQUEST FOR PROPOSAL

1.   INTRODUCTION

Electronic proposals for Paid Parking will be received by the City of Royal Oak through the procurement portal https://procurement.opengov.com/portal/romi until 12:00 pm on Wednesday, April 2, 2025. Award results will be made available through the procurement portal once the proposal evaluations are complete.

Mailed, faxed and emailed proposals will not be considered or accepted. All proposals shall be submitted through the procurement portal at https://procurement.opengov.com/portal/romi

The City of Royal Oak reserves the right to reject any or all proposals, to waive any informality in the proposal received, and to accept any proposal or part thereof, which it shall deem to be most favorable to the interests of the City. In case of error in the extension of prices in the proposal or other arithmetical error, the unit prices will govern.

2.   FURTHER INSTRUCTIONS TO BIDDERS

A. The bidder shall assume full responsibility for submittal of proposals prior to the proposal submittal deadline and shall assume the risk of late delivery or non-delivery regardless of the manner employed for the transmission thereof. A bidder may withdraw their proposal response at any time prior to the scheduled proposal submittal deadline. Any proposal received after the scheduled submittal deadline will not be accepted. No proposal may be withdrawn, changed or modified in any way for a period of ninety (90) calendar days from the date of the proposal submittal deadline..

B. Municipalities are exempt from Michigan State Sales and Federal Excise taxes. Do not include such taxes in the proposal figure. The City will furnish the successful bidder with tax exception certificates upon request.

C. The total price quoted by the bidder must be the total cost delivered to the location(s). All goods are to be shipped F.O.B. Shipments sent C.O.D. without the City of Royal Oak's consent will not be accepted and will, at the contractor's risk and expense, be returned. Unauthorized shipments are subject to rejection and returned at the contractor's expense.

D. The bidder by execution of the proposal thereby declares that the proposal is made without collusion with any other person, firm or corporation making any other proposal, or who otherwise would make a proposal, and agrees to furnish all proposal items in strict accordance with all Federal Regulatory Measures.

E. All applicable Federal and State laws and rules and regulation over the project shall apply to the project contract throughout and will be deemed to be included in the contract herein written out in full.

F. The completion date will be established with the contractor awarded the job. The contractor, its employees, and all subcontractors designated to work on-site at any time may be subject to a criminal history check that must be approved by the Police Department staff prior to working on site.

G. Submission of a proposal will be construed as a conclusive presumption that the bidder is thoroughly familiar with the proposal and specifications and that he understands and agrees to abide by each and all of the stipulations and requirements contained therein.

H. **Vendor changes or alterations to proposal documents including specifications may result in a proposal being considered non-responsive**. The only authorized vendor changes to a proposal document will be in the areas provided for a bidder's response, including the "Exceptions" section of the proposal. If a change or alteration to the documents is undetected and the bidder is awarded a contract, the original terms, conditions, and specifications in the authorized version of the proposal document will be applicable during the term of the contract. The City or Royal Oak shall accept NO CHANGES to the proposal document made by the vendor unless those changes are set out in the "Exceptions" provision of the authorized version of the proposal document. It is the vendor's responsibility to acquire knowledge of any changes, modifications or additions to the authorized version. If a proposal is awarded to a vendor who claims that it had no knowledge of changes, modifications or additions made by the City or Royal Oak to the authorized version of the proposal, and that vendor fails to accept the proposal award, the City of Royal Oak may pursue costs and expenses to re-bid the item from that vendor. The authorized version of the proposal document shall be that proposal document appearing on the procurement portal with any amendments and updates. Addendum will be issued through the procurement portal. Vendor's can create a FREE account to access our procurement portal with OpenGov by signing up at https://procurement.opengov.com/signup.

I. Between the proposal submittal deadline and the final proposal award, it shall be the responsibility of the bidders to request information they might need regarding such proposals.

J. Bidders are required to submit complete and comprehensive data and descriptive literature covering the item proposed to be furnished. Vendors submitting alternative proposals must provide specifications documenting product is equal to specified proposal item.

K. To the fullest extent permitted by law, the successful bidder agrees to defend, pay on behalf of, indemnify, and hold harmless the City of Royal Oak, its elected and appointed officials, employees and volunteers and others working on behalf of the City of Royal Oak against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Royal Oak, its elected and appointed officials, employees, volunteers or others working on behalf of the City of Royal Oak, by reason of personal injury, including bodily injury or death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

L. Prior to furnishing the requested products and services, it shall be the responsibility of the awarded vendor to obtain all licenses and permits required to complete this contractual service, at no cost to the City of Royal Oak. These licenses and permits shall be readily available for review by the city.

M. The City of Royal Oak reserves the right to terminate the contract without penalty upon thirty (30) days written notice, due to poor performance or for reasons deemed to be in its best interest. The City of Royal Oak reserves the right to re-award the contract to the second most qualified vendor, re-propose, re-quote or re-bid the contract or do whatever is deemed to be in its best interest.

N. Entities in bankruptcy or receivership cannot respond to the RFP. Responding entities must disclose if responding entity (or parent company) is in bankruptcy/receivership or contemplating bankruptcy/receivership. Should it later be determined that an award was given to an entity in bankruptcy or receivership then the city has authority to terminate the agreement/contract.

O. All documents and correspondence submitted to the City of Royal Oak becomes the property of the City of Royal Oak and is subject to disclosure under the "Freedom of Information Act". This Act provides for the complete disclosure of contract and attachments.

P. By mutual written agreement this proposal may be extended for 2 1-year extensionsprior to the expiration of the then-current term.

3. **METHOD OF AWARD**

The recommendation to award will be based on evaluation procedures, or in any manner deemed to be in the best interest of the city. Previous experience and performance will be a factor in making the award.

Each proposal will be reviewed by the city. The city may narrow the list of proposals and may, at its discretion, request oral presentations from any of all the finalists. A recommendation and contract will be forwarded to the city commission for its review and approval.

4.   NON-DISCRIMINATION CLAUSE

In the performance of any contract or purchase order resulting wherefrom, the contractor agrees to obey and abide by all the laws of the State of Michigan relating to the employment of labor and public work, and all ordinances and requirements of the city regulating or applying to public improvements. Furthermore, the contractor agrees not to discriminate against any employee or applicant for employment, to be employed in the performance of this contract or purchase order, with respect to his or her hire, tenure, terms, conditions or privileges or employment because of religion, race, color, national origin, ancestry, age, sex, height, weight, marital status, or physical or mental disability except when said disability prevents such individual from performing the essential job functions, and the disability cannot be reasonably accommodated. The contractor further agrees that every subcontract entered into for the performance of this contract or purchase order will contain a provision requiring nondiscrimination in employment, as herein specified, binding upon each subcontractor. Breach of this covenant may be regarded as a material breach of the contract or purchase order.

5.   ETHICS POLICY

5.1.   Gratuities

It shall be unethical for any person to offer, give, or agree to give any city employee or former city employee, or for any city employee or former city employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefore.

5.2.   Kickbacks

It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier

subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

6.   ADA COMPLIANCE

The City of Royal Oak will provide necessary, reasonable auxiliary aids and services, and provide assistance in filling out forms, to individuals with disabilities when doing business with the City of Royal Oak. Individuals with disabilities requiring such auxiliary aids or services should contact the City of Royal Oak by writing or calling the following: Dennis VanDeLaar, PO Box 64, Royal Oak, Michigan 48068, (248) 246-3070, or TDD (248) 246-1010.

7.   SUB-CONTRACTORS

If sub-contractors are to be utilized, a listing of each sub-contractor must be provided as part of the business plan submitted to the city.

8.   QUALIFICATION OF PROPOSERS

The proposer may be required before the award of any contract to show to the complete satisfaction to the City of Royal Oak that it has the necessary facilities, abilities, and financial resources to provide the services specified herein. The proposer may also be required to give a history in order to satisfy the City of Royal Oak regarding the proposer's qualifications. The City of Royal Oak may make reasonable investigations deemed necessary and proper to determine the ability of the proposer to perform the work, and the bidder shall furnish to the City of Royal Oak all information for this purpose that may be requested.

9.   RETAIN PROPOSAL

The city reserves the right to retain all proposals submitted and to use any ideas in the proposals regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the company of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed between the City or Royal Oak and the company selected.

10.   SUBLEASE OR ASSIGN

The lessee may not sublease or assign his contract rights to any other party except with the prior written approval of the City of Royal Oak.

11.   RESPONSES TO QUESTIONS

All questions must be submitted through the procurement portal. The firm's question(s) and the city's answer(s) will become part of the public record and will be shared publicly through the procurement portal.

12. SPECIAL INSTRUCTIONS

Release Project Date:	February 28, 2025
Question Submission Deadline:	March 14, 2025, 12:00pm
Proposal Submission Deadline:	April 2, 2025, 12:00pm

The city reserves the right to request any additional information which might be deemed necessary after the RFP information has been received.

The city does not intend to pay for any information solicited or obtained; further the city will not be liable for any costs incurred in the proposal preparation, presentation or contract negotiation.

The city reserves the right to reject any and all proposals received and the right to waive defects in proposals as a result of this RFP.

The successful vendor shall not provide services until a fully executed contract has been received by the city. The firm must indemnify and hold the city harmless throughout the contract. The firm must also provide liability insurance during the term of the contract.

13. ESTIMATED QUANTITIES

Quantities stated are estimated and are not guaranteed. Quantities stated are made in good faith and will be used for award purposes. Quantities are based upon reasonable estimates, and the City of Royal Oak will not be penalized for additions or deletions from the contract within the specifications.

14. DOWNPAYMENTS AND REPAYMENTS

Any bid submitted which requires a down payment or prepayment of any kind prior to delivery of material and acceptance, as being in conformance with specifications, will not be considered for award.

15. MICHIGAN CONSTRUCTION LIEN ACT

The bidder agrees that, if awarded the Contract(s) he/she will abide by all requirements of the Michigan Construction Lien Act (P.A. 1980, No. 497) as amended and effective March 1, 1982, and to provide full and complete Sworn Statements on Owner-approved forms.

16. PUBLIC ACT 57

Public Act 57 requires contractors to provide certain notices to governmental entities concerning improvements on real property; to allow for modifications of contracts for

a. $1,000,000 Combined Single Limit Commercial General Liability Broad Form Endorsement/or the following as minimum requirements:

Broad form property damage
Premises/Operations
Libel and Slander
Independent Contractors
(Blanket) Broad form Contractual
Personal Injury - delete contractual exclusion "A"
Additional Insured - the City of Royal Oak, City Agents (as defined in this contract) and employees and elected and appointed officials of Royal Oak; The total limits of general liability coverage required herein may be satisfied with a combination of a primary and excess policy having not less than $1,000,000 in limits, specifically listing the primary general liability policy as underlying insurance.

b. Workers' Compensation as required by law $100,000.00 and Employer's Liability.

c. Automobile Liability with minimum limits of $1,000,000 combined single limit automobile liability per occurrence, including hired and leased vehicles, and owned and non-owned.

d. Specialized Coverage: Listed below are insurance requirements that may be requested and shall be indicated:

Professional Liability with minimum limits of $1,000,000 per occurrence and $1,000,000.00 aggregate, except for Construction and Maintenance Contracts only.
Errors & Omissions with minimum limits of $1,000,000 per occurrence and $1,000,000.00 aggregate.
Employee Dishonesty with minimum limits of $20,000 per occurrence.
Malpractice with minimum limits of $1,000,000 per occurrence and $1,000,000.00 aggregate.
Garage Liability with minimum limits of $100,000 per occurrence.

B. General Certificates of Insurance

a. All Certificates of Insurance and duplicate policies of any outside vendor or contractor shall contain the following clauses:

   i. "The insurance company(s) issuing the policy or policies shall have no recourse against the City of Royal Oak for payment of any premiums or for assessments under any form of policy".

   ii. Any and all deductibles in the above-described insurance policies shall be assumed by and be or the amount of, and at sole risk of, the contractor."

b. All Certificates are to provide 30-day notice of material change or cancellation. Certificates of Insurance and insurance binders must be provided no less than ten (10) working days before commencement of work to the City. Insurance carriers are subject to the approval of the City.

22.   SCOPE OF WORK

22.1. Scope of Work

See attached

23.   VENDOR QUESTIONNAIRE

23.1. Hold Harmless Agreement*
"To the fullest extent permitted by law, Contractor, agrees to defend, pay in behalf of indemnify, and hold harmless the City of Royal Oak, its elected and appointed officials, employees and volunteers and others working for or in behalf of the City of Royal Oak, against any and all claims, demands, suits, or loss, including all costs connected therewith, and for any damages which may be asserted, claimed or recovered against or from the City of Royal Oak, its elected and appointed officials, employees, volunteers or others working in behalf of the City of Royal Oak, by reason of personal injury, including bodily injury and death; and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract."

☐ Please confirm

*Response required

23.2. Financial Report*
The City of Royal Oak, at their discretion, may require the bidder to supply a Financial Report from an impartial Financial Credit Reporting Service before award of contract.

☐ Please confirm

*Response required

23.3. Acknowledgement*

PRICES: Prices shall remain firm for 90 days or bid award, whichever comes first, except the successful bidder whose prices shall remain firm through project completion.

ACKNOWLEDGEMENT: I, vendor, certify that I have read the Instructions to Bidders and that the bid proposal documents contained herein were obtained through the e-procurement portal.

U.S. FUNDS: All prices quoted are to be in U. S. Currency

☐ Please confirm

*Response required

23.4. Non-Collusion Affidavit*

Please download the below documents, complete, and upload.

- Non-Collusion_Affidavit.pdf

*Response required

23.5. Certification regarding debarment, suspension, and other responsibility matters*

The prospective participant certifies, to the best of its knowledge and belief, that it and its principals:

A. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions under any non-procurement programs by any federal, state or local agency.

B. Have not, within the three-year period preceding, had one or more public transactions (federal, state, or local) terminated for cause or default; and

C. Are not presently indicted or otherwise criminally or civilly charged by a government entity (federal, state, or local) and have not, within the three-year period preceding the proposal, been convicted of or had a civil judgment rendered against it:

1. For the commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public transaction (federal, state, or local), or a procurement contract under such a public transaction;

2. For the violation of federal, or state antitrust statutes, including those proscribing prices fixing between competitors, the allocation of customers between competitors, or bid rigging; or

3. For the commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property.

I understand that a false statement on this certification may be grounds for the rejection of this proposal or the termination of the award. In addition, the general grant of this authority exists within the City's Charter, Chapter 12, Section 12.2- Contracts.

☐ Please confirm

*Response required

23.6. Vendor Certification that it is not an "Iran Linked Business"*
Pursuant to Michigan law, (the Iran Economic Sanctions Act, 2012 PA 517, MCL 129.311 et seq.), before accepting any bid or proposal, or entering into any contract for goods or services with any prospective Vendor, the Vendor must first certify that it is not an "IRAN LINKED BUSINESS", as defined by law.

The vendor, with:

A. full knowledge of all of Vendors business activities,

B. full knowledge of the requirements and possible penalties under the law MCL 129.311 et seq. and

C. the full and complete authority to make this certification on behalf of the Vendor, by his/her signature below, certifies that:

the Vendor is NOT an "IRAN LINKED BUSINESS" as require by MCL 129.311 et seq., and as such that Vendor is legally eligible to submit a bid and be considered for a possible contract to supply goods and/or services to the City of Royal Oak.

☐ Please confirm

*Response required

23.7. Will your company be providing additional services? *
☐ Yes
☐ No

*Response required

When equals "Yes"
23.7.1.   Additional Services*
Please download the below documents, complete, and upload.

- Additional_Services.pdf

*Response required

23.8. Instructions to Bidders*
Bidder certifies that they have read the ***Instructions to Bidders.***

☐ Please confirm

*Response required

23.9. References*
Please provide 3 references containing the following information:

Agency Name
Contact Person
Contact Phone Number
Contact Email Address
Brief description of services/work performed

*Response required

23.10. All required documents*
*Response required

Proposed Timeline

RFP Release Date	Friday, February 28
Questions from Proposers Due	Friday, March 14
Proposals Due	Wednesday, April 2
Shortlist Interviews/In-person Demonstrations	Week of April 28
Contract Award	May
Start Date	May/June
Go-live (End Date)	August

Proposed Contract Term

3-year initial contract with the option for 2 1-year extensions.

Introduction

The City of Royal Oak (City) is soliciting proposals for PAY BY PLATE PAY STATIONS AND MOBILE PARKING PAYMENT SYSTEM. While the City would prefer a single Contractor to act as Prime Contractor for the entirety of the systems described in this RFP, including both Pay by Plate Pay Stations and a Mobile Parking Payment System, the City is seeking the best solution for each system individually. It will entertain solutions from separate providers (i.e., one Contractor for Pay by Plate Pay Stations and one Contractor for Mobile Parking Payment System). Identifying the solution(s) that meet the City's requirements will depend on the solution's ability to serve the needs of the City now and in the future.

Vendors identified for shortlist interviews for pay-by-plate pay stations will be required to participate in an open house where the equipment will be displayed so the public can complete test transactions. More information on this open house will be provided to the shortlist in April.

The City expects the selected Contractor to assist the City in finalizing the location and final number of pay stations to be installed. As of the release of this RFP, that estimated number is around 100 units.

The City expects the successful Proposer to provide the hardware, software, and all related services described in this RFP and respond to the attached Technical Compliance Matrix (TCM). The TCM is the detailed specification, and for each listed item, the Proposer shall indicate whether it is available immediately to comply, requires configuration/custom programming, is a future release, or the product cannot meet the requirement for each feature. Failure to respond to a requirement will be considered as the product not meeting the requirement.

Proposers shall respond to the Pricing Workbook attached. All fees to meet the requirements of this RFP must be included within the categories provided in the pricing workbook. Any additional costs or alternate fee structures to meet the scope of work provided in the RFP must be rolled up by the

Proposer into one of the designated categories on the pricing workbook. Additional lines, columns, and entries to this tab are not permitted and will disqualify the entirety of the proposal submitted.

Minimum Qualifications/Requirements

Pay by Plate Pay Stations

1. Proposer shall have a minimum of ten active clients located in the United States of America with a minimum of 50 pay stations.
2. Proposer shall have legally operated in the United States of America for a minimum of five years.

Mobile Parking Payment System

1. Proposer shall have a minimum of ten active clients located in the United States of America.
2. Proposer shall have legally operated in the United States of America for a minimum of five years.

Background

The City has a contract with Municipal Parking Services, Inc. (MPS), which provides citation issuance and paid parking equipment. The City will issue a separate RFP for citation issuance and mobile LPR.

The following is a list of the City's paid parking inventory:

Type of Parking	Asset	Number of Spaces	Regulations
Garages	11 Mile	578	• Mon - Sat: First 2 hours are free. $0.75/hr thereafter. Max $7.50. Sun: Free. • ADA spaces • Monthly permits
	Center Street	1,025	
	Lafayette North[1]	517	
	Lafayette South[1]	451	
Surface Lots	P-1 (5th & Williams)	50	• Mon-Sat: 11 AM – 5 PM $0.75/hr. 5 PM- midnight $1.00/hr. Sun: Free • $5 daily Amtrak permit in Lot P-9. • 4 hr time limit • ADA spaces • Monthly permits in P-1, P-2, & P-7.
	P-2 (3rd & Williams)	61	
	P-3 (6th & Center)	50	
	P-5 (N. Center Lot)	104	
	P-7 (7th & Main North)	140	
	P-9 (Sherman & Williams)	120	
	P-10 (Police Station)	73	
	P-11 (Farmer's Market West)	41	
	P-12 (City Hall)	124	
	P-13 (Court)	9	

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[1] The parking structures on Lafayette Avenue occasionally offer convenient flat fee rates when there are shows at the Stagecrafters Baldwin Theatre and the Royal Oak Music Theatre.

	P-14 (Alley/Leo's)	15	
	P-15 (Alley Center/Post Office)	15	
	P-16 (Alley/Toyology)	20	
	P-17 (4th & Center)	6	
On-Street	CivicSmart Liberty Parking Meters	98	• 15 min grace period • Mon-Sat: 11 AM – 5 PM $1.25/hr. 5 PM-midnight $1.50/hr. Sun: Free • 3 hr time limit
	Duncan Eagle Parking Meters	143	
	MPS Sentry Spaces	726	

Twelve (12) Parking Enforcement Officers (PEO) currently utilize four (4) Samsung Galaxy S21 handheld devices and 4 Zebra ZQ511 printers for citation issuance. Parking enforcement operates Monday-Saturday from 7 AM to 11 PM.

Questions Bidders Must Submit Answers To

Pay by Plate Pay Stations

1. Provide an overview of the pay station hardware the Proposer offers.
2. Describe the options for refurbished (like new) parts. Contractor must clearly state which part(s) may optionally be selected by the City and any related cost savings.
3. Describe the communication infrastructure, security, and capabilities.
4. Explain options for connectivity besides cellular data in their proposal.
5. Describe how the solution will handle offline data in their proposal.
6. Describe the graphic and/or touchscreen display.
7. Describe how a motorist will interact with the pay station utilizing buttons and screens, as well as any visual, audible, or tactile indication that a button has been pressed, as feedback to the motorist
8. Describe how the display and any physical buttons shall be operated after dark and in the event of sun glare.
   a. Provide real-life photos of the screen in direct sunlight and at nighttime.
9. Describe the process and features that enable special messaging, i.e., holiday, upcoming lot maintenance, and special event messages, which can be downloaded remotely, and how messaging will be shared with the MPP.
10. Describe how a pay station will allow the motorist to pay for a parking transaction at any pay station within a City-defined zone.
11. Describe how a pay station shall be programmed to accept extended payments within applicable City policy requirements.
12. The State of Michigan does not allow for the letter "O" in any of its license plate numbers. The letter "O" is substituted by the number "0". Describe any options within the pay stations system to prevent users from accidentally entering the letter "O."

13. Describe the process and any additional fees associated with motorist payment extensions that may be integrated with the City's mobile payment provider or other payment methods, if applicable.
14. Describe motorist payment receipt options.
15. Describe in detail the step-by-step process of the Contractor's credit card acceptance procedure from when a motorist inserts their card to when the money is deposited in the City account.
16. Include the name of the Contractor's gateway processor (if using a third party) and the name of the gateway software (if applicable).
17. Describe the Subcontractors' PCI compliance and the process for staying compliant.
18. List all available merchant processor integrations available to the City.
19. Describe any alternative or future payment options, associated costs, or additional fees.
20. Describe the entire power system of the pay station.
21. Describe any alternative power options different from battery and solar power.
22. Contractors shall describe the locking system and any manual override process in case of power failure or electronic lock malfunction.
23. Describe any programmable access parameters, including restrictions for maintenance and collections.
24. Describe the pay station maintenance features and functions, including the list of components that may be replaced within 10 minutes of arrival at the pay station.
25. Provide an overview of the solution the Contractor offers, including a system architecture diagram.
26. Provide details on the cyber security and data protection policies and practices.
27. Describe all available rate structures, how rate schedules are built, and how the City can self-manage its rate schedules.
28. Describe the reporting package available to the City.
29. Describe the hardware and system warranty and any extended warranty options.
30. Describe any exceptions to the Contractor's hardware warranty terms.
31. Describe the Contractor's support services, including customer support availability on-line help features, Help Desk, and optional on-site support.
32. Describe the Contractor's project management team and process for implementation of their proposal.
33. Provide resumes for the team that will be assigned to the City.
34. Describe the scope of work and contractual relationship with any subcontractors included in the Contractor's proposal.
35. Describe the Contractor's hardware and software testing process, especially regarding third-party integrations.
36. Provide a project schedule from contract execution to installation. Include an accurate timeline for pay station delivery.
37. Describe the training methodology.
38. Describe how upgrades to the PSMS or other systems will be distributed, communicated, and implemented (e.g., appropriate staff training) during the contract term.
39. Identify any exceptions to the terms and conditions included in the City's sample agreement. The City may not consider exceptions not identified.

40. OPTIONAL
    a. Describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Provide examples of prior successful implementations, including sample images emphasizing similar installations and education introducing pay-by-plate pay stations and new paid parking policies.
    b. Describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.
    c. Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.
    d. Describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.
    e. Describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.

Mobile Parking Payment System

1. Provide an overview of the customer capabilities.
2. Describe multiple payment options available, including voice, website (mobile responsive design), mobile SMS/texting, and smartphone application compatible with iOS and Android operating systems.
3. Describe mobile zone numbering sequences.
4. Describe any customizations available, including application colors and messaging/alerts.
5. The State of Michigan does not allow for the letter "O" in any of its license plate numbers. The letter "O" is substituted by the number "0". Describe any options within the MPPS system to prevent users from accidentally entering the letter "O."
6. Describe the process for handling customer complaints and refund requests.
7. Describe the different rate structures available.
8. Describe any parking validation programs.
9. Provide an overview of the solution the Contractor offers, including a system architecture diagram.
10. Provide details on the cyber security and data protection policies and practices.
11. Describe all available rate structures, how rate schedules are built, and how the City can self-manage its rate schedules.
12. Describe the reporting package available to the City.
13. Describe the hardware and system warranty and any extended warranty options.
14. Describe any exceptions to the Contractor's hardware warranty terms.
15. Describe the Contractor's support services, including customer support availability on-line help features, Help Desk, and optional on-site support.
16. Describe the Contractor's project management team and process for implementation of their proposal.

17. Provide resumes for the team that will be assigned to the City.
18. Describe the scope of work and contractual relationship with any subcontractors included in the Contractor's proposal.
19. Describe the Contractor's hardware and software testing process, especially regarding third-party integrations.
20. Provide a project schedule from contract execution to installation. Include an accurate timeline for pay station delivery.
21. Describe the training methodology.
22. Describe how system upgrades will be distributed, communicated, and implemented (e.g., appropriate staff training) during the contract term.
23. Identify any exceptions to the terms and conditions included in the City's sample agreement. The City may not consider exceptions not identified.
24. OPTIONAL
    a. Describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Proposer shall provide examples of prior successful implementations, including sample images, emphasizing similar installations and education introducing new paid parking policies.
    b. Describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.
    c. Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.
    d. Describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.
    e. Describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.
    f. The ability to provide a single back-office system capable of managing rules, rates, and restrictions for multiple providers of MPPS services would allow visitors to the City who use other MPPS systems to use their preferred system for making payments at City parking locations. Under such a system, the Contractor would be the "System Integrator," and other companies would be "Partners." Proposers that may offer this capability should describe their experience with providing a back-office capable of supporting this functionality and provide sample pricing information.
    g. Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure customer convenience. All associated pricing for any proposed or suggested feature must be identified, including, but not limited to, a parking guidance application and other customer service features that can directly benefit the City.
    h. Explain what types of real-time payment data can be displayed on on-street single- and multi-space payment equipment and the impacts of displaying that equipment.

EXHIBIT B

SCOPE OF SERVICE

SCOPE OF SERVICES

1. Pay by Plate Pay Stations

1.1 Key Requirements

1.1.1 Pay stations must be able to store at least 10 different rate structures configurable by time of day, length of stay, and day of the week. The technology must allow for simultaneous rate structures to be deployed to different pay stations including static/fixed rates and fixed and escalating hourly rates.

1.1.2 Pay station shall accommodate a pre-payment option (payments made in advance of operating hours).

1.1.3 Pay station technology must be simple to understand and easy to use.

1.1.4 Motorist shall be able to complete a transaction in as few steps/screens as possible.

1.1.5 All technology included in the solution must be reliable, easy to maintain, and secure.

1.1.6 Pay station shall include a large screen to display relevant policy and parking information, rather than using signs or decals posted on the hardware. A touch screen is preferred by the City as the main interface for the motorist. Pay station shall be able to electronically display the following to the motorist with minimal effort:

   1.1.6.1 Rate Options

   1.1.6.2 Days and hours of operation

   1.1.6.3 Motorist instructions

1.1.7 All technology, equipment, and systems shall be ADA-compliant to the latest state and federal standards at the time of proposal submission, including all related specifications from Public Right-of-Way Accessibility Guidelines adopted on July 3, 2024.

1.1.8 All materials and components of the pay station shall be new (the most current model or version), unused, and not refurbished. The Contractor may submit the option for use of refurbished (like new) parts, in which case, the Contractor must clearly state which part(s) may optionally be selected by the City and any related cost savings.

1.1.9   Pay station shall have a modular design. Components shall be able to be quickly changed in the field and, to the extent possible, interchangeable between pay stations.

1.1.10   All Pay station electronic components, connections and wiring shall be fully weatherproofed and capable of outdoor use.

1.1.11   Pay station shall be weather, rust, and graffiti resistant and shall be made of stainless steel or an equivalent material.

1.1.12   Pay station shall have additional lighting or illumination for after dark usage and limit the effects of sun glare.

1.1.13   Pay station shall wirelessly communicate usage, payment status, pay station access and maintenance alert data in real-time though a vendor provided cellular plan.

1.1.14   Pay station shall be managed by a web-based parking management system or pay station management system (PSMS).

1.1.15   Pay station and PSMS shall include easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of pay stations.

1.1.16   Pay station and all components shall be warranted to operate as proposed within a temperature range of negative 15 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City, including but not limited to sleet, snow, hail, grime, rain, fog, sun (including direct sunlight), and vibrations.

1.2   Wireless Two-Way Communications

1.2.1   Pay station shall be equipped with a modem, antenna, and the required software to support wireless communications.

1.2.2   The wireless service will be supplied by the Contractor who shall be responsible for maintaining and updating the service to ensure system uptime in excess of 99% during parking hours of operation.

1.2.3   The wireless communication service and related modem (or other equipment) shall be viable for at least six years from the date of the equipment's delivery.

1.2.3.1   After six years, if at no fault of the Contractor, the cellular carrier cancels the available service, Contractor will provide written notification to the City at least one year in advance of the cancellation and provide support to the City for upgrading the pay station at the lowest possible cost with a service that will be viable for at least six additional years.

1.2.3.2   If the communication service is cancelled prior to six years from equipment delivery, Contractor will be responsible for the upgrade of all pay stations including equipment, software, and on-site physical upgrade.

1.2.3.3   If at any time during the agreement communication service cancellation or degradation is determined to be the fault of the Contractor, Contractor will be responsible for the upgrade of all pay stations including equipment, software, and on-site physical upgrade.

1.2.4   Pay station shall have the ability to select from different cellular carriers that may be best for different locations.

1.2.5   Contractor will identify the likely cellular carrier(s) to be used for service and the process of determining reliability of signal coverage.

1.2.6   Contractor will provide options for connectivity besides cellular data; e.g., hardwired, fiber, Wi-Fi, etc.

1.2.7   Pay station transactions shall be communicated to the back-office system in real time to support pay-by-plate pay station enforcement queries.

1.2.8   In the case of communication outages (offline), the pay station shall be capable of storing transactions (as allowed by EMV standards), events and alarms for at least seven days, until communication is restored, at which point the data shall be transmitted to the back-office system.

1.3   Pay Station Display

1.3.1   Display shall be easy to read under various daytime and nighttime lighting conditions, including fog, direct sunlight, and at various angles.

1.3.2   Display shall be lit and will be large enough to legibly display all necessary operating status messages to users and repair personnel. The display must be energy efficient and operate in a solar-charging (or equivalent, as applicable) configuration and not cause excessive battery drain.

1.3.3   Display shall be scratch and impact resistant.

1.3.4   Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.

1.3.5   Display shall allow for the option to inform motorist of expiration of their paid parking session.

1.3.6   Motorists shall be able to select their rate option prior to submitting payment in order for the pay station to translate the amount due and inform the motorist of the payment value.

1.3.7   Display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the PSMS and communicate wirelessly to the pay station at least once per day. The City shall have the ability to change or adjust the graphic display independent of Contractor support and there shall be no additional costs for these types of adjustments.

1.3.8   Display shall have the ability to display special messaging.

1.3.9   Display shall clearly communicate instructions and error messages to the motorist. Where possible, alphanumeric and graphical representation is preferred. At a minimum, the display shall be capable of providing the following information:

   1.3.9.1   Rates

   1.3.9.2   Days and hours of pay station operation

   1.3.9.3   Related parking regulations

   1.3.9.4   Card Read Error – Communicating if a motorist's card was not appropriately read by the pay station.

   1.3.9.5   Coin Payment Unavailable – Communicating that coin payment is unavailable as a payment method.

   1.3.9.6   Bill Payment Unavailable – If applicable, communicating that bill payment is unavailable as a payment method.

   1.3.9.7   Card Payment Unavailable – Communicating that bank card payment is unavailable as a payment method.

   1.3.9.8   Card Payment Declined – Communicating that the provided bank card was declined and to use another payment method.

   1.3.9.9   Out of Order – Communicating that the pay station is fully out of order.

   1.3.9.10   Receipt Unavailable – If applicable, communicating that a printed receipt is unavailable.

   1.3.9.11   Customizable messages as dictated by the City on one or more screens.

   1.3.9.12   Customizable messages notifying the motorist of other payment options (example – text-to-pay or mobile payment) on one or more screens.

1.4 Pay Station User Interface

1.4.1   Any pay station buttons, touch screens or physical touch points must be vandal resistant, weatherproof, and corrosion resistant.

1.4.2   Any pay station buttons shall include a lighting feature so that a motorist can easily find the button in low light scenarios.

1.4.3   Any pay station buttons, touch screens or physical touch points shall be easily maintained and replaced as needed.

1.5 Payments

1.5.1   Pay station must allow payment through multiple channels, including coin, cash, and bank card. Near Field Communication (NFC) payment (including contactless bank cards, Apple Pay and Google Pay) shall be supported. The City shall have the option to order any number of pay stations in any payment configuration

1.5.2   Pay station shall accept monies through a jam-resistant coin, bill and bank card interface.

1.5.3   Pay station shall accept all $0.05, $0.10, $0.25 and $1 coins in active circulation.

1.5.4   If applicable, pay station shall accept all $1, $5, $10, and $20 bills in active circulation.

1.5.5   Monies must be deposited directly into, and stored in, secured containers in the pay station's vault area.

1.5.6   Monies must be easy to collect, being able to be completed in two minutes or less.

1.5.7   All collection activities should include events reported to the PSMS.

1.5.8   Pay station collection receipt printing shall be optional, allowing for removal of specific revenue information from the printed receipt or on-screen details.

1.5.9   Maintenance personnel must be able to easily clear coin or bills jams without special tools and accessing the coin or bill vault.

1.5.10   Pay station must allow the motorist to pay for a parking transaction at any pay station within a City defined zone.

1.5.11   Pay station will have the ability to allow the addition of time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time allowed by license plate for the parking location.

1.5.11.1 Add time feature must be integrated with the mobile and text-to pay payment system to prevent meter feeding beyond the City's maximum time limits.

1.5.12 Pay stations shall be programmed to accept extended payment within applicable City policy requirements.

1.5.13 Pay Station shall allow for multiple motorist payment receipt options, including, but not limited to, print options, receipt by text, or no receipt.

1.5.14 Contractor, the pay station, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)) as applicable.

1.5.15 Pay station bank acceptance system will allow and compliant with EMV payments.

1.5.16 Contractor will provide a payment gateway for processing of bank cards which is capable of processing Visa, Mastercard, American Express and Discover.

1.5.17 Contractor will integrate the City's current merchant process, First Data Reporting Systems.

1.6 Clock

1.6.1 Pay station must have a 365-day calendar real-time clock that completes a time-sync with the server at least once every 24 hours.

1.6.2 Pay station will either retain the time settings during battery replacements or servicing or will accurately reset the time settings without losing prior programming within one minute of restart.

1.6.3 Pay station clock shall be programmable at least one year in advance for automatic daylight savings time changes and shall support any State/Federal changes to Daylight Savings Time.

1.6.4 Pay station clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period).

1.6.5 Time of day and date shall be available to be viewed in the maintenance screens.

1.7 Pay Station Power

1.7.1 Pay stations must have the capacity for power by a rechargeable (or equivalent) battery.

1.7.2 Pay station must include solar recharging capability.

1.7.3   Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 2 minutes and without the use of any specialized tools.

1.7.4   Batteries shall be able to be recharged outside of the pay station.

1.7.5   For environmental reasons, Nickel-Cadmium batteries shall not be used to power the pay stations.

1.7.6   When battery voltage falls below a minimum threshold, the pay station will generate an alert prior to the pay station going out of service.

1.7.7   Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.

1.7.8   Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the PSMS.

1.7.9   All locally stored pay station data will be retained during battery replacement and battery failures for at least seven days.

1.7.10   Contractor shall guarantee a life of at least five years for a battery under normal use. Contractor shall provide training on proper battery care and maintenance to maximize the life of a battery.

1.7.11   Upon end of life of a battery, after 5 years, Contractor shall support the City in the replacement of the battery.

1.8   Pay Station Security

1.8.1   Pay stations shall have high security locks for all housing and cabinet doors.

1.8.2   Cash vault areas of the pay station shall not be accessible from the maintenance compartment and access shall require separate keys.

1.8.3   Vault area will be resistant to vandalism, theft, and other attacks to remove or disable the vault.

1.8.4   Exterior locks shall be internally or flush mounted to reduce visibility to the public.

1.8.5   Exterior locks shall be weather resistant to prevent rust and access of liquid inside the pay station.

1.8.6   Exterior locks shall be uniquely keyed for the City, whereas no other client will have the same combination.

1.8.7   Pay stations shall be resistant to vandalism, theft and other attacks.

1.9   Maintenance

1.9.1   Pay station shall be able to be fully maintained by City staff or its designee.

1.9.2   The following major components shall be able to be replaced by a trained technician within 10 minutes of arrival at the pay station:

    1.9.2.1   Coin acceptor

    1.9.2.2   Bill acceptor (if applicable)

    1.9.2.3   Bank card reader

    1.9.2.4   Main board (CPU)

    1.9.2.5   Printer

    1.9.2.6   Battery

1.9.3   Any other pay station component shall be replaceable by a training technician within a reasonable time period.

1.9.4   Any special tools required for maintenance that are not easily available at a standard hardware store will be provided by the Contractor.

1.9.5   Pay station display shall include a maintenance menu, accessible only by credentials available to a maintenance technician.

1.9.6   Pay station maintenance menu shall include the following capabilities:

    1.9.6.1   View current status of the pay station

    1.9.6.2   View current events, alerts and/or alarm

    1.9.6.3   View current battery voltage

    1.9.6.4   Test all available components

    1.9.6.5   Print test receipt, if applicable

    1.9.6.6   Test communication to the PSMS

1.10   Pay Station Management System

1.10.1   The Proposer shall provide and maintain a Pay Station Management System (PSMS) for the term of the contract.

1.10.2   PSMS shall be hosted by the Contractor, or their subcontractor. Contractor shall maintain full responsibility, contractually or otherwise, for any third-party systems or hosting provided as part of this Proposal.

1.10.3   PSMS must provide secure, web-based back-office system including modules for the following:

    1.10.3.1   Real time status of all pay stations

      1.10.3.2   Real time and historical events, alert, alarm, and outage data

      1.10.3.3   Real time and historical payment transaction data including search and look up capabilities

      1.10.3.4   Pay station management features including rate policies, display updates and more

      1.10.3.5   Detailed collection reporting to allow for accurate reconciliation of collected cash

      1.10.3.6   Detail bank card processing report to allow for accurate reconciliation of bank card transactions

      1.10.3.7   Standard and customized reporting capabilities including the ability to create custom templates for future use.

1.10.4   PSMS shall allow the City to track events, alerts and alerts from initiation at the pay station to the closing of such items once repaired in the field.

1.10.5   PSMS shall provide the ability to identify pay stations by descriptions, address, and zones. Mapping functionality is a desirable feature.

1.10.6   PSMS shall easily indicate pay station status and send configuration events, alerts and alarms to designated personnel via email and text.

1.10.7   PSMS shall provide real-time verification of parking spaces payment status for enforcement purposes.

1.10.8   PSMS shall allow the remote download of all rate changes, display changes, receipt layout changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.

1.10.9   PSMS and pay station shall include the ability to program and display different rate schedules by time of day, length of stay, and day of the week, including dynamic and progressive rate structures for peak occupancy periods.

1.10.10   Contractor rate schedules shall be integrated or replicated with other City parking payment systems, such as mobile payment, if applicable, to ensure consistent and accurate rate schedules.

1.10.11   City staff shall have the ability to program rates independent of Contractor support with no additional costs associated with these changes.

1.10.12   PSMS shall include a customizable dashboard that allows the City to display relevant analytics associated with the paid parking program including occupancy data, revenue, and equipment performance.

1.10.13   Contract shall offer the ability to integrate data from third-party systems into the PSMS allowing for a centralized reporting system and inclusion of the

data in the dashboard display. Integrations will include, at a minimum, other paid parking technologies for both on and off-street operations.

1.10.14   PSMS shall allow for reports to be exported as Excel, CSVs and/or PDF files.

1.10.15   PSMS shall schedule any batch style reporting to occur on demand or by 5am daily, if applicable.

1.11   Warranty & Contract Support

1.11.1   Contractor shall include a minimum of a one-year hardware warranty.

1.11.2   Contractor shall provide a warranty on all software and system solutions for the contract term.

1.11.3   Hardware warranty shall be effective on the same day for all pay stations included in the initial order, becoming effective on the last day of installation of the pay station implementation or 90 days from delivery of all pay stations, whichever comes first.

1.11.4   For any subsequent orders, the hardware warranty shall be effective on the date of delivery.

1.11.5   Contractor shall provide ongoing technical support services through the term of the contract for regular operations and maintenance services, including a toll-free phone number and online help (Help Desk). Support services shall be available from 8am to 5pm Eastern Time Zone, seven days per week (excluding holidays).

1.11.6   Contractor's Help Desk and related staff shall be located in the United States of America.

1.11.7   Contractor shall provide 24 hours per day, 7 days per week monitoring and services for outages or issues that impact the entire system.

1.11.8   Any requests for support that cannot be handled immediately by the Help Desk shall be acknowledged by the Contractor within one business day and updated on a regular basis.

1.11.9   Contractor shall utilize a ticket tracking system to open, track and close support requests from the City.

1.11.10   The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.

1.11.11   Contractor shall provide regular and ongoing technical bulletins that identify product notifications, technology updates, lessons learned, and/or system performance that details issues, changes, improvements and upgrades.

1.11.12 Requests for Quotations for parts, equipment or service from the City must be fulfilled within three business days.

1.11.13 Return Merchandise Authorization (RMA) requests from the City must be addressed within three calendar days. Upon return of equipment to the Contractor, the RMA must be processed and return equipment shipped within 14 days and/or a status update as to the expected time of arrival (ETA).

1.11.14 Shipment of the RMA to the Contractor will be at the cost of the City. Shipment of the return equipment will be at the cost of the Contractor.

1.11.15 RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within regular business hours.

1.12 Project Management

1.12.1 Contractor shall assign a Project Manager for the duration of the planning, implementation, delivery and installation portion of the contract who will be responsible for, including but not limited to:

1.12.1.1 Project oversight and delivery of the system.

1.12.1.2 Being a single point of contact for the City and providing for the management, implementation, and on-going trouble shooting of the System during its installation.

1.12.1.3 Coordinating efforts with the City and any subcontractors.

1.12.1.4 Being available as required for onsite work and otherwise available to the City during regular business hours via email, phone or video conference to respond to City needs, questions and or issues.

1.12.1.5 Developing and maintaining, in consultation with the City, a detailed implementation and project plan for the System.

1.12.2 Contractor's Project Manager shall be experienced in the Contractor's products and parking operations, able to provide guidance and suggestions to the City on best practices.

1.12.3 Contractor shall provide a design review process for customizable and configurable portions of the solution. The City shall sign off on the design review documentation before production of these items.

1.12.4 Contractor shall test all hardware, software and systems prior to delivery to the City.

1.12.5 Contractor shall develop a training plan for review and approval by the City.

1.13   Training

1.13.1   Contractor shall provide a training plan that includes, but is not limited to, installation, troubleshooting, repairs, preventative maintenance, revenue reconciliation, and reporting. The training plan shall include:

1.13.1.1   Types of training course with a target audience

1.13.1.2   Description of course

1.13.1.3   Length of course

1.13.1.4   Method of training (video conference, in person, etc)

1.13.1.5   Prerequisites for the training course

1.13.2   Contractor training must include, at a minimum, the following City personnel: operations, maintenance, customer support, administration, and finance.

1.13.3   Training will occur in person or via video conference as is most appropriate for the topic. At a minimum, Contractor will provide at least two days of onsite/in person training for operations and maintenance.

1.13.4   Training will be provided by qualified experts from the Contractor.

1.13.5   The City may request additional training sessions at reasonable intervals and lengths via video conference for no extra cost for the contract term.

1.13.6   The City may request additional training sessions in person. The Contractor will provide a quote for services within one week, and perform that training within four weeks, of the City's request.

1.13.7   Contractor will provide necessary training to the City for any new, upgraded or additional functionality provided during the term of the contract.

1.13.8   Contractor shall supply, and keep current, digital copies of all operating, training, maintenance, repair and user's manuals, which include detailed instructions for pay station and system usage.

1.14   Work Order Management (Optional)

1.14.1   The following is a list of requirements for the Work Order Manager Solution:

1.14.2   PSMS shall include a work order management system (WOMS).

1.14.3   WOMS shall automatically create maintenance work order tickets generated by pay stations events, alerts or alarms.

1.14.4   WOMS shall route work orders automatically to the City assigned contacts via email and text.

1.14.5   WOMS shall allow for manual ticket creation for any reason and route for use by maintenance, customer service, City management and more.

1.14.6   WOMS shall provide for the entire life cycle of a ticket including creation, routing, addition of comments/notes, and closing.

1.14.7   WOMS shall provide a mobile application or mobile compatible website for in field entry and activity.

1.14.8   WOMS shall include reporting functionality that allows management to review ticket history and statistics.

1.15   Installation

1.15.1   Contractor will be responsible for pay station installation at specific locations identified by the City. The Contractor's price will include all costs associated with the activity.

1.15.2   The City will be responsible for a storage location within the City limits for pay station delivery and provide reasonable access to the facility Monday through Friday during business hours.

1.15.3   The City will be responsible for removing an existing pay station or meter infrastructure prior the installation by the Contractor.

1.15.4   Contractor will provide one in person, onsite walk-through where the Contractor's Project Manager and a City representative will review each installation site. The Contractor will issue a report listing the details (address, GPS coordinates, etc.) and status of each location with two weeks of the site visit for City review and approval.

1.15.5   Contractor will provide all personnel, tools, equipment, unpacking, assembly, programming, or otherwise as required for installation.

1.15.6   Contractor will provide pay station transportation between the storage facility and the installation locations.

1.15.7   The City will be responsible for preparing each site for installation prior to Contractor kicking off installation, including any concrete remediation.

1.15.8   The Contractor will provide no less than two technicians working together to complete the installations at a rate of no less than 5 to 10 pay stations per day.

1.15.9   Upon completion, Contractor staff will thoroughly test each pay station and provide documentation of the successful installation and confirmation that each pay station is operating to specification. Review and confirmation of each report by the City will result in acceptance of said pay station.

1.16 System and Security Requirements

1.16.1   The Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.

1.16.2   Computers that access the System shall not require special software packages or "client" software. Any computer shall access the System through a standard web browser without plug-ins or other components.

1.16.3   The Contractor shall be responsible for taking every precaution to ensure the reliability of all systems, files, data, equipment, communications, and facilities.

1.16.4   The Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.

1.16.5   The Contractor shall have security features designed to protect the security and confidentiality of all information contained in the System database. The Contractor's security for the System and all connections thereto shall conform to current industry best practices.

1.16.6   The Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from the City, including, but not limited to, transaction history, address, email address, phone number, and credit card information. Notwithstanding the preceding restrictions, The Contractor shall be permitted to use such information to enable the services provided to the City as part of this agreement. At the City's sole discretion, the City may direct the Contractor to share data securely with City-appointed parties.

1.16.7   All information security incidents shall be reported immediately to the City. Security incidents include theft, loss, damage, or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.

1.16.8   The Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance.

1.16.9   The System shall provide full system backup and recovery capabilities. The Contractor shall maintain the database, including backup and recovery procedures. The Contractor shall make sufficient backups to ensure that no data is lost in any circumstances.

1.16.10   System uptime is critical. The Contractor will maintain a 99.5% or greater uptime annually for the system as a whole, including any essential subsystems in solution operation.

1.16.11   Uptime will exclude scheduled maintenance. The Contractor will notify the City of any scheduled downtime at least seven days in advance. Scheduled maintenance shall be coordinated to have the least negligible impact on City operations.

1.17 PCI Compliance

1.17.1   The Contractor's solution shall be compliant with Payment Card Industry Data Security Standard Level 1, the latest version, at the time of contract execution, as required.

1.17.2   As the PCI Data Security Standard evolves, the Contractor shall be responsible for maintaining compliance with that standard at the Contractor's sole expense.

1.17.3   Proposers shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.

1.18 Data Requirements

1.18.1   The City shall be the exclusive owner of all data and rights to the data generated from the Systems, regardless of whether the data is direct, derived, calculated, or modeled.

1.18.2   The Contractor shall store or archive (with the City's approval) all transaction data generated during the term of the Agreement and retain it for at least five years after its termination.

1.18.3   The Contractor shall deliver copies of all System data upon request of the City or its designee and upon the termination of the Agreement in a format mutually agreed upon by both parties.

1.18.4   The Contractor shall be responsible for providing transaction data in a format that is readable by the City using commonly available commercial off-the-shelf software.

1.18.5   If the successor contract is awarded to another firm after the termination of the contract for any reason resulting from this RFP, the Contractor must develop and implement a Data Conversion Plan with the City or its designee.

1.19 Integration Requirements

1.19.1   The City assumes and requires that the Contractor's solution, which may include one or more systems and/or third-party systems, will be integrated by the time of contract execution as would be necessary to meet the requirements for their specific service.

1.19.2   The Contractor shall utilize open-source APIs that allow for current and future integration with third parties.

1.19.3   The Contractor shall provide real-time integration with the City's current, new, and future parking technology and data management contractors, including, but not limited to, citation issuance/enforcement handhelds, LPR, and mobile payment. These types of integrations are considered standard in the industry.

1.19.4   The City recognizes that standard integrations have a certain amount of latency between systems. However, timely data exchanges are required for efficient and accurate parking operations. The latency between any two systems shall not exceed an average of 90 seconds for every 100 consecutive transactions. The latency measurement shall be defined as when a data request is made or data is sent and when the data is delivered and viewable to any end user.

1.19.5   Should latency be observed in excess of 90 seconds, the Contractor will work with the City to measure the latency, identify the point of default, and correct the default.

1.19.6   Custom integration, being nonstandard and not identified in this RFP, may be considered in the future by the City. The Contractor agrees to provide the necessary development to achieve a custom integration for a mutually agreed cost and schedule to be memorialized in an amendment to the resulting contract from this RFP.

1.19.7   Batch data transfer may be considered for specific integrations at the sole discretion of the City.

1.19.8   The Contractor shall provide all necessary parking-related data in a format compatible with standard industry integrations. If the data formats of the City Contractors do not match, the City may require either Contractor to make reasonable changes to their format at no additional cost to the City.

1.19.9   The Contractor shall operate in good faith with the City and the City's designated Contractors to implement, troubleshoot, and complete necessary integration as defined by the City.

1.19.10   If two or more Contractors cannot agree on the methodology used for any integration, the City will select the method most advantageous for the City.

1.19.11   The Contractor shall be able to transfer daily batch reports (flat file) with City defined data fields to a City defined location or system.

1.20 Standard Integrations

1.20.1   The pay stations shall integrate with:

1.20.2   License Plate Recognition System

1.20.3   Mobile or Text-to-Pay Payment System (to prevent meter feeding)

1.21   Other Services (Optional)

1.21.1   With the implementation of new paid parking technology public awareness and education is important to any successful parking management program. Proposers shall describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Proposers shall provide examples of prior successful implementations, including sample images, emphasizing similar installations and education introducing pay by plate pay stations and new paid parking policies.

1.21.2   The City may consider an option for a merchant validation program to enhance the motorist experience. Proposers shall describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.

1.21.3   The City is interested in innovation and value-added services. Proposers should describe any enhanced services and features that are available to the City currently or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.

1.21.4   The City is interested in additional incentive options. Proposers should describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.

1.21.5   The City may consider merchant processing services provided by the Contractor. Proposers should describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.

1.22   Liquidated Damages

The following are the proposed liquidated damages that would be incorporated into any final agreement and should be considered in Contractor's proposal. While it is not the intention of the City to seek a punitive relationship, we are seeking an integrated solution that performs to the standards described throughout the Contractor's proposal and in line with the City's requirements.

Both parties will agree that the annual liquidated damages shall be limited to the amount paid or due to Contractor by the City during a one-year period except in the initial 12-month period of this Agreement, where liquidated damages shall be limited to 30% of the amount paid or due to Contractor by the City during the initial 12-month period of this Agreement. The Contractor agrees to pay (or provide invoice credit) these amounts to the City as set forth:

1.22.1   PSMS or Bank Card Processing Failure: Any failure of the PSMS or bank card processing solution provided by the Contractor that prevents the processing of bank cards and the collection of related revenue shall result in damages

of $500 per 24 hour period. City shall provide Contractor with 12-hour notice to respond and repair the failure prior to being entitled to this liquidated damage.

1.22.2   Systemic Hardware Issue: Any hardware failure that affects 25% (or 40% if less than 10 pay station are installed) or more of the City's pay station fleet at one time which causes in the inability to collect any one type of monies shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have 10 calendar days to correct the hardware failure, up to and including specific component replacement, prior to the City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in correcting the failure.

1.22.3   Systemic Software Issue: Any software failure that affects 25% (or 40% if less than 10 pay station are installed) or more of the City's pay station fleet at one time which causes in the inability to collect any one type of monies or charge motorists the correct amount shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have one business day (24 hours) to correct the failure prior to City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in correcting the failure.

1.22.4   PCI Data Security Failure: Failure of Contractor to maintain Payment Card Industry ("PCI") Data Security Standard Certification, shall result in damages of $10,000 on the twenty-eight (28th) calendar day following non-compliance ("first assessment"). The twenty-eighth (28th) calendar day following the first assessment and every twenty-eight (28) calendar day thereafter shall constitute a "subsequent assessment". On each additional twenty-eighth (28th) calendar day following the first assessment and any subsequent assessments, the City shall be entitled to liquidated damages of $25,000 until the failure is cured. Damages during subsequent assessments shall be prorated by day.

1.22.5   Cash Reconciliation Accuracy: Any failure of the Contractor's solution that results in a 3% or greater variation between the actual collected funds versus the pay station/PSMS reported funds shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have seven business days to correct the failure, if determined that Contractor is at fault, prior to City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in identifying and correcting the failure.

1.22.6   RMA Fulfillment: Any failure to process and ship an RMA or provide notification to the City with reasonable explanation for delay, within 14 days of the receipt of the shipment from the City shall result in damages of $100 per day until the return RMA shipment is received by the City. The first occurrence of this failure will result in a written warning by the City with no

damages applied. Any subsequent failures will incur this liquated damage without notice being required by the City.

2   Mobile Parking Payment System (MPPS)

2.1   Customer Capabilities

2.1.1   The customer should be able to create/edit/update an account or register to use the MPPS. Registration items may include name, license plates, preferred payment method(s), and mobile phone number.

2.1.2   An account registration shall have the ability to support a minimum of four license plates for any user. The MPPS shall allow a plate to be registered on more than one account.

2.1.3   The MPPS should allow customers to complete an online transaction as a guest and not require an application download or new account creation.

2.1.4   Payment shall be allowed through multiple options, including voice, website (mobile responsive design), mobile SMS/texting, and smartphone application compatible with iOS and Android operating systems.

2.1.5   The MPPS shall suggest a zone number to customers by using GPS within the customer's device (unless it would cause confusion because multiple zones may be within the GPS' margin of error) but allow for override in case customer is making a payment from another location.

2.1.6   The MPPS shall allow customers to pay for a specific period of parking time with a single call or action.

2.1.7   The MPPS shall provide a customer option to be informed via text, email, or application notification prior to the expiration of their parking session.

2.1.8   The MPPS shall allow purchase of additional parking time (but not past the maximum time allowed for that specific parking space or zone).

2.1.9   The MPPS shall be capable of providing a "lockout" period, restricting the customer from beginning another parking session in the same space or zone until after a specified period of time has passed.

2.1.10   The MPPS shall not allow purchase when desired time includes restricted parking periods (i.e., space/zone closures, and temporary no parking zones).

2.1.11   The MPPS shall allow customers to contact Contractor with complaints and for refund requests. Proposers shall describe the refund investigation/resolution process and indicate how City approval is solicited and how refunds are applied.

2.1.12   The MPPS must have a mobile responsive website that works on most older devices and that can be accessed by computer.

2.1.13   Any convenience fee, established with the City for this implementation, must be clearly communicated to the customer, and Contractor must demonstrate methods used to minimize any convenience and processing fees to the extent possible (digital wallets, etc.). All intended fees shall be disclosed in the Cost Proposal.

2.2   Configuration Capabilities

2.2.1   The MPPS should be able to support different rate structures that are configurable by time of day, length of stay and day of the week. These may include dynamic and progressive rate structures for peak occupancy periods.

2.2.2   The City shall have the ability to program rates independent of Contractor support with no additional costs associated with these changes.

2.2.3   The MPPS should be able to support the configuration of City parking rules such as City holidays, "no parking" times, notifications to groups of City customers based on various criteria, and alerts.

2.2.4   The MPPS should allow different rule sets at different locations, as rates, operating hours, holidays, and ability to extend sessions may vary between locations.

2.2.5   The MPPS should support prepayment timeframes.

2.2.6   The MPPS shall support automatic changes due to Daylight Savings Time and support any State/Federal changes to Daylight Savings Time.

2.2.7   The MPPS should be able to provide a validation program, that could include special events and merchant participation throughout the City or in specific zones, should the City choose to enable this service.

2.2.8   The MPPS should allow rates and schedules to be programmed and reprogrammed in a flexible manner, in real time and without any System downtime.

2.2.9   The MPPS should allow rates and schedules to be programmed prior to the effective date and time, to go into effect automatically at that date and time.

2.2.10   The MPPS shall conform to a zone and/or space numbering sequence as defined by the City. As the MPPS will be one component in the City's overall parking strategy, the City may require a specific numbering sequence be used by all components.

2.2.11   Contractor shall provide integration with existing and future paid parking management and enforcement systems selected by the City at no additional cost. Additionally, Contractor shall provide integration, via APIs, with any management, inventory, or reporting systems as directed by City.

2.3   Warranty & Contract Support

2.3.1   Contractor shall provide a warranty on all software and system solutions for the contract term.

2.3.2   Contractor shall provide ongoing technical support services through the term of the contract for regular operations and maintenance services, including a toll-free phone number and online help (Help Desk). Support services shall be available from 8am to 5pm Eastern Time Zone, seven days per week (excluding holidays).

2.3.3   Contractor's Help Desk and related staff shall be located in the United States of America.

2.3.4   Contractor shall provide 24 hours per day, 7 days per week monitoring and services for outages or issues that impact the entire system.

2.3.5   Any requests for support that cannot be handled immediately by the Help Desk shall be acknowledged by the Contractor within one business day and updated on a regular basis.

2.3.6   Contractor shall utilize a ticket tracking system to open, track and close support requests from the City.

2.3.7   The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.

2.3.8   Contractor shall provide regular and ongoing technical bulletins that identify product notifications, technology updates, lessons learned, and/or system performance that details issues, changes, improvements and upgrades.

2.4   Project Management

2.4.1   Contractor shall assign a Project Manager for the duration of the planning, implementation, delivery and installation portion of the contract who will be responsible for, including but not limited to:

2.4.1.1   Project oversight and delivery of the system.

2.4.1.2   Being a single point of contact for the City and providing for the management, implementation, and on-going trouble shooting of the System during its installation.

2.4.1.3   Coordinating efforts with the City and any subcontractors.

2.4.1.4   Being available as required for onsite work and otherwise available to the City during regular business hours via email, phone or video conference to respond to City needs, questions and or issues.

2.4.1.5   Developing and maintaining, in consultation with the City, a detailed implementation and project plan for the System.

2.4.2   Contractor's Project Manager shall be experienced in the Contractor's products and parking operations, able to provide guidance and suggestions to the City on best practices.

2.4.3   Contractor shall provide a design review process for customizable and configurable portions of the solution. The City shall sign off on the design review documentation before production of these items.

2.4.4   Contractor shall test all systems prior to delivery to the City.

2.4.5   Contractor shall develop a training plan for review and approval by the City.

2.5   Training

2.5.1   Contractor shall provide a training plan that includes, but is not limited to, troubleshooting, revenue reconciliation, and reporting. The training plan shall include:

2.5.1.1   Types of training course with a target audience

2.5.1.2   Description of course

2.5.1.3   Length of course

2.5.1.4   Method of training (video conference, in person, etc)

2.5.1.5   Prerequisites for the training course

2.5.2   Contractor training must include, at a minimum, the following City personnel: operations, customer support, administration, and finance.

2.5.3   Training will occur in person or via video conference as is most appropriate for the topic.

2.5.4   Training will be provided by qualified experts from the Contractor.

2.5.5   The City may request additional training sessions at reasonable intervals and lengths via video conference for no extra cost for the contract term.

2.5.6   The City may request additional training sessions in person. The Contractor will provide a quote for services within one week, and perform that training within four weeks, of the City's request.

2.5.7   Contractor will provide necessary training to the City for any new, upgraded or additional functionality provided during the term of the contract.

2.5.8   Contractor shall supply, and keep current, digital copies of all operating, training and user's manuals.

2.6 System and Security Requirements

2.6.1   The Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.

2.6.2   Computers that access the System shall not require special software packages or "client" software. Any computer shall access the System through a standard web browser without plug-ins or other components.

2.6.3   The Contractor shall be responsible for taking every precaution to ensure the reliability of all systems, files, data, equipment, communications, and facilities.

2.6.4   The Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.

2.6.5   The Contractor shall have security features designed to protect the security and confidentiality of all information contained in the System database. The Contractor's security for the System and all connections thereto shall conform to current industry best practices.

2.6.6   The Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from the City, including, but not limited to, transaction history, address, email address, phone number, and credit card information. Notwithstanding the preceding restrictions, The Contractor shall be permitted to use such information to enable the services provided to the City as part of this agreement. At the City's sole discretion, the City may direct the Contractor to share data securely with City-appointed parties.

2.6.7   All information security incidents shall be reported immediately to the City. Security incidents include theft, loss, damage, or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.

2.6.8   The Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance.

2.6.9   The System shall provide full system backup and recovery capabilities. The Contractor shall maintain the database, including backup and recovery procedures. The Contractor shall make sufficient backups to ensure that no data is lost in any circumstances.

2.6.10   System uptime is critical. The Contractor will maintain a 99.5% or greater uptime annually for the system as a whole, including any essential subsystems in solution operation.

2.6.11   Uptime will exclude scheduled maintenance. The Contractor will notify the City of any scheduled downtime at least seven days in advance. Scheduled maintenance shall be coordinated to have the least negligible impact on City operations.

2.7   PCI Compliance

2.7.1   The Contractor's solution shall be compliant with Payment Card Industry Data Security Standard Level 1, the latest version, at the time of contract execution, as required.

2.7.2   As the PCI Data Security Standard evolves, the Contractor shall be responsible for maintaining compliance with that standard at the Contractor's sole expense.

2.7.3   Proposers shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.

2.8   Data Requirements

2.8.1   The City shall be the exclusive owner of all data and rights to the data generated from the Systems, regardless of whether the data is direct, derived, calculated, or modeled.

2.8.2   The Contractor shall store or archive (with the City's approval) all transaction data generated during the term of the Agreement and retain it for at least five years after its termination.

2.8.3   The Contractor shall deliver copies of all System data upon request of the City or its designee and upon the termination of the Agreement in a format mutually agreed upon by both parties.

2.8.4   The Contractor shall be responsible for providing transaction data in a format that is readable by the City using commonly available commercial off-the-shelf software.

2.8.5   If the successor contract is awarded to another firm after the termination of the contract for any reason resulting from this RFP, the Contractor must develop and implement a Data Conversion Plan with the City or its designee.

2.9   Integration Requirements

2.9.1   The City assumes and requires that the Contractor's solution, which may include one or more systems and/or third-party systems, will be integrated by the time of contract execution as would be necessary to meet the requirements for their specific service.

2.9.2   The Contractor shall utilize open-source APIs that allow for current and future integration with third parties.

2.9.3   The Contractor shall provide real-time integration with the City's current, new, and future parking technology and data management contractors, including, but not limited to, citation issuance/enforcement handhelds, LPR, and mobile payment. These types of integrations are considered standard in the industry.

2.9.4   The City recognizes that standard integrations have a certain amount of latency between systems. However, timely data exchanges are required for efficient and accurate parking operations. The latency between any two systems shall not exceed an average of 90 seconds for every 100 consecutive transactions. The latency measurement shall be defined as when a data request is made or data is sent and when the data is delivered and viewable to any end user.

2.9.5   Should latency be observed in excess of 90 seconds, the Contractor will work with the City to measure the latency, identify the point of default, and correct the default.

2.9.6   Custom integration, being nonstandard and not identified in this RFP, may be considered in the future by the City. The Contractor agrees to provide the necessary development to achieve a custom integration for a mutually agreed cost and schedule to be memorialized in an amendment to the resulting contract from this RFP.

2.9.7   Batch data transfer may be considered for specific integrations at the sole discretion of the City.

2.9.8   The Contractor shall provide all necessary parking-related data in a format compatible with standard industry integrations. If the data formats of the City Contractors do not match, the City may require either Contractor to make reasonable changes to their format at no additional cost to the City.

2.9.9   The Contractor shall operate in good faith with the City and the City's designated Contractors to implement, troubleshoot, and complete necessary integration as defined by the City.

2.9.10   If two or more Contractors cannot agree on the methodology used for any integration, the City will select the method most advantageous for the City.

2.9.11   The Contractor shall be able to transfer daily batch reports (flat file) with City defined data fields to a City defined location or system.

2.10 Standard Integrations

2.10.1   The system shall integrate with:

2.10.2   License Plate Recognition System

2.10.3   Pay stations (to prevent meter feeding)

2.11 Other Services (Optional)

2.11.1   With the implementation of new paid parking technology public awareness and education is important to any successful parking management program. Proposer shall describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Proposer shall provide examples of prior successful implementations, including sample images, emphasizing similar installations and education introducing pay by plate pay stations and new paid parking policies.

2.11.2   The City may consider an option for a merchant validation program to enhance the motorist experience. Proposer shall describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.

2.11.3   The City is interested in innovation and value-added services. Proposers should describe any enhanced services and features that are available to the City currently or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.

2.11.4   The City is interested in additional incentive options. Proposers should describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.

2.11.5   The City may consider merchant processing services provided by the Contractor. Proposers should describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.

2.11.6   The ability to provide a single back-office system capable of managing rules, rates, and restrictions for multiple providers of MPPS services, which would allow visitors to the City who use other MPPS systems to use their preferred system for making payments at City parking locations. Under such a system, the Contractor would be the "System Integrator," and other companies would be "Partners." Proposers that may offer this capability should describe their experience with providing a back-office that is capable of supporting this functionality and provide sample pricing information.

2.11.7   A parking reservation system. Proposers should describe any enhanced services and features that are available to the City currently or in the near future and how these services and features would be integrated to ensure customer convenience. All associated pricing for any proposed or suggested feature must be identified, including, but not limited to a parking guidance

application and other customer service features that can directly benefit the City.

2.11.8   Real-time payment display, subject to capabilities of the City's future on-street parking technology. Proposers shall explain what types of real-time payment data can be displayed at on-street single- and multi-space payment equipment, and the impacts of displaying that equipment.

2.12 Liquidated Damages

5.12   Liquidated Damages

The following are the proposed liquidated damages that would be incorporated into any final agreement and should be considered in Contractor's proposal. While it is not the intention of the City to seek a punitive relationship, we are seeking an integrated solution that performs to the standards described throughout the Contractor's proposal and in line with the City's requirements.

Both parties will agree that the annual liquidated damages shall be limited to the amount paid or due to Contractor by the City during a one-year period except in the initial 12-month period of this Agreement, where liquidated damages shall be limited to 30% of the amount paid or due to Contractor by the City during the initial 12-month period of this Agreement. The Contractor agrees to pay (or provide invoice credit) these amounts to the City as set forth:

2.12.1   Failure of MPPS. A failure of the MPPS that results in either no payment transactions being accepted, accepting payment when parking is not charged or is not allowed, or application of the wrong rates shall result in damages of $200.00 per day (each 24-hour period) per each affected payment zone. City shall provide Contractor with 24 hours' notice to respond and cure prior to being entitled to liquidated damages.

2.12.2   PCI Data Security Failure. Failure of Contractor to maintain Payment Card Industry ("PCI") Data Security Standard Certification, defined as an information security standard of organizations that handle branded credit cards from the card schemes, shall result in damages of $10,000 on the twenty-eight (28th) calendar day following non-compliance ("first assessment"). The twenty-eighth (28th) calendar day following the first assessment and every twenty-eight (28) calendar days thereafter shall constitute a "subsequent assessment". On each additional twenty- eighth (28th) calendar day following the first assessment and any subsequent assessments, the City shall be entitled to liquidated damages of $25,000 until the failure is cured. Damages during subsequent assessments shall be prorated by day.

2.12.3   Accuracy. The City will issue a written warning to Contractor if the MPPS fails to maintain 99% accuracy in the City's audit of daily revenue as a result of a system error. The Contractor shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within seven (7) days,

the Contractor shall be subject to damages of $200 per day until the failure is cured.

2.12.4   Response Time. The City will issue a written warning to Contractor if Contractor's staff does not respond to support requests or inquiries from the City within the timelines established in the Scope of Services. City will assess liquidated damages of $100 per occurrence, after the second time the City has provided written warning to Contractor.

EXHIBIT C

SELLER'S PROPOSAL

ParkMobile™
PART OF EASYPARK GROUP

RFP - Paid Parking

April 2, 2025

John Evans
Regional Sales Director
John.Evans@ParkMobile.io
(708) 466-0009

April 2, 2025

City of Royal Oak
203 S Troy Street
Royal Oak, MI 48067

RE: Response to the City of Royal Oak's RFP for Paid Parking

ParkMobile is excited to submit this proposal in response to the City of Royal Oak's RFP for Paid Parking. The City of Royal Oak's RFP is an exciting opportunity for ParkMobile and our sister company Flowbird to showcase our comprehensive smart mobility solutions, including the ParkMobile mobile payment system and Flowbird's parking pay stations, as a unified force in the industry.

We have a proven track record of successful parking and mobility programs across the US, including over 900 municipalities. Our solutions and expertise will allow the City of Royal Oak to optimize parking operations, enhance user experiences, and achieve its smart city goals.

Flowbird: Global Expertise in Urban Mobility

- **Global Reach**: Flowbird is a global leader in urban mobility solutions, with a presence in over 5,000 cities worldwide. Flowbird specializes in parking pay stations and integrated urban mobility solutions.
- **US Municipal Experience**: Flowbird's municipal presence in the US is extensive, with a presence in over 900 cities nationwide.
- **Users**: Flowbird's pay stations see over 80 million system users per week
- **Secure Infrastructure**: Flowbird maintains PCI-DSS Level 1 compliance to ensure payment security.
- **Leaders in Innovation**: Flowbird invests $25 million annually in research and development, a testament to our commitment to innovation.

ParkMobile: Driving Digital Parking Innovation

- **Users:** ParkMobile has over 65 Million Users. ParkMobile adds 1 Million New Users every 30-40 days. Within the State of Michigan, ParkMobile has over 1.3 million users and has processed more than 14 million transactions since initially launching in the State.
- **Transactions**: ParkMobile averages over 370,000 daily transactions and 12 Million monthly transactions. We are also the largest processor of credit card transactions under $10 of any company in the United States
- **Adoption**: ParkMobile has the highest adoption in the industry. ParkMobile's playbook connects effective marketing and signage to the largest network in the United States to increase true adoption levels.

- **High Availability Infrastructure**: ParkMobile's platform boasts an industry-leading uptime of 99.9%. We use top-notch monitoring tools to address and resolve issues quickly.
- **Integrations**: ParkMobile connects the parking and transportation ecosystem with over 100 active integrations in enforcement, meters, LPR, PARCS, merchant processors, event handhelds, and much more.

Combined Benefits for the City of Royal Oak

Together, ParkMobile and Flowbird create a dynamic synergy that delivers innovative products, unparalleled reach, and data-driven insights to our clients. Our combined expertise and resources will provide the City of Royal Oak with a streamlined and effective parking experience.

Specifically, our integrated solution for the City of Royal Oak combines the ParkMobile mobile parking payment platform with Flowbird's CWT pay stations, which will provide the City with consolidated reporting and access to invaluable parking data.

Commitment to the City of Royal Oak

The ParkMobile/Flowbird team is dedicated to providing the City of Royal Oak with the highest level of service, responsiveness, and innovative solutions. Our mission statement, "Together, we make cities more livable," perfectly encapsulates our joint company vision and highlights the importance of collaboration. We are committed to working closely with the City of Royal Oak to ensure that our solutions meet your unique needs and support your goals for a more efficient, convenient, and sustainable parking experience that will enhance livability for all.

Should you have any questions, please do not hesitate to contact John Evans, Regional Sales Director, via email at john.evans@parkmobile.io or phone at (708) 466-0009.

Sincerely,

David Holler
VP, Sales
ParkMobile, LLC

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ParkMobile and Flowbird: Unified Leaders in Smart Mobility Solutions

EasyPark Group stands as a global leader in digital parking and mobility solutions, empowering drivers and cities with seamless experiences. Through the strategic acquisitions of ParkMobile and Flowbird, EasyPark Group has solidified its position as the premier provider of a unified, end-to-end parking ecosystem. We are committed to simplifying urban mobility, enhancing accessibility, and driving innovation across the entire parking value chain.

ParkMobile is proposing a comprehensive solution consisting of the ParkMobile mobile payment system, Flowbird parking pay stations, and related services. ParkMobile is responsible for delivering the solution and will be the single point of contact for the City.

Together, we make cities more livable.

The integration of ParkMobile's leading mobile parking payment platform and Flowbird's robust parking hardware and management systems into the EasyPark Group portfolio creates an unparalleled synergy.

The key benefits of ParkMobile and Flowbird being part of the EasyPark family are:

- **Comprehensive Coverage**: A seamless blend of mobile payment, on-street and off-street parking management, and hardware solutions, covering all aspects of the parking solution.
- **Enhanced User Experience**: A single, intuitive platform that simplifies parking payments and management for drivers and operators.
- **Scalable Solutions**: Flexible and adaptable solutions tailored to the specific needs of cities, municipalities, parking operators, and private businesses, regardless of size or complexity.
- **Data-Driven Insights**: Powerful analytics and reporting tools that provide valuable insights into parking utilization, revenue management, and operational efficiency.
- **Global Reach, Local Expertise**: A vast global network with localized support and expertise, ensuring seamless implementation and ongoing success.
- **Innovation and Integration**: The combined strength of our research and development teams allows for rapid innovation and seamless integration with emerging technologies, such as EV charging, cameras, LPR technologies, and connected car services.
- **Sustainable Mobility**: We are dedicated to creating more sustainable urban environments by reducing congestion, optimizing resource utilization, and promoting eco-friendly transportation options.

Our Proposed Solution for Royal Oak

ParkMobile offers a unified, end-to-end parking ecosystem for the City of Royal Oak. This solution combines the ParkMobile mobile payment system with Flowbird parking pay stations to optimize parking operations, enhance user experiences, and support smart city goals.

1. **Flowbird Parking Pay Stations**
   - Features:
     - Large, color touchscreen display (9.7-inch).
     - Intuitive, step-by-step transaction guidance.
     - Displays videos, animated pictures, text, and maps.
   - Payment Options:
     - Accepts coins and bills.
     - Credit/debit card acceptance (EMV, contactless/NFC).
     - Digital wallet compatibility (Apple Pay, Google Pay, Samsung Pay).
     - Text payment options.
     - Validation code acceptance.
     - Connectivity:
     - 4G LTE communications or Ethernet.
   - Durability and Design:
     - Anti-corrosive stainless steel cabinet.
     - Durable construction for various weather conditions.

- - Optional solar power.
  - Security: PCI-DSS compliant payment platform and secure collection vault for cash and coin payments.
  - Real-time connection to WebOffice backend system for remote management and advanced reporting functionality.

2. **ParkMobile Mobile Parking Payment System**
   - Features:
     - Mobile app for iOS and Android.
     - Multiple payment options including debit/credit cards, Google Pay, Apple Pay, web experience, text to pay, and IVR.
     - Guest checkout on the web for users without accounts.
     - Map interface.
     - Customizable notifications and alerts.
     - Extend time.
     - Integration with mapping apps (Apple Maps, Google Maps, Waze).
     - 24/7/365 customer support.
     - Transient and event reservations.
   - Technology: High availability infrastructure with 99.9% uptime. Over 100 active integrations.
   - Data Security: PCI DSS, ISO 9001:2015, and SSAE 18 compliant. Robust cyber security measures.
   - Self Administration Portal: ParkMobile 360 enables staff to make rate and policy changes on your time.
   - Reporting: Detailed analytics and reporting tools, including ParkMobile Analytics tools and real-time integration with Flowbird's WebOffice for consolidated reporting.
   - Complimentary Marketing Services: ParkMobile deploys a marketing toolkit, including signage/decal design, to support the launch of your program.

We have additionally proposed a variety of optional and future enhancement solutions for the City of Royal Oak's consideration.

3. Optional Solutions & Services:
   - Digital Permits
   - Fleet Solutions
   - Merchant of Record (MOR) Services
   - Insights
   - Camera Park
   - EV Charging Integration

The ParkMobile solution offers the City of Royal Oak a comprehensive, innovative, and user-friendly paid parking system. By combining mobile payment convenience with

robust pay station technology, our solution aims to optimize parking operations, enhance customer satisfaction, and support the City's smart city initiatives.

Flowbird: Global Expertise in Urban Mobility

Flowbird is the global leader in multi-space parking pay station solutions, with a legacy spanning over 50 years. Its systems operate in more than 5,000 cities across 80+ countries, serving over 80 million people each week as they park, access public transit, or visit national, state, county, and local parks.

Over 25 years ago, Flowbird introduced multi-space parking solutions to the U.S., transforming on-street parking in cities like New York, Las Vegas, and Portland. Today, Flowbird continues to expand, with more than 500,000 wirelessly connected pay stations integrated into Flowbird and ParkMobile cloud-hosted system. Every day, over 900 U.S. clients rely on Flowbird technology to manage their parking and transit systems efficiently.

ParkMobile: Driving Digital Parking Innovation

ParkMobile is the leading provider of smart parking and mobility solutions in North America, simplifying the parking experience for millions of users. ParkMobile provides efficient and cost-effective products and services to municipalities, event venues, private operators, college campuses, transit authorities, airports, retail locations and more. We are deployed in 8 of the top 10 U.S. cities with 65+ million users.

PARKMOBILE BY THE NUMBERS

65 Million+ USERS NATIONWIDE

15 Million+ MONTHLY TRANSACTIONS

600+ CITIES & MUNICIPALITIES

50 OF THE TOP 100 CITIES

25+ AIRPORTS

160+ UNIVERSITIES

While many industry providers describe themselves as the "#1" or "leading" parking solution, ParkMobile's position in the market speaks for itself. In the iOS app store, ParkMobile is the #1 ranked parking app in the United States and the #3 ranked Navigation app (behind only Google Maps and Waze). By partnering with the market leader in consumer parking apps, you can ensure the highest possible adoption rates and the best customer experience for your mobile parking program.

Past Project Experience

ParkMobile and Flowbird have a long history of collaboration, even before EasyPark's acquisitions. Our companies have partnered for years to provide parking solutions in municipalities across the US and we're proud to offer these successful projects as references.

City of Columbus, OH

2700 Impound Lot Road, Columbus, OH 43207

- Contact Name: Amanda Ford
- Phone Number: (614) 645-6460
- Email: aaford@columbus.gov

Description of Services: The City of Columbus, OH, utilizes both the ParkMobile app and Flowbird pay stations to manage parking turnover downtown. The ParkMobile app launched in 2018 and has an 89% adoption rate. In May 2022, Flowbird won a competitive RFP and supplied 160 CWT touchscreen pay stations, replacing over 2,000 existing IPS Single Space Meters. The City uses Flowbird EMV and NFC contactless payment solutions across the new solar-powered pay stations. Flowbird also provided the back office system for maintenance and management and supplied and installed signage for the project.

Cleveland, OH
601 Lakeside Ave, Cleveland, Ohio 44114

- Contact Name: Chas McKnight
- Phone Number: (216) 664-2709
- Email: CMcKnight@clevelandohio.gov

Description of Services: In 2023, the City of Cleveland awarded a new RFP for on-street parking modernization to both Flowbird and ParkMobile. Through this RFP, the City installed 80 Flowbird touchscreen pay stations and deployed the ParkMobile mobile parking app, covering approximately 2,500 parking spaces. The new pay stations are configured for Pay by Plate parking, are solar powered, wireless, and accept coins and credit cards.

Pittsburgh Parking Authority
232 Boulevard of the Allies, Pittsburgh, PA 15222

- Name: David Onorato
- Phone Number: (412) 560-2511
- Email: donorato@pittsburghparking.com

Description of Services: Flowbird began its partnership with the Pittsburgh Parking Authority in 2005 by installing 54 multi-space meters that accepted coin, bill, and credit card payments. In 2012, the City chose Flowbird to provide 500 pay stations and back office software, mobile license plate recognition, a citation solution, communications, and marketing. Pittsburgh became the first US city to commit fully to Pay by Plate parking and added 340 more pay stations by 2013. The Authority now has over 1,000 pay stations and uses Gtechna for Pay by Plate enforcement. In 2015, the Authority partnered with ParkMobile to launch a mobile payment app for its 32 surface lots and 11,000 metered spaces. The Authority received IPI's Parking Organization of the Year award in 2015 for its use of technology to improve efficiency, customer service, and sustainability.

Local Experience in Michigan and Additional References

ParkMobile and Flowbird offer comprehensive parking solutions throughout Michigan, ensuring wide-reaching coverage for residents and visitors alike. In the Detroit metropolitan area, Flowbird provides on-street parking solutions within the City of Detroit, while ParkMobile offers convenient mobile parking in surrounding cities such as Rochester, Birmingham, and Dearborn. Flowbird's presence extends across the state to Lansing, Grand Rapids, and Muskegon, complemented by ParkMobile's availability in Kalamazoo, Petosky, Mt. Clemens, Traverse City, and numerous other locations. With over 1.3 million ParkMobile users in Michigan and 1400 Flowbird pay stations installed, the

combined network of ParkMobile and Flowbird delivers extensive and accessible parking options across the state.

Below are additional client references from within the State of Michigan for both Flowbird and ParkMobile.

City of Detroit, MI - Flowbird Client Since 2013
1600 W. Lafayette, Detroit, MI 48216

- Name: Keith Hutchings
- Phone Number: 313-221-2596
- Email: Hutchingsk@detroitmi.gov

Description of Services: Flowbird has provided parking technology solutions to the City of Detroit since 2015, including mobile parking payments, over 700 parking pay stations, mobile license plate recognition, integrated reporting, and marketing services. As part of the city's revitalization, Flowbird launched the ParkDetroit app in 2021. This City branded app provides users with parking locations, prices, availability, and integrated guidance to their chosen destination. Additionally, the app promotes local events and venues to encourage downtown activity. The project will eventually expand to include transit payments and loading zone management.

City of Lansing, MI - Flowbird Client Since 2018
219 N. Grand Ave., Lansing MI 48933

- Name: Traci Shell
- Phone Number: 517-483-7821
- Email: Traci.Shell@lansingmi.gov

Description of Services: The City of Lansing selected Flowbird to replace all of their on-street parking meters in 2018. A total of 150 Flowbird pay stations are installed, operating on solar power and communicating by cellular (4G) communications. The City's pay stations accept coins and credit cards and report all transactions and alert information to Flowbird's back-office parking management system in real-time.

City of Traverse City, MI - ParkMobile Client Since 2013
400 Boardman Avenue Traverse City, Michigan 49684

- Name: Nicole VanNess
- Phone Number: 231-922-0241
- Email: nvanness@traversecitymi.gov

Description of Services: ParkMobile provides mobile parking payment services for the City including signage for on-street & off-street parking covering around 1,800 spaces.

City of Birmingham, MI - ParkMobile Client Since 2012
151 Martin Street, Birmingham, Michigan 48009

- Name: Aaron Ford
- Phone Number: (248) 530-1257
- Email: aford@bhamgov.org

Description of Services: ParkMobile provides mobile parking payment services for the client including signage for on-street & off-street parking covering over 1,200 spaces.

City of Petoskey, MI - ParkMobile Client Since 2011
101 E. Lake St. Petoskey, MI 49770

- Name: April Sanders
- Phone Number: (231) 439-9124
- Email: asanders@petoskey.us

Description of Services: ParkMobile provides mobile parking payment services for the client including signage for on-street & off-street parking covering over 900 spaces.

Pay by Plate Pay Stations - Response to Questions

1. ***Provide an overview of the pay station hardware the Proposer offers.***

Flowbird's CWT S4+ Touchscreen Pay Station is a globally recognized and highly robust, designed for rapid deployments and seamless operations. The CWT can be utilized as an on-street pay station or in off-street lots and garages as a Pay-on-Foot device. Many cities in the midwest utilize the CWT, including Chicago, Cleveland, Columbus, Detroit, Minneapolis, and Omaha, demonstrating its ability to withstand snow, ice, wind, and freezing rain.

To provide a truly great user experience, the CWT features a 9.7" full-color touch display, offering an intuitive, smartphone-like interface—setting the industry standard for ease of use.

The full-color touchscreen enables the City of Royal Oak to customize the user interface, providing multilingual instructions to ensure a seamless, efficient experience for all customers.

Hardware Features

- Long life batteries on solar power
- 9.7" high-definition touch display
- Secure, PCI Level 1 card processing
- EMV and contactless payment options
- 4G wireless communications
- Anti-fishing of coins / Coin escrow
- Anti-card skimming
- Graphical Printer & E-Receipts
- Upgradeable design

Key Software Features

- Complex rate structures
- Strong parking rights management
- Remote software downloads
- Citation payments
- Validation code acceptance
- Advertising / Local News
- Extend by Text option

The CWT Pay Station is designed to be visually pleasing and easy to use for customers while reducing the necessary space required for installation. The cabinet is made with 304 stainless steel, making it extremely resistant to corrosion. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This protects against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials. The standard pay station color on the CWT is black (RAL 9005). Additional RAL colors and custom wraps are available at additional cost.
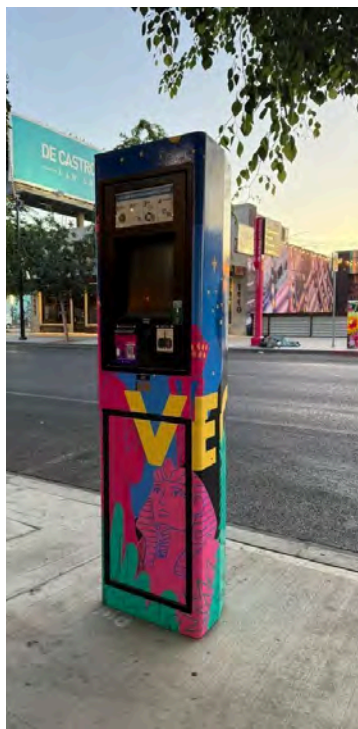
Built for All Climates

The CWT Pay Station is proven to withstand extreme conditions in varying climates. Flowbird devices are installed in areas with harsh environmental factors (United States, Canada, Sweden, Norway, Russia, etc.). Locally you can find 700 CWT pay stations in the City of Detroit. The parking equipment is not adversely affected by weather conditions despite the fact that they are often subjected to salt, air, humidity, frost, snow and ice. The pay stations are rated to work in 99+ percent relative humidity and at temperatures up to 140º F and down to -22º F.   The touch screen displays are tamper, weather and corrosion proof.

Components are dipped in conformal coating which protects the components from moisture. All Printed Circuit Boards (PCB) used in the pay stations are protected with a double solder mask lacquer (min 25 my) to shield certain areas, such as edge connectors from solder wetting. The PCB is then coated with an ultra-low viscosity, one-component silicone, which cures, at room temperature, to an elastomeric rubber upon exposure to

humidity in the air. This product has a quick surface cure that is non-corrosive to metals, including sensitive metals such as copper, emits no harsh odors during curing, and has good adhesion to a wide range of substrates. The cured material has superior anti-reversion properties, excellent resistance to various and extreme temperatures, electrical insulation properties, weather ability, water resistance and is ideally suited for general-purpose adhesive sealing, potting and coating of electrical and electronic parts. Coating used: TSE3991 CU.

Credit Card Acceptance

The CWT Pay Station is designed to accommodate all major credit card payment methods including magnetic stripe, EMV chip and contactless payment ensuring convenience for customers. NFC payments such as Apple Pay and Google Pay are also supported.

Advanced Card Reader Technology
- The EMV-certified hybrid reader automatically detects whether an inserted card is a magnetic stripe or chip card, adjusting functions accordingly.
- Anti-Skimming Design: The credit card reader is flush-mounted, preventing external skimming devices from being attached.
- Certified Security Standards:
    - EMV Certified – Ensures secure card transactions.
    - PCI-DSS & PA-DSS Compliant – Meets strict payment security standards to protect customer data.

Coin Acceptance

The pay stations are able to accept up to 14-coin denominations through our coin shutter/validator, which only accepts coins that have been programmed to be valid payment options. The automatic coin shutter only opens for metal objects, preventing non-metal insertions. Non-programmed coins or unauthorized metallic objects are automatically directed to the coin return bowl, ensuring they do not enter the vault. The free-fall coin acceptance system minimizes the risk of jams and reduces maintenance needs.

Secure Vault Locking System
- The vault system is located behind a reinforced steel outer door and secured with an armored steel vault door.
- Features an advanced four-point locking system for maximum security.
- When the coin box is removed, a notification is automatically sent to our back-office reporting system as well as to designated recipients via text message or email.
- The coin box can only be opened once with a collector's key, eliminating the risk of skimming.

- No additional maintenance or safety requirements are needed for the vault locking system.
- The coin canister holds up to 2,600 coins or $650 in value.

Bill Acceptance

The CWT Pay Station can be equipped with a high-performance bill acceptor that allows bills to be inserted in four different orientations for user convenience. The bill stacker holds up to 1,000 notes, ensuring efficient cash management. It accepts $1, $5, $10, $20, and $50 bills, or any combination thereof. The acceptor is programmable to recognize and only accept specific bills. For example: It can be programmed to only accept $1 and $5 bills and will reject all other bills.

2. *Describe the options for refurbished (like new) parts. Contractor must clearly state which part(s) may optionally be selected by the City and any related cost savings.*

ParkMobile is proposing Flowbird pay stations with all new parts included.

3. *Describe the communication infrastructure, security, and capabilities.*

The CWT Pay Stations will be equipped with a 4G LTE modem and antenna, enabling wireless communication with Flowbird's back-office system. Pay stations can also connect via Ethernet technology, ensuring flexibility based on site conditions.

Reliable Cellular Network Support
- Each device utilizing cellular communication is equipped with a cellular modem and SIM card for seamless data transmission.
- Flowbird primarily partners with AT&T, Verizon and T-Mobile for connectivity. The ParkMobile team will make recommendations on the best cellular carrier based on reception strength. We can deploy different carriers in different sections of town if needed.
- Real-time, two-way communication between the pay stations and Flowbird's server ensures instant updates, monitoring, and remote management capabilities.

To ensure security of the wireless information, Flowbird uses a RSA 2048-bit encryption on any sensitive customer data. Credit card data is encrypted at the point of entry. Encrypted data is securely transmitted via our Flowbird PCI-compliant gateway. Transactions are processed through the city's service provider, ensuring end-to-end security.

4. Explain options for connectivity besides cellular data in their proposal.

The CWT Pay Station supports Ethernet communication in addition to cellular communication.

5. Describe how the solution will handle offline data in their proposal.

The CWT can accept coin and bill payments when offline but it is not recommended to accept offline EMV credit card payments on unattended pay stations for security reasons. One thing to remember is that it is necessary for the parking pay station to communicate transaction details to the back-office system for enforcement purposes. So what we have implemented is a solution that helps enforcement officers if a machine cannot communicate. The enforcement system can see if there is a pay station within x yards of the officer that has not communicated in the last 15 minutes and if that is the case, all plates are returned as ok. The enforcement system marks them to show that the officer got an OK but there were comms issues. That way enforcement can continue like normal even though there might be comms issues.

6. Describe the graphic and/or touchscreen display.

The CWT Pay Station offers a 9.7″ touchscreen display that is configurable to each client's preference. You can present custom messages, photos, animation, videos and advertisements on the screen. The touch screen provides for a great user experience and maximizes the potential of the pay station to do things beyond parking. For instance, local information and maps can be included on the display. Additionally, payments can be made for other products such as admission passes to parks and museums to transit fares.

All controls are on the touch screen itself, avoiding the need to maintain a physical keyboard. The touch screen can accommodate Pay by Space, Pay by Plate, or Pay & Display parking, or all 3 on the same interface.
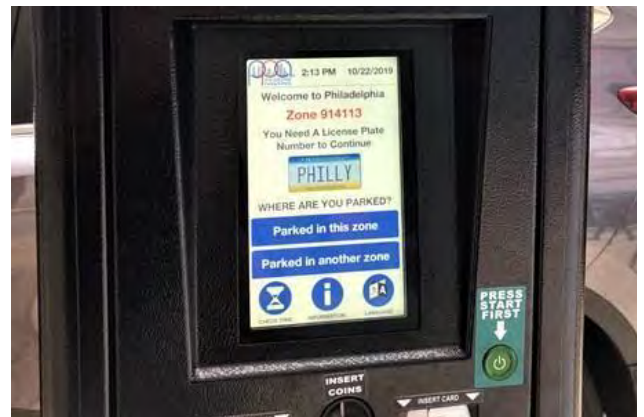
The display is recessed and protected from impact by the clear window. The display is vertically set to meet ADA guidelines with all operable buttons falling below 48″. A clock on the display is in sync with our server to ensure accurate time.

When not in use, the display goes into sleep mode to conserve power and extend screen life. The display wakes up with the touch of one "start" button.

The touch screen is designed for optimal readability in all lighting conditions, including direct sunlight, fog, and various viewing angles.

Advanced Display Features
- **Anti-Glare Protection:** The outer Lexan glass has an anti-glare coating to reduce reflections and heat build-up.
- **Optimized Visibility:** Flowbird will customize the color contrast for maximum screen readability.
- **Recessed Display:** The screen is set back into the housing to further reduce glare and protect it from direct sunlight.
- **Industry-Leading Size:** At 9.7 inches, the CWT screen is one of the largest in the industry, with standard backlit graphics for clear visibility in all conditions.
- **Energy Efficiency:** To conserve power, the screen remains off during inactivity and can be quickly activated with the power button.

Touchscreen Keypad

The CWT Pay Station features a single activation button during idle mode, with all keypad and action buttons seamlessly integrated into the touchscreen display. This design eliminates common issues associated with physical keypads, such as wear and tear, corrosion, vandalism, and loose contact.
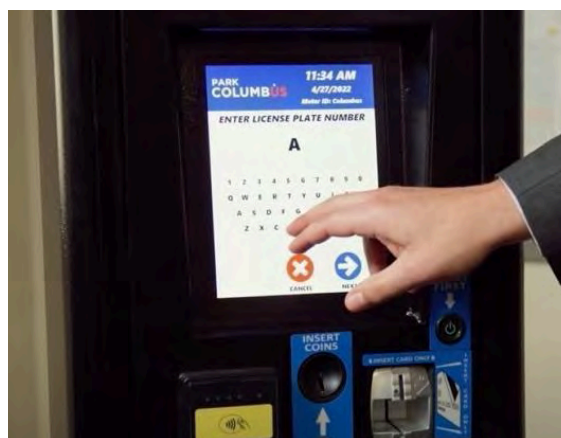
Customizable Touchscreen Keypad
- The on-screen keypad can be customized to meet the your preferences, with QWERTY format as a standard setting.
- This feature can be modified at any time to suit evolving needs.

Enhanced User Experience
- **Instant Feedback:** Every button press is immediately reflected on the display, ensuring accuracy.
- **Nighttime Visibility:** The on-screen keypad remains clearly visible in low-light conditions.

- **Daytime Usability:** The display is recessed into the housing to minimize glare and enhance visibility in bright sunlight.

Customizable Interface for Your Operation

During pay station programming, our team creates a unique screen flow specific to your operation. This allows for you to include your branding styles (e.g. colors, logo, etc.) and ensure that the right messages are being displayed at the right time. Below, you can find an example screen flow that can be adjusted to match your expectations.
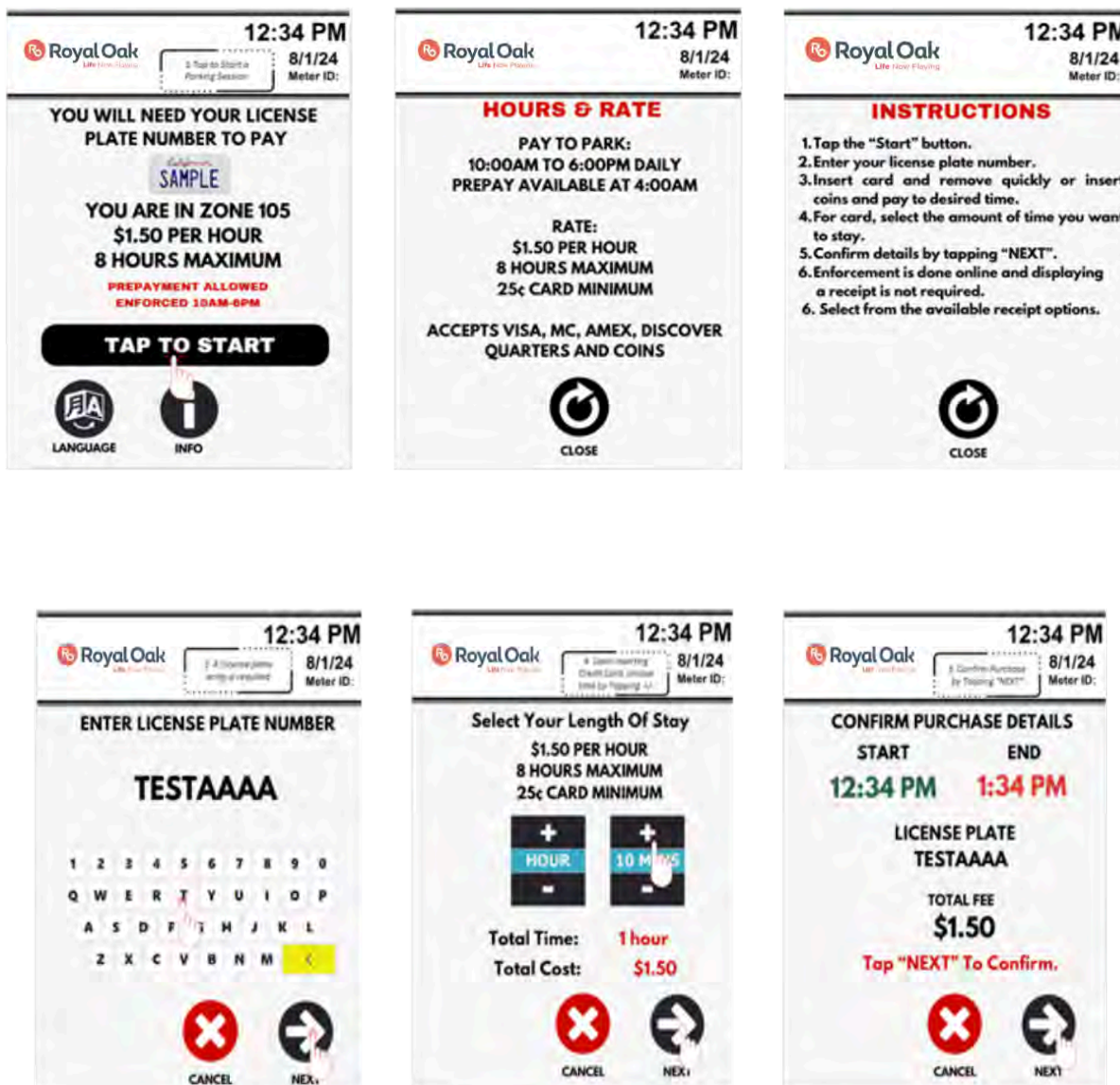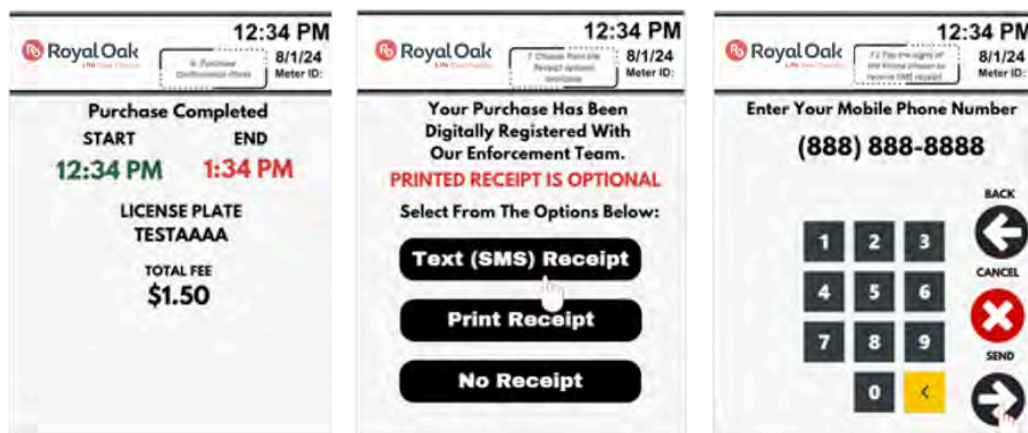
QR Payment Code on Display

While Flowbird's uptime exceeds 99.5% and cellular communication remains highly reliable, unforeseen circumstances—such as credit card processor outages, paper jams, receipt paper depletion, or credit card reader vandalism—can temporarily disrupt pay station operations. To mitigate this, Flowbird's CWT Pay Station provides a seamless backup solution: when a unit is offline or unable to process payments, a QR code is displayed on the touchscreen, allowing users to complete transactions via ParkMobile's mobile payment.

Security is a key concern with QR codes, but displaying the code directly on the touchscreen eliminates the risk of fraudulent overlays. The QR code links users to a secure payment portal, ensuring a safe and reliable transaction process.

This is a working QR code for the City of Las Vegas. Please scan the code with your smartphone to test. Payment is only available during Las Vegas' payment acceptance hours.

7. **Describe how a motorist will interact with the pay station utilizing buttons and screens, as well as any visual, audible, or tactile indication that a button has been pressed, as feedback to the motorist**

The CWT utilizes only one physical button which is used to wake the pay station up when in sleep mode. All other user interactions are made through the full color touch display, making the experience similar to that of a mobile phone or tablet. The screen visually guides the user step by step through the transaction process.

8. **Describe how the display and any physical buttons shall be operated after dark and in the event of sun glare.**

The buttons used to make a pay station transaction are all found on the touch screen display which is well lit during daytime or nighttime hours.

9. **Provide real-life photos of the screen in direct sunlight and at nighttime.**

Below are several real-life photos of the CWT in various lighting conditions (both onstreet and in garages).

10. **Describe the process and features that enable special messaging, i.e., holiday, upcoming lot maintenance, and special event messages, which can be downloaded remotely, and how messaging will be shared with the MPP.**

Special messaging can be preprogrammed in the initial software and can also be customized in the back-office and pushed remotely to the pay stations by city staff. The ParkMobile team will provide training to the city on these functions. ParkMobile and Flowbird became one company in January and we are in the process of integrating our platforms to make cities more operationally efficient. While we do not have a shared messaging system between the Flowbird pay stations and the ParkMobile app today, it is part of our product roadmap to provide such unified functionality.

11. **Describe how a pay station will allow the motorist to pay for a parking transaction at any pay station within a City-defined zone.**

Through the touch screen interface, it is simple for the motorist to select the correct zone. As you can see from the below screens used in the City of Detroit, the pay station prompts the user with several choices for their zone. First, the screen asks if the user is parked in the zone where they are standing or if they are parked in a different zone (e.g. around the corner). Then they are presented with a list of zones to choose from. They should choose the zone that corresponds to the signage in the area they parked.
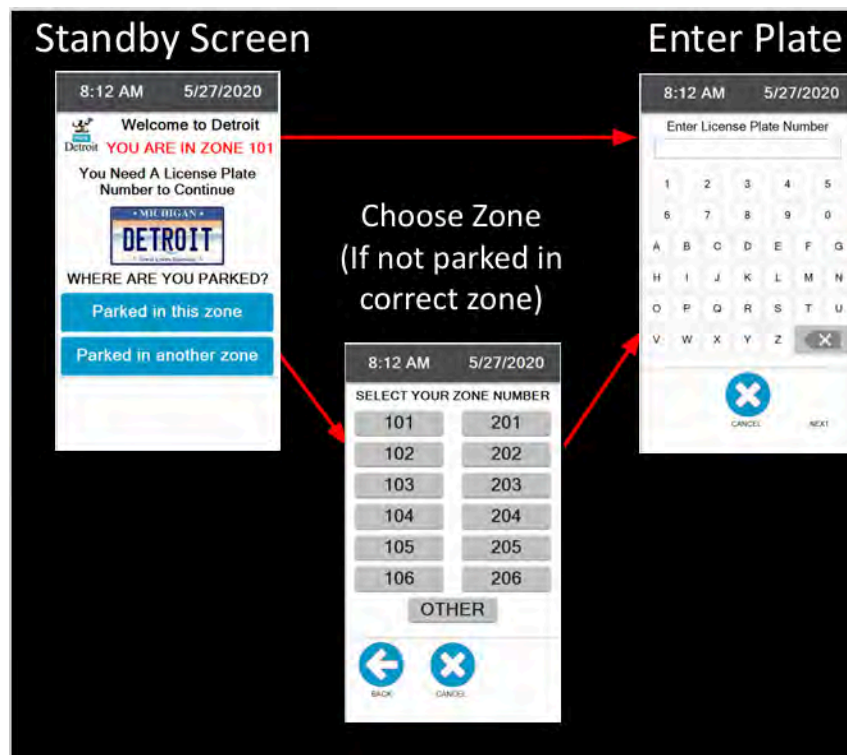
Another example is below from our deployment in Philadelphia. You can see that the screen asks if the user is parking in this zone or another zone. The user can input the zone manually if they are not parking in this zone.
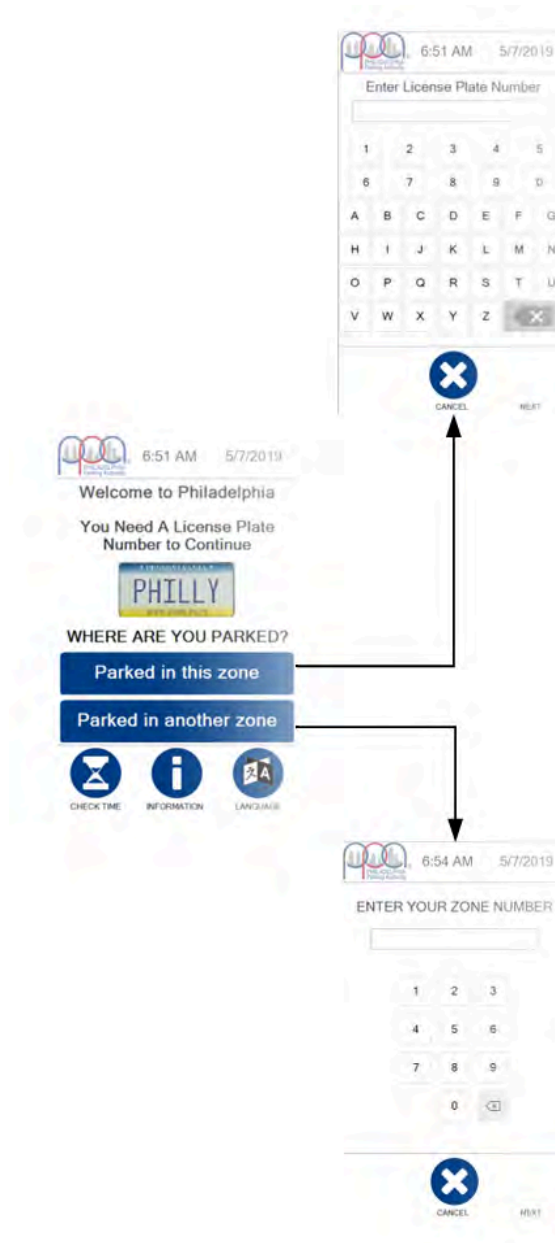
12. *Describe how a pay station shall be programmed to accept extended payments within applicable City policy requirements.*

Assuming the user has not already parked for the maximum time allowed in the zone, they can extend their payment from any parking kiosk in the City by entering their license plate number. Alternatively, we offer an extend by text option. After the user performs their initial parking transaction, the pay station can be programmed to ask if the user wants a text receipt. The user enters their phone number into the pay station. They automatically receive their receipt by text. When their transaction is about to expire, they will receive a

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text message indicating that their time will expire soon and they will have the ability to extend their payment via our pay by text system.
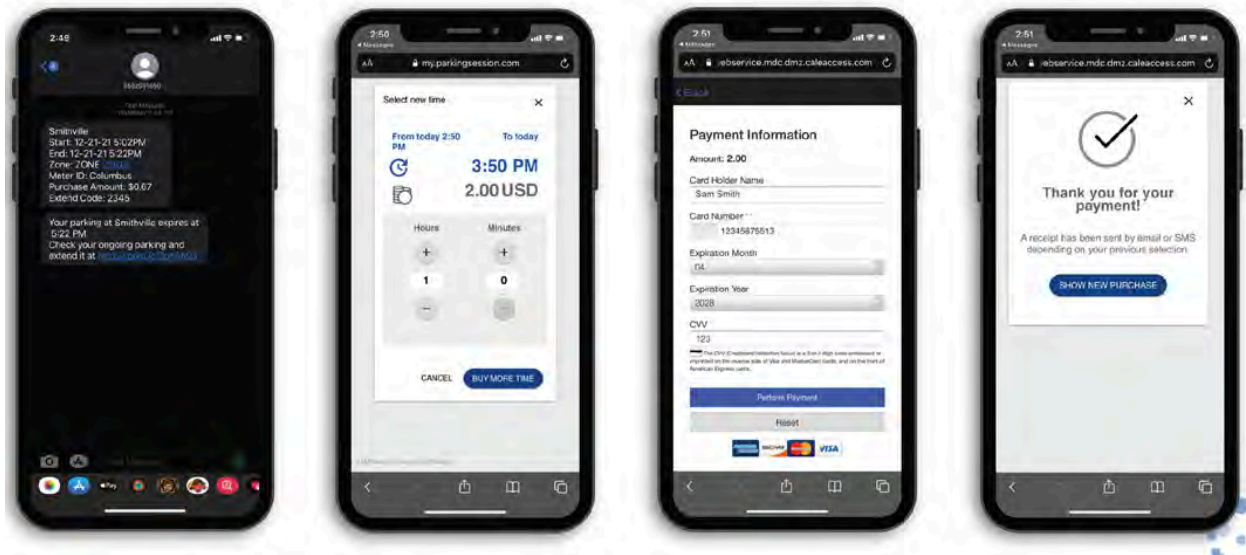
13. **The State of Michigan does not allow for the letter "O" in any of its license plate numbers. The letter "O" is substituted by the number "0". Describe any options within the pay stations system to prevent users from accidentally entering the letter "O."**

The CWT can be programmed to not allow for a letter "O" to be displayed, however, we recommend keeping it for out of state plates. Typically, the enforcement software will take care of any confusion between a letter "O" and a zero. We also recommend that the enforcement officer check before issuing a ticket if a letter "O" has been entered in error.

14. **Describe the process and any additional fees associated with motorist payment extensions that may be integrated with the City's mobile payment provider or other payment methods, if applicable.**

We can offer our extend by text option to make parking even more convenient for your parkers. After the user performs their initial parking transaction, the pay station can be programmed to ask if the user wants a text receipt. The user enters their phone number into the pay station. They automatically receive their receipt by text. When their transaction is about to expire, they will receive a text message indicating that their time will expire soon and they will have the ability to extend their payment via our pay by text system.

There is a convenience fee charged for each extension. This is typically paid for by the end user during their transaction and the fees are deposited in the city's account.

ParkMobile will invoice the city for these fees on a monthly basis.
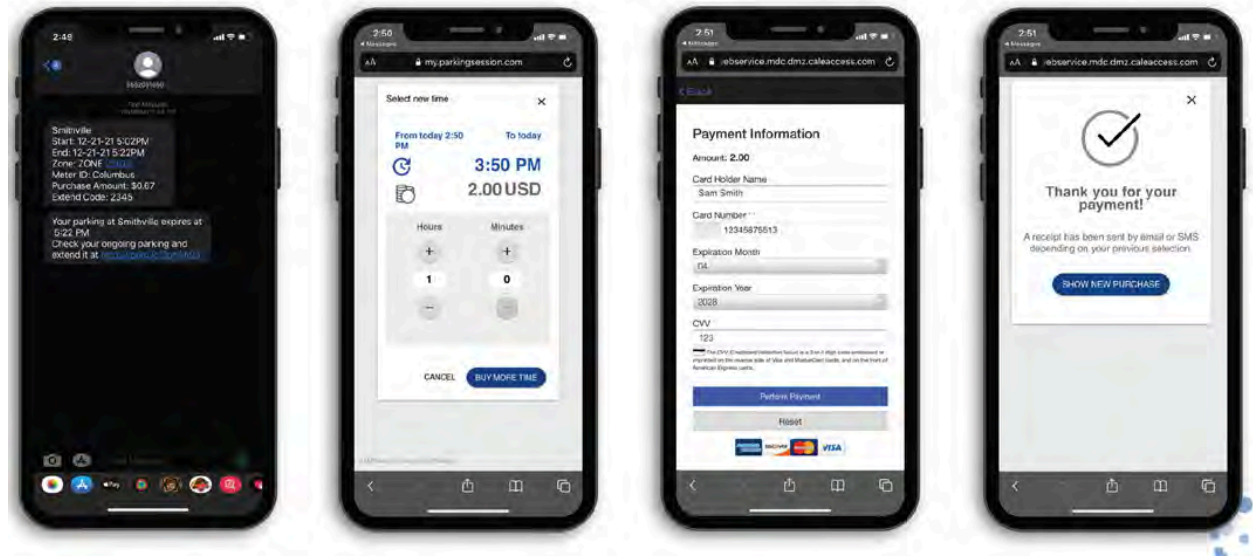
15. *Describe motorist payment receipt options.*

Motorists can have the option for a printed receipt, no receipt, or a text receipt (a nominal fee is charged for a text receipt).

16. *Describe in detail the step-by-step process of the Contractor's credit card acceptance procedure from when a motorist inserts their card to when the money is deposited in the City account.*

1. After the motorist selects the amount of time they wish to purchase, they insert their card into the EMV certified card reader or they tap it against our contactless reader.

2. Our system provides for high security encryption protocols when the credit card is read at the card reader.

3. The encrypted card information is then transmitted through our PCI compliant gateway to your transaction service provider/clearing house. The transaction is approved or denied in real-time.

4. If approved, the user will be prompted to ask if they wish to have a receipt. If the transaction is denied, the user will receive a message. They can decide to try the transaction again or they can choose an alternate form of payment.

17. *Include the name of the Contractor's gateway processor (if using a third party) and the name of the gateway software (if applicable).*

We will be using Flowbird's own gateway processor service, ArchiPEL, which is the service Flowbird devices use for EMV and contactless transactions. ArchiPEL is certified to connect to the following merchant acquirers: Elavon, Worldpay, Fiserv and TSYS. The City will select to which of these merchant acquirers the system should connect to.

18. Describe the Subcontractors' PCI compliance and the process for staying compliant.

The Flowbird bank card payment system is PCI-DSS Level 1, P2PE, and SAS70 certified. Please refer to the Flowbird PCI certificate below. Flowbird follows the guidelines from the PCI-DSS standard and has regular penetration tests performed by external companies. These penetration tests are conducted both by systems and humans. Flowbird's back office management solution is reviewed by an external security audit every year and is under scheduled scans on a regular basis to detect any vulnerability.

19. List all available merchant processor integrations available to the City.

The following merchant processor integrations are available to the City for EMV transaction processing: Elavon, Worldpay, Fiserv and TSYS

20.   Describe any alternative or future payment options, associated costs, or additional fees.

Currently the CWT offers payments by coins, bills, tokens, credit/debit cards, contactless cards, validation codes, and the ability to extend payments by text.

21. Describe the entire power system of the pay station.

The CWT Pay Station is powered by a rechargeable battery (trickle charged by the integrated solar panel), ensuring sustainable and energy-efficient operation. It can also be configured for AC power. The solar panel is integrated into the top of the housing and is generally hidden from view. An optional 30 watt solar panel is available for high use areas.

The CWT utilizes a commercially available 12V 55AH recyclable sealed lead acid battery that typically lasts between 3-5 years. The battery supplies the power to the meter, and is trickle charged through a solar panel or AC power (a smaller battery is used for AC power units). The battery is located in the lower cabinet and can easily be removed for battery replacement.

Easy Battery Maintenance
- Batteries can be replaced under two minutes by any technician with access to the meter—no specialized tools required.
- The system automatically sends low-battery warnings to your team, providing advance notice of potential issues.
- Battery health statistics are available through Flowbird's back-office software for real-time monitoring.

Optimized Power Efficiency
- All components are designed to minimize power consumption and maximize battery life.
- The software is specifically developed for low-power operation.
- To conserve energy, the pay station automatically enters sleep mode when not in use.

22.   Describe any alternative power options different from battery and solar power.

The CWT can be powered utilizing AC power if it is available at the site.

23.   Contractors shall describe the locking system and any manual override process in case of power failure or electronic lock malfunction.

The pay stations are designed with two compartments, both protected by individually locked doors. This construction provides security against internal cash theft. The upper

compartment is where technicians can perform day to day maintenance tasks such as preventative activities and replacing ticket rolls. The lower compartment is where collection staff can perform cash collections.

CWTs have a 4-Point locking solution ensuring that only authorized maintenance and collections teams have access to the appropriate compartment. The upper section, lower section, collection door and cash boxes are keyed differently. Manual locks are standard. Electronic locks are supported. If there is an electronic lock issue, the City should contact ParkMobile technical support. Door hinges and seams are internal and tight to prevent the CWT from being pried open. Locks and bolts are out of public sight.

Equipped with a secure vault locking system, the CWT pay station is built to provide ultimate protection of collected cash. The vault system is located behind the outer door of the lower compartment which is secured with reinforced steel. The vault door is made of armored steel. When the cabinet door is opened and/or the coin box is removed, a notification is sent to the back-office reporting system and all valid recipients via text message or email. The coin box can only be opened with a collection key and is closed to the collector.

Vibration and shock sensors are offered as a cost option. If the sensor is triggered, an SMS/email is generated notifying the sensor has been triggered.

24. Describe any programmable access parameters, including restrictions for maintenance and collections.

The CWT pay station, if equipped with the electronic lock option and/or electronic vault door option, allows the customer to set access schedules per person and per day. The access schedules for the locks can be set to give access only to the pedestal, only to the cabinet or both. The electronic vault adds another layer where only users with the correct e-key can open the vault door.

All access for the CWT e-lock is logged and tagged with who accessed the meter and when.

25. Describe the pay station maintenance features and functions, including the list of components that may be replaced within 10 minutes of arrival at the pay station.

The CWT is simple to maintain. All components in the CWT can either be removed by hand or with standard tools in under 10 minutes. Below is a list of the main components along with the tools required to remove them:

- Touch screen – 7mm socket or nut driver
- CPU board – socket wrench

- Modem – by hand (the modem clips onto main board)
- Card reader – screwdriver
- Battery – by hand

26.   *Provide an overview of the solution the Contractor offers, including a system architecture diagram.*

ParkMobile will be providing an integrated parking solution where all data - pay station and mobile payments, pay station alerts/alarms, and collections notifications are managed in one central location and shared with the City through one web interface - Flowbird WebOffice. The WebOffice system will receive all data in real-time, giving City staff up-to-the minute information about its parking system. ParkMobile is responsible for hosting the system, which means that the City does not need to spend time/resources on hosting services and equipment.

Parking operations and accounting staff will utilize WebOffice for reporting and planning purposes. City staff can use WebOffice to change rates and messages on the CWT Pay Stations. City staff will also have access to ParkMobile 360 for added value reporting of mobile app usage as well as rate modifications if needed.

Maintenance and collection staff will have the option of receiving text and/or email alerts to notify them if a pay station needs attention (e.g. low paper, coin jam, low battery, collection box full).

The WebOffice system will share transaction data in real-time (e.g. Plate Numbers, Transaction Start/End Times) with your preferred enforcement system to ensure that parkers stay in compliance and that officers do not write tickets in error.

Note that we have a separate data stream specific to credit card processing. This allows us to get real-time authorizations from your merchant bank processor and make secure deposits in your account.

We have provided a System Architecture map below.

System Overview
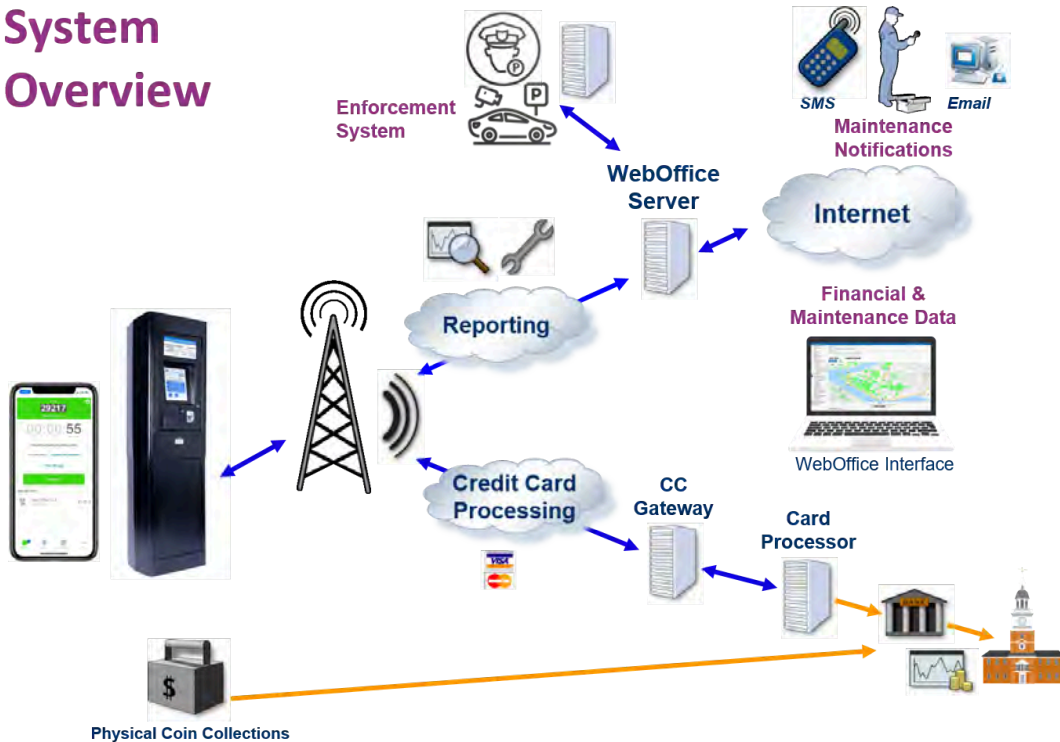
27. Provide details on the cyber security and data protection policies and practices.

We currently have separate facilities for US customers on top of global facilities for non US clients. We utilize the following two sites which also ensure its disaster recovery planning.

United States Based Data Centers

The primary site is located in Clifton, NJ while the secondary site is in Piscataway, NJ. Both depend on 4 different power stations (2 each).
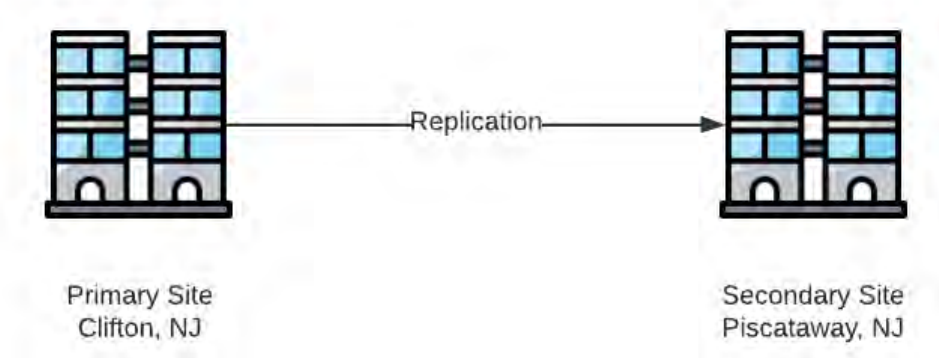
Facility redundancies are:
- Power: 2N

- HVAC: N+1

Both locations are level III+ and certified:
- PCI-DSS
- SOC 2
- ISO 27001

Redundancy

Our redundancy model is two-fold. In effect, redundancies are maintained by multiple locations and using a Nutanix architecture to ensure internal redundancies.

Backups are performed nightly on separate physical machines using the Hycu solution.

We utilize two sites to ensure its disaster recovery planning. Through constant hourly synchronizations between Primary and Secondary sites, our commitment is a 4 hour RTO (Recovery Time Objective) and 1 hour RPO (Recovery Point Objective).

Data Protection and PCI Certification

All information coming into and leaving the data centers are encrypted. For encryption purposes, we categorize two types of data:

Credit Card Data (CHD):
- **Transiting**: RSA2048
- **At Rest**: As prescribed by PCI Requirements with multiple keys.

Non-Credit Card Data:
- **Transiting**: TLS 1.2.
- **At Rest**: None.

Within the data centers, CHD is physically segregated from other secure systems. It should also be noted that all encrypted sensitive data transits through network systems that are subject to a yearly PCI evaluation.

We perform a yearly PCI audit as well as the production of SOC 2 reports. All data centers mentioned above also maintain an active ISO 27001 certification.

We maintain the highest standard regarding its network security with an annual PCI Audit to demonstrate compliance. To achieve this compliance, we perform (amongst other actions) the following:
- Maintains relevant Firewall systems (StormShield or Fortinet brands)
- Performs monthly vulnerability scans. (Qualys & Tenable for Legacy)
- HTTPS packets scrutinized with a WAF (Qualys)
- Logs centralization and Analysis. (RSA NetWitness or Splunk for legacy)

- Use of RSA 2048 and >TLS 1.2 on all communications.
- Quarterly firewall rule reviews.
- Administrative access is limited to very few people.
- 2FA is used to protect sites with sensitive information.

The Data Center Team

EasyPark Group, including ParkMobile and Flowbird, maintains an Information Security Program. The program sponsor is the Group CISO and overseen by a CSO andspecialists including a network security specialist and an end-point security specialist. Each region has a security officer appointed to contribute locally to Security efforts.

We do not outsource IT Operations. Only direct employees and direct contract hires have access to client systems.

To achieve this level of compliance we perform (amongst other actions) the following:

- All new employees undergo a thorough background check. (All users accessing sensitive systems are vetted by the office of the Group CISO before access is given.)
- Access rights are role based and given on an "As needed" basis. Governed & documented by our CISO office for access rights to sensitive systems.
- Role based access rules are maintained.
- Active directory is used to manage user rights across all systems. All user access revocations or changes are propagated immediately over all systems.
- Access rights and user lists are reviewed periodically according to PCI specifications. Such reviews are documented.

28. *Describe all available rate structures, how rate schedules are built, and how the City can self-manage its rate schedules.*

The CWTs can support a variety of rate structures (e.g. hourly, daily, pre-payments, flat rates, step rates, progressive pricing, rush hour parking, commercial parking). Rates can vary by time of day (e.g. $1.00 per hour until 4pm and then no parking during rush hour, then a flat rate from 7pm to midnight). We can configure pay by plate system to not allow a time extension in the same zone if the motorist has already purchased the maximum amount of time.

Our team is highly experienced in building and supporting rates and policies. As an example, in New York City alone we support over 600 different rate structures.

During project kick-off, the ParkMobile project manager will collect all information related to your various rate structures. This information will be relayed to our software customization team who will be responsible for building the rates and corresponding messages.

If the City would like to modify rates, ParkMobile will provide training to your team and give you remote access to handle all rate changes. Note that our team is available to make rate changes for the City in the event that your team is unable to perform this task. Software change fees will typically apply in these cases.

29.   Describe the reporting package available to the City.

WebOffice, a premier central management platform, will provide insights into your parking environment. Through this portal, City staff will be able to study analytics, observe real time occupancy, make changes to rates structures, and collect data through customized reports. Note that both pay station and ParkMobile payment information will appear in WebOffice for a consolidated view.

WebOffice offers several reporting options. Each option allows for varying levels of flexibility in developing a report, and the implementation team will assist you in setting up the needed reports. Standard Reports are predefined reports that allow the user to define parameters.

The analysis function is a potent tool for refining statistical data and examining information from different perspectives. The technology used to process and present the information is OLAP (online analytical processing). The analysis function is available for collection, purchase, and event data. The Dashboard functionality equips users with up-to-date, graphical widgets that enable quick and easy data analysis so parking operations can focus on driving performance, not just measuring it.

On the following pages are sample back-office reports:
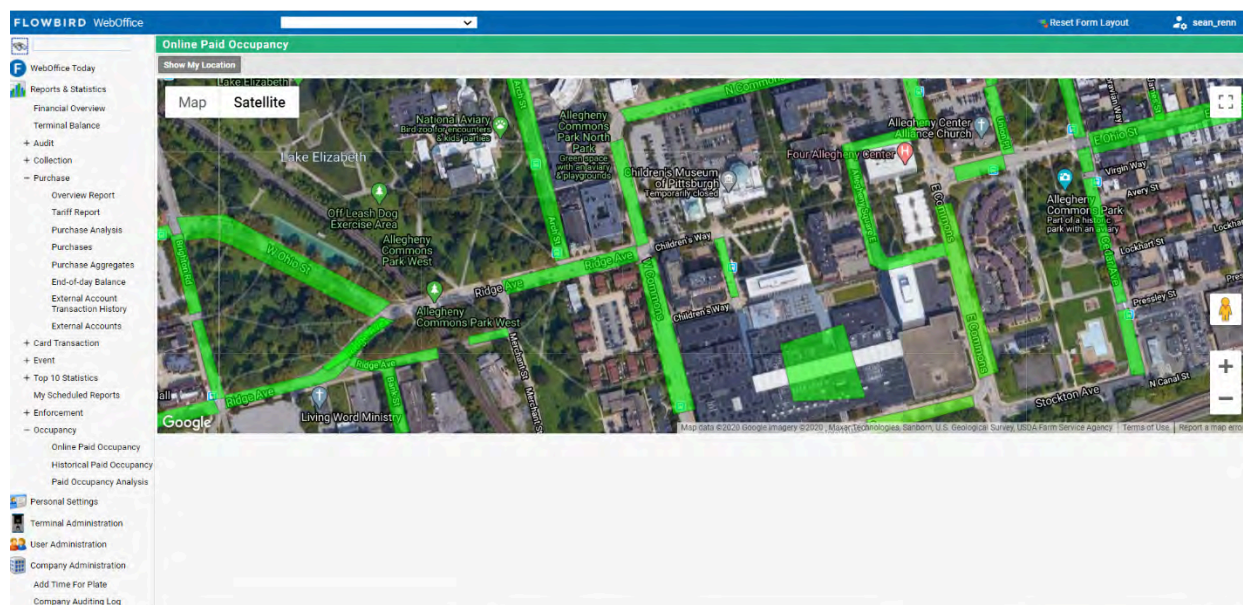
Figure - Current Occupancy
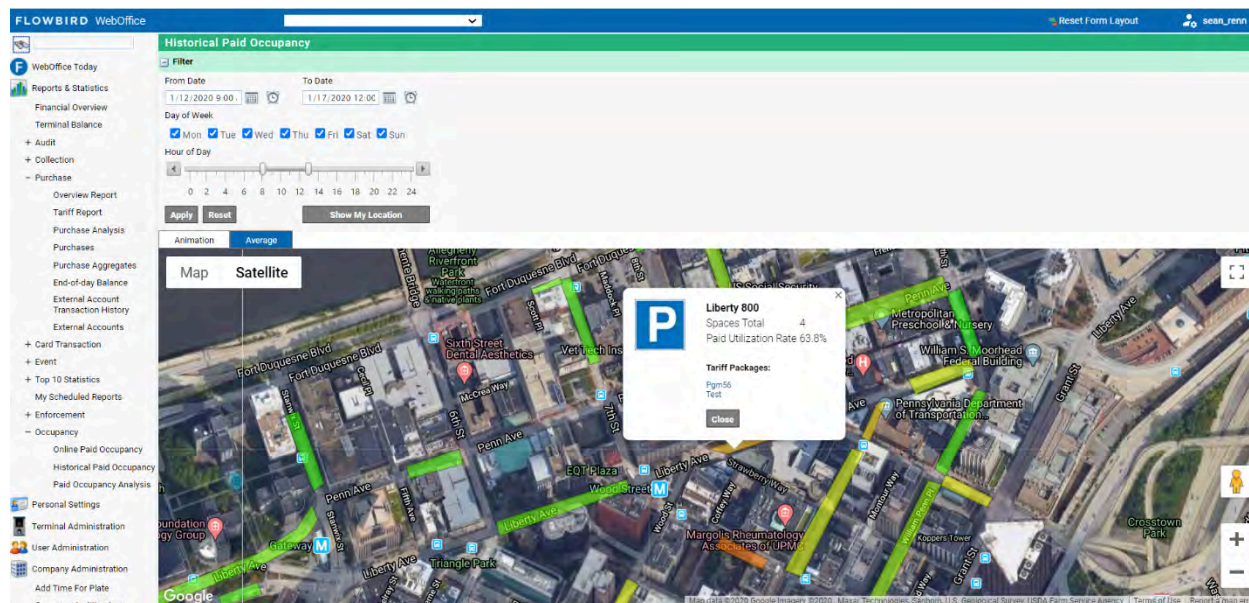
Figure - Historical Occupancy

Figure - Paid Occupancy Analysis

Figure - Purchases: This screen shows the purchases, by meter, for coins and cards on a specified date.

Figure - Financial Overview: This report shows the aggregated terminal sales for a 7-day period. The time period is adjustable.

Figure - Collections: This screen shows the collection information from a specific terminal.
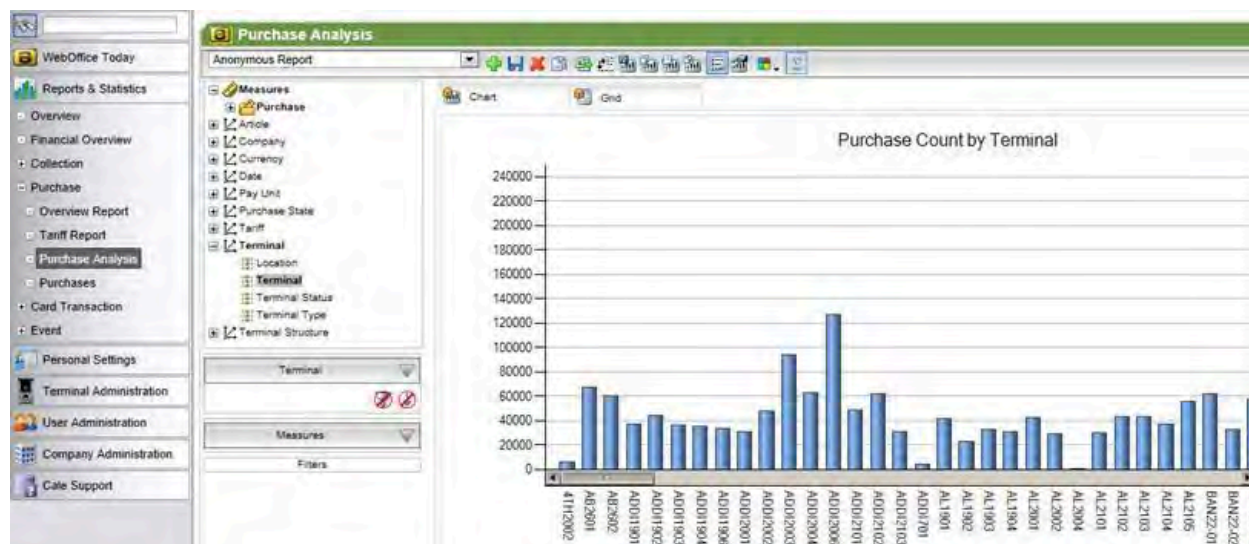
Figure - Purchase Analysis: This bar chart shows purchase counts, by terminal.
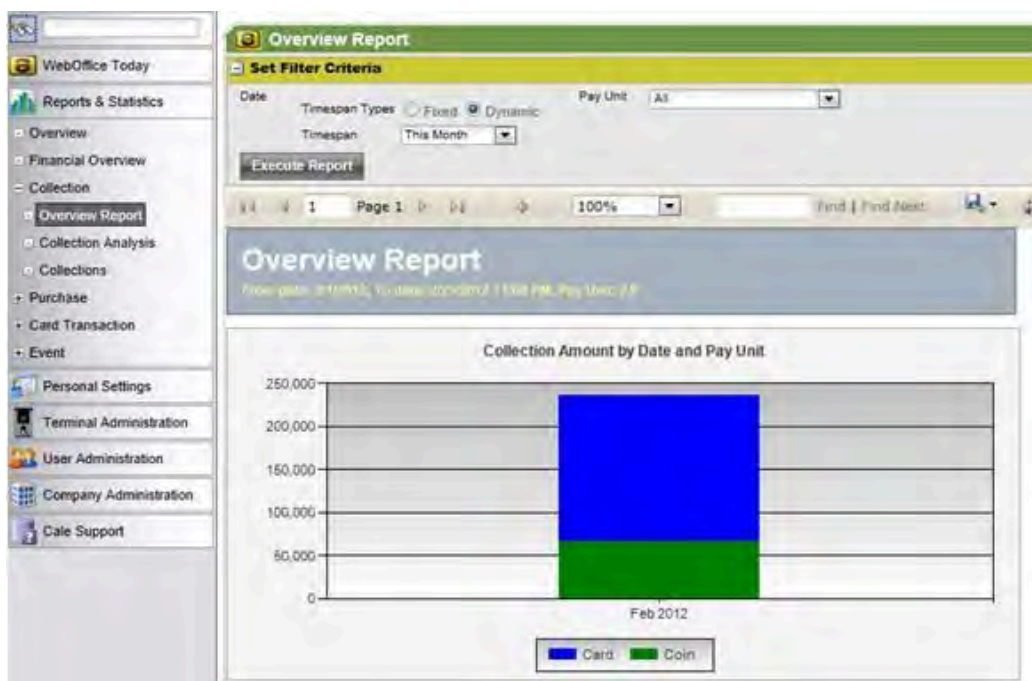
Figure - Collection Overview Report: This report shows an overview of meter collections, sorted by dates and pay units (coin and credit card).

Figure - Unresolved Alarms: This lists any meter than may have an unresolved issue (paper near end, door opened, full coin vault, etc.)

Figure - Events Report: This report lists events (door opened, coin collection, etc) from any terminal, for a user-defined period of time.
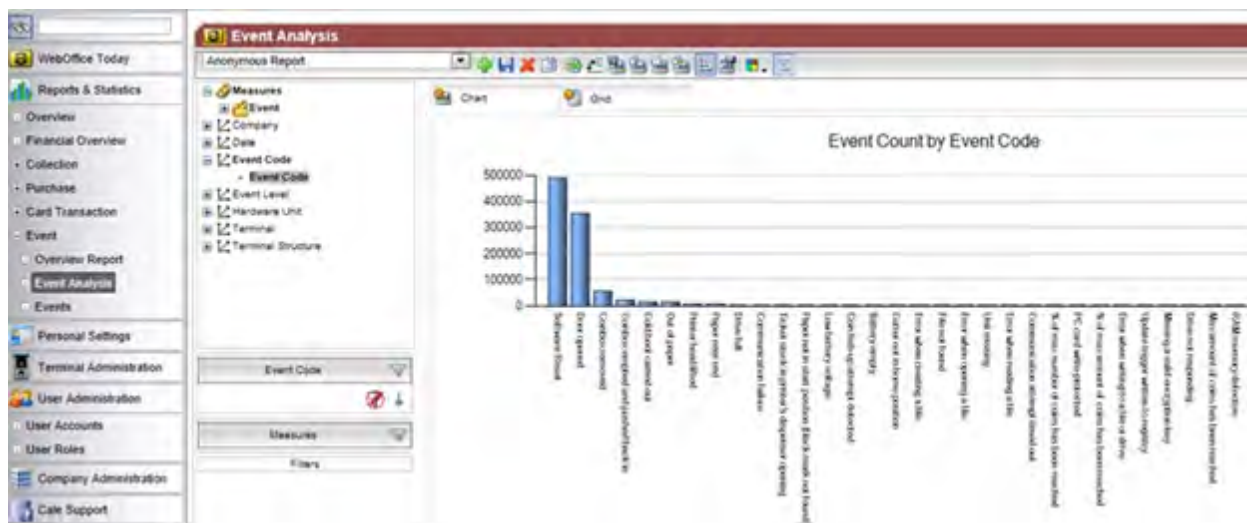
Figure - Event Analysis: This graph shows all event codes by event count, for a user-defined period of time.

Figure - Credit Card End of Day Report: This list shows the end of day status of specific credit card deposits for a user-defined timeframe.

Figure - Credit Card Transactions Report: This shows the details of every credit card transaction. Note: no one has access to complete credit card number information.

Figure - Uncollected Terminals Report: This report shows where terminals have not been collected in a specified number of days. The number of days is adjustable.

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30. Describe the hardware and system warranty and any extended warranty options.

CWT pay stations come standard with a 1 year parts warranty. Extended warranties are available as a cost option. Typical extended warranties are 3 to 5 years. ParkMobile provides all software updates and upgrades as part of our continuing WebOffice subscription fees.

31. Describe any exceptions to the Contractor's hardware warranty terms.

The warranty details for the CWT Pay Station are as follows:

Warranty Information

1.　PRODUCT WARRANTIES. During the General Warranty Period (as defined below), ParkMobile shall replace, at no additional cost to Customer, except as otherwise provided under the Order, any part, accessory or modular component of any Products purchased directly from ParkMobile and determined to be defective in material or workmanship under normal use and service (the "General Warranty"). Customer shall cooperate with ParkMobile in any effort to pursue a claim with the manufacturer of a defective part. The "General Warranty Period" for (i) each pay station shall extend for (a) twelve (12) months following the date of installation of the pay station or (b) thirteen (13) months following the date of delivery of the pay station to Customer, whichever date occurs first; and (ii) each part or accessory purchased hereunder for one hundred eighty (180) days following its delivery to Customer. To the extent that any Products contain Programs, ParkMobile warrants that the Programs will conform to ParkMobile's specifications in effect on the date of delivery to Customer. ParkMobile shall make reasonable efforts to maintain the Programs and provide error corrections as necessary so that the Programs conform to ParkMobile's specifications, but ParkMobile shall not be required to provide new features or new versions of the Programs. In no event shall ParkMobile have any responsibility to correct any database errors or any errors or damage caused by or arising out of hardware defects or input errors or resulting from changes to or modifications of the Programs made by the Customer or any other user. Customer shall be responsible for the operation and maintenance of the Products purchased hereunder and shall promptly notify ParkMobile of any Program bugs, defects or other malfunctions, not easily correctable by Customer, that affect the transmission of data to or from the Products or that otherwise inhibit a key function of the Products. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION 1, PARKMOBILE MAKES NO WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, AS TO THE VALUE, DESIGN, CONDITION, TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE OF THE PRODUCTS OR THE PROGRAMS. NO ADDITIONAL WARRANTIES MAY BE INFERRED FROM A COURSE OF DEALING OR USAGE OF TRADE. PARKMOBILE'S SOLE RESPONSIBILITY AND LIABILITY UNDER THESE TERMS & CONDITIONS SHALL BE TO REPAIR OR REPLACE, AT PARKMOBILE'S OPTION, A DEFECTIVE PRODUCT.

2.　WARRANTY LIMITATIONS. THE GENERAL WARRANTY FOR (i) THE PRINTER COMPONENT OF ANY PAY STATION SHALL BE IMMEDIATELY VOIDED IF CUSTOMER USES RECEIPT PAPER THAT DOES NOT MEET SPECIFICATIONS PROVIDED BY PARKMOBILE, AND (ii) THE

PAY STATION BATTERY SHALL BE ONE (1) YEAR FROM INSTALLATION OF THE PAY STATION. PARKMOBILE SHALL NOT PROVIDE WARRANTY COVERAGE FOR DAMAGE TO ANY PRODUCT DUE TO ACCIDENT, NEGLECT, MISUSE, ABUSE OR NATURAL DISASTERS. THE GENERAL WARRANTY DOES NOT INCLUDE LABOR OR REPAIR COSTS. THE GENERAL WARRANTY SHALL BE VOIDED BY (i) USE OF NON-FLOWBIRD REPLACEMENT PARTS; (ii) UNAUTHORIZED ADDITIONS TO THE PRODUCTS; (iii) UNAUTHORIZED ALTERATIONS TO THE PRODUCTS; (iv) SERVICE TO THE PAY STATIONS PERFORMED BY PERSONNEL WHO ARE NOT CERTIFIED BY PARKMOBILE TO PERFORM SUCH SERVICE; OR (v) FAILURE TO MAINTAIN THE PRODUCTS IN ACCORDANCE WITH THE MAINTENANCE REQUIREMENTS.

3. Parts Exchange. The Parts Exchange Program (the "PEP") involves ParkMobile's provision of certain replacement parts for the Covered Meters and parts exchange services with respect to the same.

4. Program Enrollment. Customer shall enroll all of its Flowbird parking meters in the PEP (the "Covered Meters"). In the event that Customer has Flowbird parking meters that are still under original warranty, such meters shall be enrolled in the PEP and become Covered Meters upon the expiration of the original warranty without further action by the Customer.

5. Term. Meter enrollment in the PEP shall remain in effect for a minimum of one (1) year from the Effective Date ("Initial Term"). Following the Initial Term, all Covered Meters shall remain enrolled in the PEP on a month-to-month basis.

6. Return of Parts. The Customer is responsible for delivering to ParkMobile, at Customer's sole cost and expense, all parts being tendered for exchange under the PEP. Customer shall ship such parts with reputable shipping companies and/or delivery services, and shall bear the risk of loss and damage of such parts until such parts are delivered to ParkMobile.

7. DISCLAIMER OF ADDITIONAL WARRANTIES. EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, PARKMOBILE MAKES NO WARRANTY OR REPRESENTATION, EXPRESS OR IMPLIED, AS TO THE VALUE, DESIGN, CONDITION, TITLE, NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE OF ANY REPLACEMENT PART PROVIDED HEREUNDER. IN ADDITION, EXCEPT AS EXPRESSLY SET FORTH IN THIS SECTION, NO ADDITIONAL WARRANTIES MAY BE INFERRED FROM A COURSE OF DEALING OR USAGE OF TRADE. PARKMOBILE'S SOLE RESPONSIBILITY AND LIABILITY UNDER THIS AGREEMENT SHALL BE TO REPAIR OR REPLACE, AT PARKMOBILE'S OPTION, A DEFECTIVE PRODUCT.

8. Removal and Installation of Replacement Parts. The Customer is responsible for removing any parts requiring replacements from a Covered Meter, packing and delivering such part to ParkMobile without further damage, and re-installing the replacement part furnished by ParkMobile pursuant to the PEP. The Customer shall perform such removal and re-installation of parts in a good and workmanlike manner, and in a manner that adheres with any technical documentation or instructions with respect to such tasks that may be provided by ParkMobile from time to time.

9. Exclusions. The PEP is intended to provide replacement parts for Covered Meters that are subject to parts failure (whether due to design defect or ordinary wear and tear) connected with the ordinary and intended use of the Covered Meters. The PEP is not intended to replace parts that become damaged by extraordinary events which, in many cases, would or could be covered by commercial insurance policies. The following items, services, parts and conditions are not covered under the PEP, unless noted:

   a) Labor
   b) Travel expenses
   c) Expedited shipping costs
   d) Batteries – Covered under the first-year warranty, but not the PEP
   e) Shipping costs of return parts to Flowbird
   f) Any damaged, vandalized or incomplete part
   g) Any improperly maintained part
   h) Any malfunction caused by weather or acts of God
   i) Any malfunction caused by intentional or negligent acts of the Customer, its staff, service providers or any third party other than ParkMobile and its affiliates
   j) Any part that cannot be disassembled and therefore cannot be repaired or refurbished including coin canisters, bill cassettes, and display assemblies
   k) Printer assemblies without printheads

10. Shipping. The Customer shall bear all shipping and freight charges for parts being returned to ParkMobile for replacement. ParkMobile shall bear all shipping and freight charges for replacement parts being sent by Flowbird to the Customer utilizing normal ground shipping.

11. Services. The following services are included in the PEP:

   a. Unlimited technical support through our Help Desk by phone seven (7) days a week.
   b. Replacement of any component in a Covered Meter, except parts or conditions listed in Section 10 immediately below. ParkMobile may, in its sole discretion, choose whether to utilize new or refurbished/reconditioned parts in providing replacement parts to the Customer under the PEP
   c. Guaranteed shipment within three (3) business days of all covered replacement parts if they are in stock.

12. Return of Faulty Parts.
   a. A service request order (SRO) is required for all parts that are being returned to ParkMobile for replacement. SROs can be requested by contacting the Flowbird Help Desk. When you call or email the Help Desk for a SRO, include the following information about all returned parts:
      i. What is wrong with the part(s) being returned.
      ii. Meter ID for the meter the part came out of, if known.
      iii. Part serial number from the sticker on the part, if there is a sticker.
      iv. Indicate that you are requesting a replacement part under the PEP.

   b. Include a copy of your SRO form in the box with the returned part. The shipping address for the ParkMobileparts warehouse is included at the top of the SRO form.

Parts being tendered to ParkMobile for exchange must be returned within fourteen (14) days of the SRO issue date. If a qualifying exchange part is not received within fourteen (14) days, the Customer account will be billed for the non-exchange part price.

c. Special Instructions
i. Coin Selectors: If you are returning a coin selector, please let us know if the selector is programmed to take tokens.
ii. Card Readers: When returning card readers, please remove the bezel and rain guards prior to shipping. These parts will not be returned with the replacement reader. Please specify the model of card reader you are returning.
iii. Printers: Printer assemblies must be returned with the printhead, and ribbon cable attached. Printer assemblies without printheads may not be exchanged.

32. Describe the Contractor's support services, including customer support availability on-line help features, Help Desk, and optional on-site support.

Through our Customer Care Center, we provide multi-channel end-user support via phone, webform, email and live chat 7 days per week, plus technical support, troubleshooting and parts support.

Additionally, we have local field technicians based in Detroit and Grand Rapids to help your team support your new parking system. Response times are based on severity and urgency. ParkMobile will train City staff to perform day to day maintenance operations. If the City cannot fix an issue, your staff should contact the ParkMobile help desk. If the problem cannot be resolved through help desk intervention, ParkMobile will dispatch a technician. A quote can be provided prior to dispatch. We can also propose a service agreement.

Using ZenDesk, all calls and support requests are logged in real-time and assigned for dispatch for field service. The live database is fully accessible via web or mobile app with customizable notification options. List-view detail reports and the analytics reports in the Explore reporting tools are fully configurable and exportable.

ParkMobile will provide the city with a toll-free number to reach our support team during normal business hours and an additional phone number for emergency purposes. We can customize a support package that meets your needs.

The WebOffice back-office will provide the city with remote access to monitor all your pay stations in the field. Software upgrades can be performed remotely.

Our online Help Center includes technical support articles, bulletins and procedures with community-based input. Our local technicians participate in weekly team meetings to review installation and upgrade projects throughout the country and can provide feedback and guidance to the local maintenance staff. ParkMobile account manager/service manager will maintain regular contact with City staff to provide updates and review past performance of the system.

Additional details about our support services are described in our response to Question 6 in the Mobile Parking Payment System section of this proposal.

33.   Describe the Contractor's project management team and process for implementation of their proposal.

ParkMobile will be managing the implementation of the mobile parking payment system and the pay stations as a single project, since we are providing all the applications and equipment required.

However, per the RFP instructions, in this section, we focus on the implementation of the pay stations. Additional details, including our approach for implementing the mobile parking payment system, are described in that section of the proposal.

Project Team

The ParkMobile Project Manager, Garett Snook, will be the City's main point of contact, with responsibility for the entire project. He will oversee the ParkMobile team consisting of both mobile app and pay station specialists, to deliver a unified, end-to-end parking ecosystem.

The following are the members of the ParkMobile team that will be working to configure, deliver and install the pay stations and related services.

Account Manager: Ensures project is delivered to the specification of the RFP/RFP Response
First-Line Site Supervisor: Manages field operation and installation technicians
Installation technician: Responsible for installation of pay stations
Software Customization Manager: Responsible for software programming
WebOffice Configuration Manager: Responsible for reporting setup, integrations and back-office training
Support Manager: Responsible for support related issues during project implementation
Media & Marketing Manager: Assists with community outreach and marketing campaign

Project Approach

Our project approach centers on a dedicated project manager who serves as the primary point of contact, ensuring seamless coordination throughout the project. This project

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manager is supported by a strong, multidisciplinary team focused on quality control, project oversight, and document management, providing our clients with the highest level of service.

We are committed to helping our clients leverage our solutions to make cities more livable. To continuously improve, we actively gather customer feedback and allocate resources to transform that input into real-world enhancements, ensuring our solutions evolve to meet the changing needs of our partners year after year.

Work Plan

With years of experience and numerous successful parking system implementations, ParkMobile has developed a streamlined deployment process to ensure efficiency and reliability. Upon award, we quickly engage with your team to initiate software configuration, back-office setup, and credit card processing integration.

Our ability to deliver on time stems from our scalable system architecture and extensive expertise in parking pay station deployments. We work closely with clients and subcontractors to align expectations and ensure a smooth rollout.

Upon receiving a notice to proceed, ParkMobile follows a structured, step-by-step approach to ensure full engagement with your team and the successful delivery of all project requirements.

Quality Assurance

Flowbird manufactures and assembles the CWT pay station in-house, ensuring the highest quality standards. Before shipping to a client's site, each pay station undergoes rigorous hardware and software testing to guarantee optimal performance. This thorough quality control process ensures that every unit arrives ready for installation, minimizing deployment time and keeping the project on schedule.

34. Provide resumes for the team that will be assigned to the City.

We have assembled an experienced team to implement this exciting new project for the City. The majority of our team has over ten years of experience delivering parking solutions to clients, with no team member having less than 5 years of experience in the parking industry.

The team is supported by a substantial, customer focused organization with well established processes, practices and controls designed to deliver projects that meet our customers' expectations. We employ over 200 staff members in the United States, located across the country, specifically dedicated to supporting our mobile application and the Flowbird pay station line of products and services. The following are the staff

members who will be responsible for the successful delivery of the CWT pay stations in Royal Oak.

The following are the members of our team that will be working on the pay station implementation, under the direction of Garett Snook, the Project Manager (details about Garett's background are provided in the Mobile Parking Payment System section).

Lionel Deperrois – Chief Operations Officer

Lionel oversees Customer Service, Project Delivery, R&D, Technical Support, and Support Departments in North America. His team supports an installed base of over 50,000 pay stations for over 900 client locations along with numerous mobile parking payment app deployments.

Lionel started at Flowbird over 15 years ago in our Research & Development department, and was on the team that developed the contactless smart card payments for the SNCF rail project which includes 1,500 Ticket Vending Machines throughout France. Lionel then moved on to manage large projects such as our deployment of 240 Ticket Vending Machines in Toronto. He has worked on various international projects in countries such as France, Morocco, Poland, Canada, and the United States.

William Johannsen – Director of Project Management

William Johannsen has been with the company since 2007, starting as a product specialist after years of experience as an electronics repair technician. Over the years, he has earned multiple promotions and now leads project implementations, overseeing a team of project managers.

With nearly two decades of hands-on experience with Flowbird pay stations, William is the company's go-to expert on both hardware and software. His meticulous planning and proactive problem-solving ensure that our projects are consistently completed on schedule, even when unexpected challenges arise.

William holds certifications in project management, industrial electronics, and welding technology and has successfully managed large-scale parking deployments in New York, Philadelphia, Las Vegas, Minneapolis, Omaha, and many others.

William will be supporting Garret Snook for this project.

Ed Kinkade - Business Development Manager

Ed joined the company in 2014 and manages mid-west, mid-Atlantic, and northeastern territories. Ed works directly with key clients such as the cities of Grand Rapids, Lansing, Columbus, Cleveland, ParkIndy (Indianapolis), and the Philadelphia Parking Authority.

Ed consults with cities, universities, and other agencies by providing guidance and recommendations based on industry best practices. He is proactive about participation in industry events which increases his knowledge base, while providing opportunities to connect with potential integration partners.

Ed is a graduate of Richard Stockton College of New Jersey with a degree in Political Science.

William Duson – Field Service Manager

William has over twenty years of field service experience, spending 11 years with Sunoco Corporation prior to coming to Flowbird in 2010. His work at Sunoco included the service of every aspect of service station maintenance, from back-office systems to maintenance of the pumps, and included electrical, mechanical, and hydraulic work. William was also the primary resource for training of new technicians.

In William's current position, he supervises and dispatches field technicians. This includes selecting the right technician for project implementations. Prior to this management position which he assumed in 2019, William was a lead field technician in charge of installation of pay station equipment, on-site project management, on-site maintenance and service, system upgrades, and training.

Patrice Yackel – Customer Success Manager

Patrice has worked at the companyfor over 20 years in various capacities. Her broad experience in accounting, customer service, Help Desk and service department management has made her a true partner to our customers. She has ensured timely installations to hundreds of satisfied customers. Patrice's role is to oversee our software customization team as well as our field services team, making sure that testing processes are being followed, ensuring that customers are satisfied with the transaction flow seen by the end users, as well as ensuring prompt response to customer requests. Patrice has worked directly on projects for large parking and transit agencies across the country.

Anthony Brown – Back-Office Systems Manager

Anthony joined the company in 2011 and attended both Georgia Southern University and Savannah State University. He has 20 years of experience in back-office system configuration and customer service. In his current role, Anthony is responsible for the initial setup of client systems including configuring the back-office, integrating with 3rd party systems, and setting up credit card accounts. Anthony works with our clients of all sizes, providing training and guidance on all aspects of the WebOffice back-office system, including how to run specific reports and how to manage online parking validation programs.

For this project, Anthony will work directly on the configuration of WebOffice to make reporting simple and ensure that City team members are trained on utilizing the back-office in an effective manner.

Julianne Wilhelm – Marketing/Public Awareness

Julianne joined the company in 2017 with a Bachelor of Science in Public Relations from the University of South Florida. With 11 years of experience in Marketing and Public Relations, she manages corporate branding for the company's North American operations, along with assisting clients with public awareness campaigns - most often when they introduce changes to their parking system. Julianne has helped to launch successful marketing campaigns for clients such as Atlanta, GA; Paso de Robles, CA; Isle of Palms, NC; and Washington State University, among others. In 2022, Julianne was instrumental in the launch of New York City's ParkNYC mobile app, one of the largest mobile parking app deployments in the world.

For this project, Julianne and her team will provide marketing and communications services, working in conjunction with the City to optimize public awareness during the roll-out.

> **35.** **Describe the scope of work and contractual relationship with any subcontractors included in the Contractor's proposal.**

We do not anticipate utilizing subcontractors for this project.

> **36.** **Describe the Contractor's hardware and software testing process, especially regarding third-party integrations.**

We manufacture and assemble the CWT pay station in-house, ensuring the highest quality standards. Similarly, we customize the pay station software in-house with our expert software customization team. Before shipping to a client's site, each pay station undergoes rigorous hardware and software testing to guarantee optimal performance. This thorough quality control process ensures that every unit arrives ready for installation, minimizing deployment time and keeping the project on schedule.

New integrations are tested thoroughly with our integration partners. For this project, testing of 3rd party integrations will be led by our project manager. For example, when transactions are tested on the CWT pay station, the project manager will ensure that the transactions appear on the City's parking enforcement devices in real-time. This is typically performed during our QA process prior to equipment shipping to ensure all hardware, software and integrations are working properly.

37. Provide a project schedule from contract execution to installation. Include an accurate timeline for pay station delivery.

Below is a proposed provisional implementation schedule for the pay stations only (please see the Mobile Parking Payment System section for the schedule to implement the ParkMobile app. Our schedule can be accelerated if necessary to accommodate the City's needs.

IMPLEMENTATION SCHEDULE	
Project Initiation: ● Kickoff meeting scheduled ● Software configuration confirmed ● Fee structure and enforcement rules defined ● Pay Station/Meter locations determined ● Timeline confirmed ● Marketing Plan defined	**One week after Notice to Proceed (NTP)** ParkMobile staff will host weekly calls remote/in person to make sure key milestones are met and actions items are assigned/completed.
● Software build and internal testing ● Pay Station software ● Banking setup ● Integration and Back-Office Reporting Setup	**NTP + 6 weeks** We will communicate with the City's accounting department to ensure all software and banking information is correct.
● Pre-Installation Marketing Plan Executed ● Flyers designed by ParkMobile ● FAQ provided by ParkMobile for City website ● Standard in-house produced video (note that custom video will need to be quoted)	**NTP + 4 to 6 weeks** ParkMobile marketing team will work with City staff for design approval and marketing approach.
Final testing and shipping from ParkMobile warehouse	**NTP + 8 to 12 weeks** ParkMobile will handle the majority of final testing from our warehouse. Minimal involvement with City staff.
Delivery of equipment to customer site, installation, customer training	**NTP + 9 to 13 weeks** ParkMobile will work with the City engineering department and parking department with the deployment of the meters.

38.   *Describe the training methodology.*

Our team will provide comprehensive training to city staff on both equipment operation and maintenance, as well as training on the WebOffice back-office suite for effective software usage. Below, please find our training outlines.

Hardware Training (In-Person)

Introduction
- Topics Overview
- Training Goals

Hardware Overview

Installation Procedure
- Machine Installation
- Commissioning

Theory of Operation
- Solar Power
- Coin/Cash System
- Card System

Troubleshooting
- Using Machine Self-Diagnostics
- Using the "Theory of Operation" to Diagnose Faults

Preventative Maintenance
- Preventative Maintenance
- Biannual Preventative Maintenance

Meter Application Software (On-site Programming)
- Initialization
- RAM/ Flash Memory Rate Changes

Receipts & Enforcement Procedures
- User Receipts
- Collection Receipts
- Enforcement Procedures

Collections Procedures
- Cash Collection
- Credit Card Data Collection

Software Modification and/or Upgrade

Meters and Parts Ordering Procedures (Inventory)
- Machine Order Worksheet
- Spares Order Worksheet

Software – WebOffice Training (Virtual)

Define Terms

- Home screen
- Dashboard
- Workspaces

Dashboard

- Dashboard Manipulation
- Maintenance
  - Terminals Out of Order
  - Maintenance Performed
  - Action Required
  - Consumables
  - Communication problems
- Financial
  - Cash In Terminals
  - Cash Collections
  - Parking Activity
  - Ticket Sales Analysis
  - Transaction
  - Mappable Stats
- Maintenance Workspace
  - Maintenance Alerts
  - Maintenance Progress
  - Sales Infrastructure Supervisor
- Collection Management Workspace
  - Collection Alerts
  - Collection Progress
  - Collection Results
- Transaction Workspace
  - Meter Transaction History
  - Parking Sales Supervision
- Pay by Plate Enforcement

In addition, ParkMobile will provide training on the ParkMobile app, as described in detail later in this proposal.

39. **Describe how upgrades to the PSMS or other systems will be distributed, communicated, and implemented (e.g., appropriate staff training) during the contract term.**

Depending on the type of upgrade, ParkMobile will communicate through our support team or through your assigned account manager. Major product announcements are typically shared through ParkMobile's marketing team.

40. **Identify any exceptions to the terms and conditions included in the City's sample agreement. The City may not consider exceptions not identified.**

ParkMobile does not take any exceptions to the terms and conditions provided in the RFP, however, the following insurance provisions are not applicable:

- ParkMobile does not carry Professional Liability Insurance since we do not provide professional services.
- Garage Liability does not apply to this contract.

We have provided our comments and ability to meet the proposed Liquidated Damages in our requirements matrix.

ParkMobile will review and negotiate full terms upon contract negotiations. Typical negotiation provisions include data ownership and mutual indemnification language. We will negotiate agreeable terms upon contract negotiation.

41. OPTIONAL
   a. Describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Provide examples of prior successful implementations, including sample images emphasizing similar installations and education introducing pay-by-plate pay stations and new paid parking policies.

ParkMobile and Flowbird both have vast amounts of experience helping cities introduce new paid parking systems. We understand that the most important aspect of introducing paid parking is engagement with the public and key stakeholders (e.g. Mayor, Council People, Local Merchants, Chamber of Commerce). We assist cities not only by providing parking technology, but by offering consultation, public outreach assistance, and recommendations on parking policy and technology placement.

Over the last several years we have helped many communities successfully introduce paid parking programs by supplying the following tools, many of which we supply at no cost.

Press Content

Controlling the message with the press is key. Our team can provide content specific to our system and your roll-out that can be released to the press to help you spread the word about the benefits of the deployment. There is no additional cost for this service.

How those new ParkDetroit kiosks will work

By Corey Gabriel Sorensen

Transportation

ParkDetroit unveiled

New partially solar-power parking kiosks, designed to replace broken meters, are set to be installed in Detroit's Midtown neighborhood by the end of this week and in downtown within two weeks.

The kiosks were on display today during a news conference at the Avenue of Fashion business district on Livernois.

Crain's reported details of the plan Monday morning.

Overall, 500 kiosk pay stations will replace about 3,000 meters in the new system, called **ParkDetroit**. It is being billed as one of the easiest parking systems to use in Motorists will be prompted to pay for their spot by typing their license plate numbe parking space number — into the kiosk nearby.

"The objective here is to write fewer tickets and give people more options to pay," Brown, Detroit's COO.

As part of the new system rollout, the parking ticket fee won't change, but a proble more vexing to residents and businesses will be: Old parking meters, at least half of work, will be mostly gone.

After Midtown and downtown, the system will be expanded to New Center and som neighborhood retail strips.

Parking will cost $1 per hour in Detroit's neighborhoods, $1.50 per hour in Midtown Market, and $2 per hour downtown.

If a parker pays for a spot for one hour and uses only 30 minutes, he or she can mov to another spot in the same zone and use the remaining 30 minutes. Parkers also c digital wallet, whereby, for example, $20 worth of parking is purchased and used or

Parkers can download a free mobile app to pay for parking. If a visitor predicts a bu meeting will go for an hour, but the meeting goes for two, the visitor would get an her phone asking if they want to extend their time. Also, if someone has a vehicle p part of town but has walked or been driven to another part of the city, he or she ca parking time from another kiosk.

Maria Esquinca and Marti Benedetti contributed to this report.

PRESS RELEASE

For Immediate Release

April 19, 2016

PARK Roanoke Introduces New Off-Street Meter Pilot Program

Roanoke, VA—The management of PARK Roanoke, the City of Roanoke's parking operator, has announced a new Parking Meter Pilot Program at several of its off-street downtown parking lots. New solar-powered parking pay stations have been installed at the Market Lot, the Gainsboro Garage Lot, and the Higher Education Center Lot. The pay stations accept coins, bills, and credit cards, and operate in English and Spanish. Parkers can also use their mobile phones to pay for parking at these locations.

PARK Roanoke entered into a contract with Parkeon, USA in late 2015 for the placement of these piloted meters at no cost to the City for a period of 90 days. As a pilot program, PARK Roanoke will offer various payment types to parkers during the pilot. The Market Lot will utilize a Pay by License Plate configuration, which means that parkers will enter their license plate into the meter to pay for parking. Parkers at the Gainsboro Garage and the Roanoke Higher Education Lot will be able to pay using space meters.

Press Conference Support

Many cities utilize press conferences to announce the launch of their new parking systems. Our team provides technical assistance and is able to answer questions from the press. There is no additional cost for this service.

Website Content and Images

For many of our meter deployments, we work with municipalities to help them build web pages that help them communicate all there is to know about their new parking systems. We provide content such as FAQ information as well as various pay station images and mobile phone screen shots for no additional cost.

Brochure and Flyer Design

Our team can work with your staff to create a brochure or flyer that provides clear instructions to patrons needing to make a parking transaction. These documents can be posted on websites and handed out on-site. There is no additional cost for standard flyer design. Major customizations may incur an additional fee which will be shared prior to starting the work.

Video Creation

Our team has helped several clients build video content to support their pay station deployments. Videos can be used to announce the new system, inform the public of why the system was chosen and/or provide instructions on how the system works. We can provide existing video content, connect you with clients that have already produced videos, and help you build new content. Costs may be associated depending on the services provided.
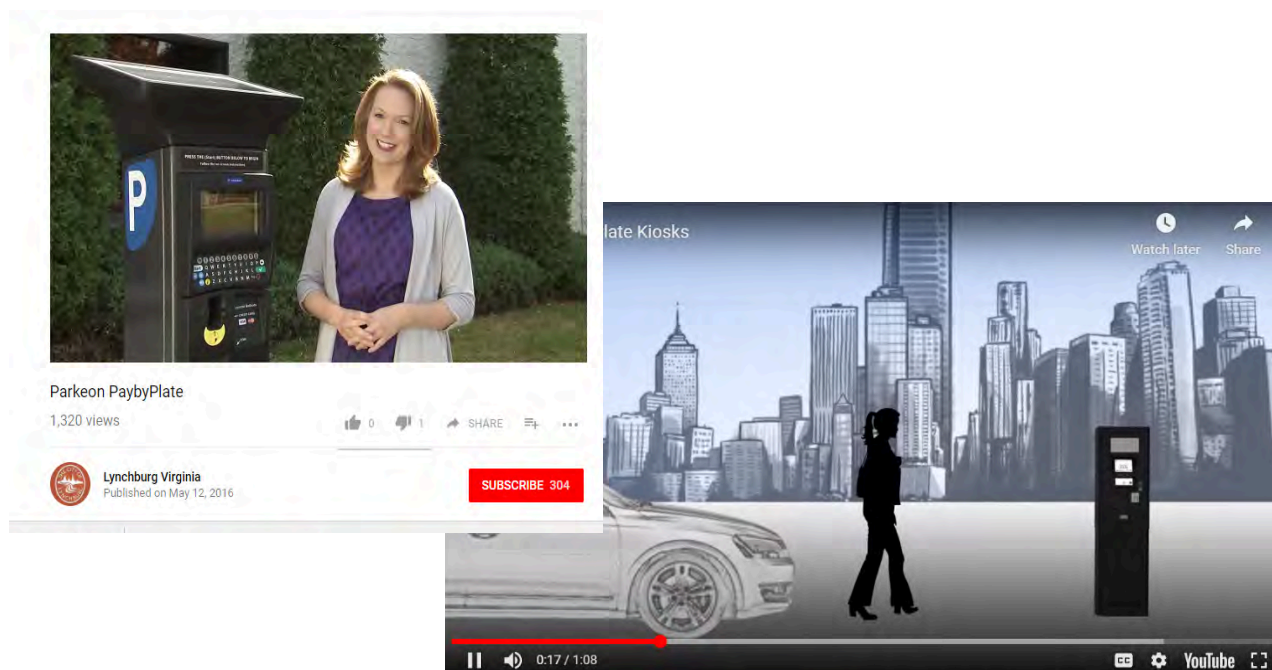
b. Describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.

Validation codes are often used by local merchants to provide free parking to their customers. Our solution allows for the creation of electronic validation codes with a wide variety of parameters including date/time ranges, number of code uses, etc. directly from a web interface. City staff will be trained to create and manage validations if the City chooses this option. Parkers with codes can enter them directly into the pay stations when prompted.

The validation code solution is a cost option. Please see our price proposal for details.

c. Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.

Below are additional services that the City can consider to enhance its overall parking solution.

Flowbird Permit

Flowbird Permit is a web-based parking solution that simplifies the purchase process and management of all types of parking permits. Key features include:
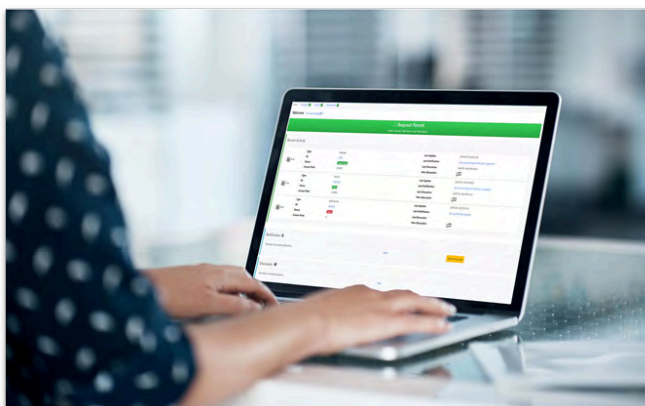
- Digital solution – no physical permits to purchase or manage
- Easy to apply on the web
- Agency branded
- Automatic generated permits or with case management
- Customizable for different types of permit, areas and rates
- Aggregated statistics to monitor revenue stream
- View and manage all issued permits and historical changes
- Online credit card payments accepted
- Subscriptions based payment options available
- Enforcement through existing enforcement systems
- Issued permits are instantly available in real time

The system supports a variety of permit types including:

- Employee parking
- Residential parking
- Visitor parking
- Digital scratch permits – short term permits to be used on specific preferred days
- Bulk permits
- Temporary parking e.g. contractors
- Lobby version (Tablet)

The system includes a Customer portal where the end users can:

- Apply for permits with or without case management
- Purchase or renew permits
- Move permits between cars
- Chat with the operator
- Manage cards on file
- Manage account details
- Manage new and old permits
- View the Queue
- Purchase permit for specific parking spots
- Receive notifications through e-mail/SMS
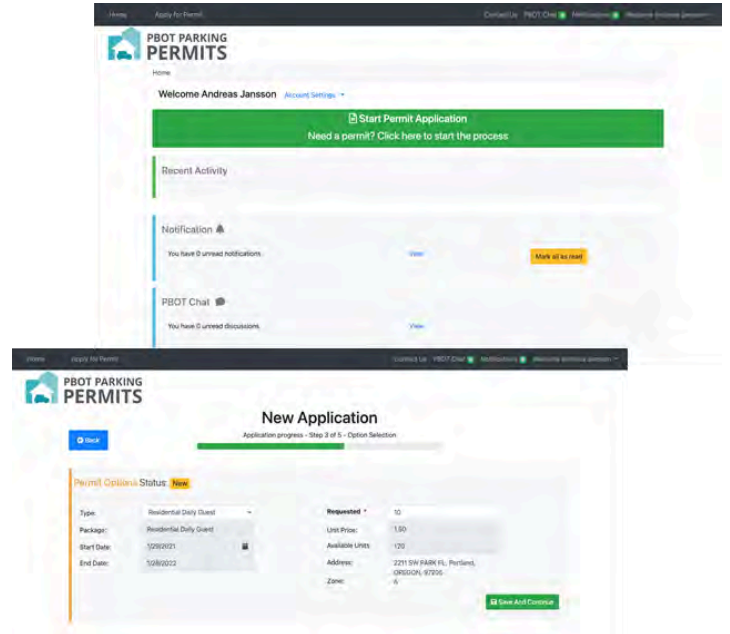
The system also includes an Operator portal which has the following features for City staff:

- Full control of all issued permits
- Ability to communicate with the end customer
- Permit creation
- Case management (approve or deny permits)
- Search, filter and manage permits
- Statistical overview
- Export to Excel
- See all changes in the history tab
- Payment overview and refund
- Different levels on users
- Send mass emails
- Configure notifications and the Permit customer portal

There is a one time setup fee for Flowbird Permit along with a cost per permit fee.

Contractor Permit System

Managing the curb in congested areas is not simple, especially when contractors (e.g. electricians, plumbers, etc.) need to park close to their worksites. The CWT provides a unique way to help cities manage on-street contractor parking through an interface with the city's digital permit system. If a contractor already has a digital permit, they can go to the CWT, select "I Have a Contractor's Permit" and then select how much time they will stay. That amount of time is deducted from the balance on their digital permit and the balance is shown on the screen. When they reach the point where they have no remaining hours on their permit, the Flowbird system can then apply a discounted parking rate if your policies allow. This service requires an integration with the City's permit management system. We can provide a cost once we understand the full scope of work.
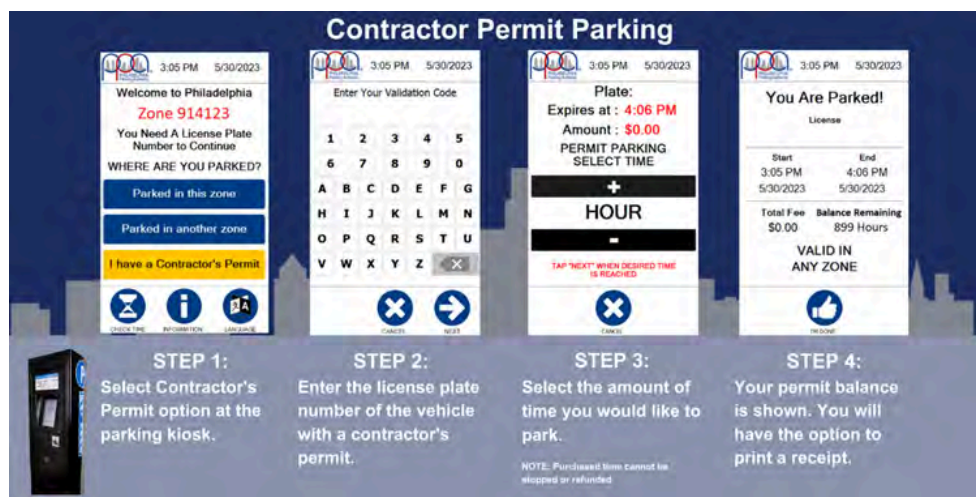
> **d. Describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.**

Discount codes can be configured within our validation codes system. The cost for that service can be found in our price proposal. Passes and special event parking is typically handled through our rate engine. If desired, City staff will be trained to configure various rate structures and download them to the CWT Pay Station.

> **e. Describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.**

ParkMobile has extensive experience in serving as Merchant of Record on behalf of clients, and can act as Merchant of Record for pay station and mobile payments in Royal Oak, if desired. If ParkMobile is the Merchant of Record, ParkMobile remits parking revenue (minus transaction and processing fees) to the client on a monthly basis.

ParkMobile communicates to clients the advantages of utilizing ParkMobile as the Merchant of Record. Advantages include:

- **Payment Methods** - With ParkMobile as Merchant of Record, clients can ensure that the maximum amount of payment methods are available to customers, including the ParkMobile Wallet, which is only available when ParkMobile is MOR. ParkMobile Wallet also provides customers with a lower transaction fee.
- **Chargeback Coverage** - ParkMobile covers the costs of chargebacks, so clients are not responsible for them.

ParkMobile will remit City parking revenue (minus processing fees and the transaction fee) to the City on a monthly basis. Reports are available for reconciliation purposes.

Mobile Parking Payment System - Responses to Questions

1. *Provide an overview of the customer capabilities.*

ParkMobile is committed to providing a seamless and convenient parking experience for users, from planning, to payment and beyond. The app's intuitive wayfinding and map features help users locate parking in advance, streamlining their arrival process. With a variety of payment options, including digital wallets and credit cards, ParkMobile ensures a quick and simple transaction. The ability to extend parking sessions directly from the app offers flexibility for those with unpredictable schedules. Additionally, the "find my car" feature allows users to easily locate their vehicle after parking, further enhancing the overall experience.

Planning Ahead	Navigating	Payment	Post-Parking Value
✓ Event Reservation	✓ Wayfinding in-app	✓ On-street or open lot payment	✓ Find my car
✓ Transient Reservation	✓ Map View	✓ Notifications and extensions	✓ Usefulness of app elsewhere
	✓ On-street parking availability	✓ Gated payments	✓ Rewards and perks with ParkMobile Pro
		✓ Expanded payment methods	✓ Fleet management

The Solution: ParkMobile offers drivers the convenience of using a single parking app for any parking scenario. Offering a single app that works throughout your operation also enables more focused and effective marketing messaging.

ParkMobile core features include:

- **Map View:** The map view based on location shows the user nearby zones. A user can then touch the zone number to quickly initiate a parking session.
- **Start a Parking Session:** Quick process to select your zone, confirm your vehicle and payment type, then start a parking session.
- **Multiple Payment Options:** ParkMobile offers a variety of payment options, including most major credit cards (Visa, Mastercard, Amex), Google Pay and Apple Pay.
- **Extend Time:** Ability to add time to your existing parking session to avoid running back to "feed the meter."

- **Find My Car:** Integration with Apple Maps, Google Maps, and Waze to direct users back to their car.
- **Notifications:** Customizable push, text and email alerts to notify a user when parking will expire.
- **IVR Phone Number:** For people without a smartphone, use an IVR number to make parking payments over the phone. Users who call the IVR will go through the flow-through audio prompts.
- **Manage Account:** Easy to add, remove and update account information.
- **Transient and Event Reservations:** Find and reserve parking ahead of time in area garages and lots. Available for daily parking or events at select venues.
- **24/7/365 Customer Support:** ParkMobile offers support via phone, email, text, and chat. ParkMobile also has an extensive support site where users can get answers to frequently asked questions and read technical help articles.

2. Describe multiple payment options available, including voice, website (mobile responsive design), mobile SMS/texting, and smartphone application compatible with iOS and Android operating systems.

Today's consumer wants a choice when it comes to parking payments. That's why ParkMobile offers more ways to pay than any other mobile parking app. Beyond the flagship ParkMobile app for iOS and Android devices, users can also make parking payments via web, text, and phone call. Offering more consumer choice drives higher adoption.

Pay by App	Pay by Web	Pay by Text	Wallet Options
Full-featured app	Lightweight mobile web experience	Text the number posted on the signs	ParkMobile Wallet, Google Pay & Apple Pay
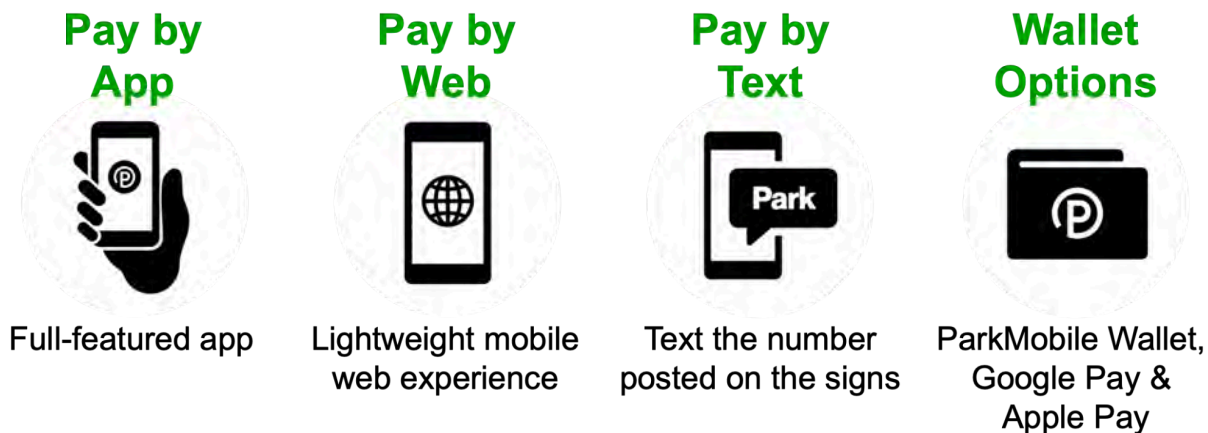
Below are the payment methods available to users:

- **ParkMobile App:** The #1 parking app in the US provides the most robust user experience for iOS and Android devices.
- **Pay By Web at ParkMobile.io:** Lightweight, web-based flow for people who do not want to download the full-featured app
- **Guest Checkout:** Allows users to purchase parking without creating an account.

- **Pay by Text:** When the user parks in a ParkMobile zone, they can text the keyword "Park" to 77223 to receive a short link via SMS to start their session.
- **IVR:** Drivers who don't own a smartphone can easily pay for parking by calling a toll-free IVR number and paying over the phone.
- **Flexible Payment Methods:** In addition to all major credit and debit cards, the ParkMobile system can accept prepaid cards, Google Pay, Apple Pay, and our own ParkMobile Wallet.

ParkMobile App for iOS and Android

The ParkMobile app provides a quick and easy process to pay for parking. Our Product team is constantly researching the experience and optimizing user flow. Once a customer downloads the app and creates an account, there's a simple payment process.
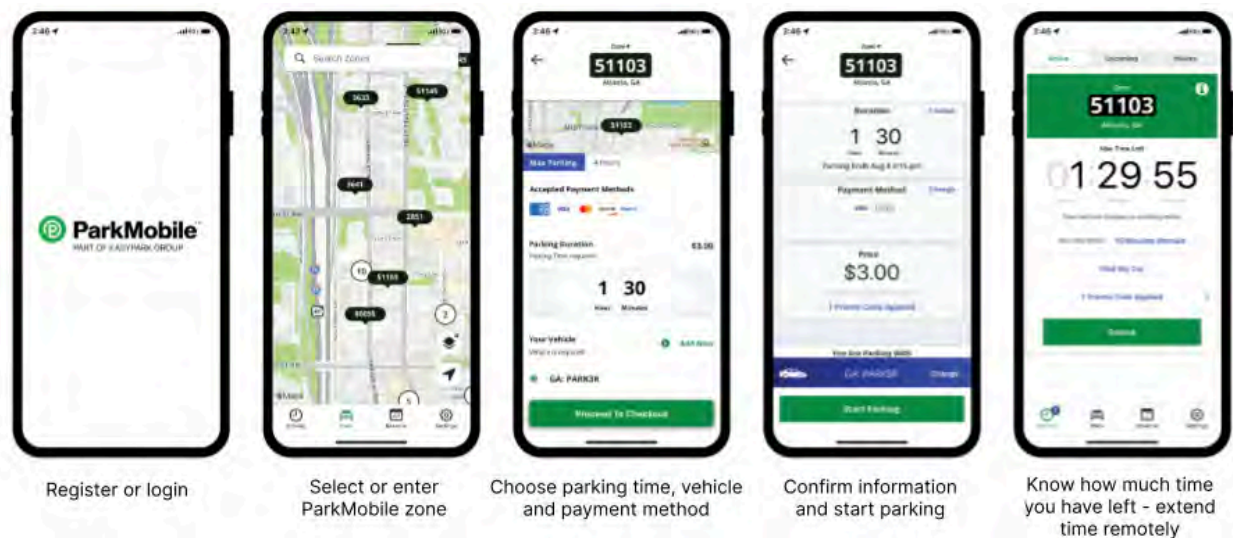
Figure – ParkMobile Zone Parking Process

1. **Enter Zone Number:** The user will enter the zone number posted on the stickers and signs around the meter. To make this process easier, the app uses location-based GPS coordinates to show the nearby zone numbers on the map so a user can easily touch the right zone number and then move to the next step in the process.

   Through client and user feedback, ParkMobile consistently implements user flow improvements to ensure the accuracy of both the user and enforcement processes. A recent improvement we have released is an alert that is displayed to the user if the ParkMobile system detects that they are located far away from their selected zone.

2. **Select Duration:** The user will select the duration of the parking session (hourly, daily, or annual). The duration is based on the rates and policies that are set up for

that specific zone number in ParkMobile's backend systems. On this screen, the user will also see the default vehicle selected and will be able to change that vehicle if necessary. The user will then tap "Proceed to Checkout" to go to the next step.

3. **Confirm Information:** On the confirmation page, the user will see all the key details for the parking session: zone number, duration, payment method, and vehicle. The user can edit any of this information before starting the parking session. After the user confirms the information, the user touches "Start Parking" to begin the parking session and will then see a countdown clock with the time remaining.

ParkMobile Web Experience

ParkMobile's free mobile web experience enables users to pay for parking without downloading the full-featured app. While the ParkMobile app is available in English and Spanish, the ParkMobile Web Experience supports hundreds of languages based on the user's device settings. This ensures that all ParkMobile users have flexible, contactless payment options regardless of their native language. The web experience can be navigated to in three ways: text to pay, scan to pay (QR code), and by manually navigating to parkmobile.io.
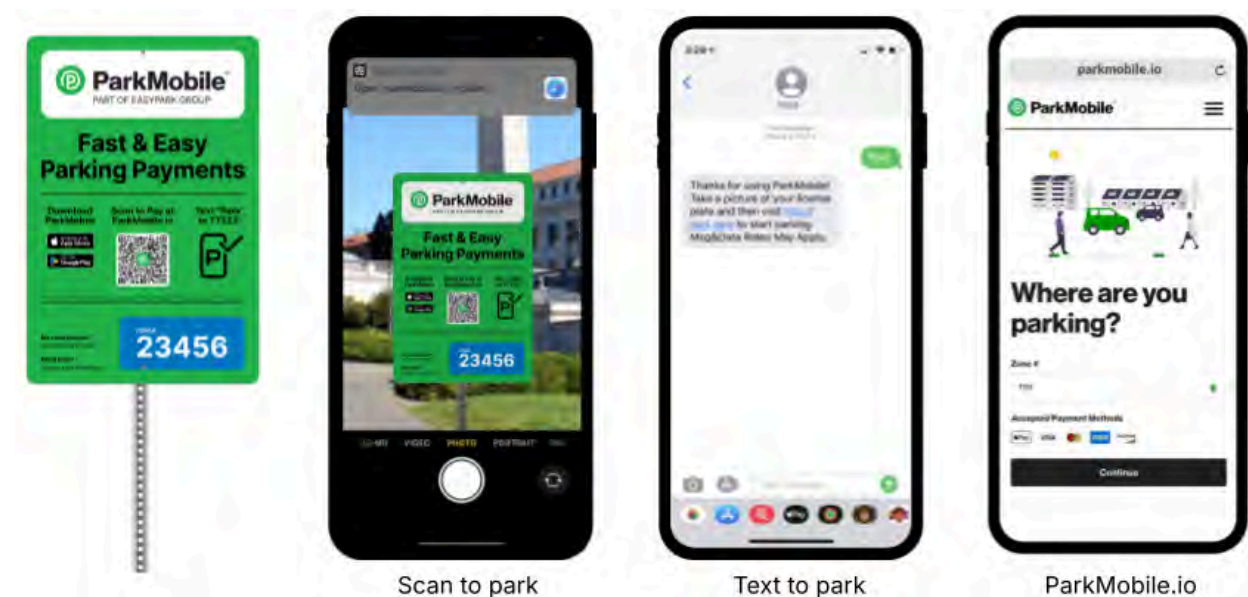
Figure - ParkMobile Web Experience User Flow Options

The ParkMobile web experience also offers a Guest Checkout option, allowing users to purchase parking without creating an account. This is a good option for the infrequent parker who prefers to make a mobile payment but does not want to download an app and create an account.

Customizable Notifications

ParkMobile offers automatic real-time alerts to notify customers before their parking session expires. The timing of these alerts can be customized according to the customer's preference, and notifications can be delivered via email, SMS, or push notifications. Additionally, ParkMobile users will receive an in-app message and an email alert once their parking session has expired.
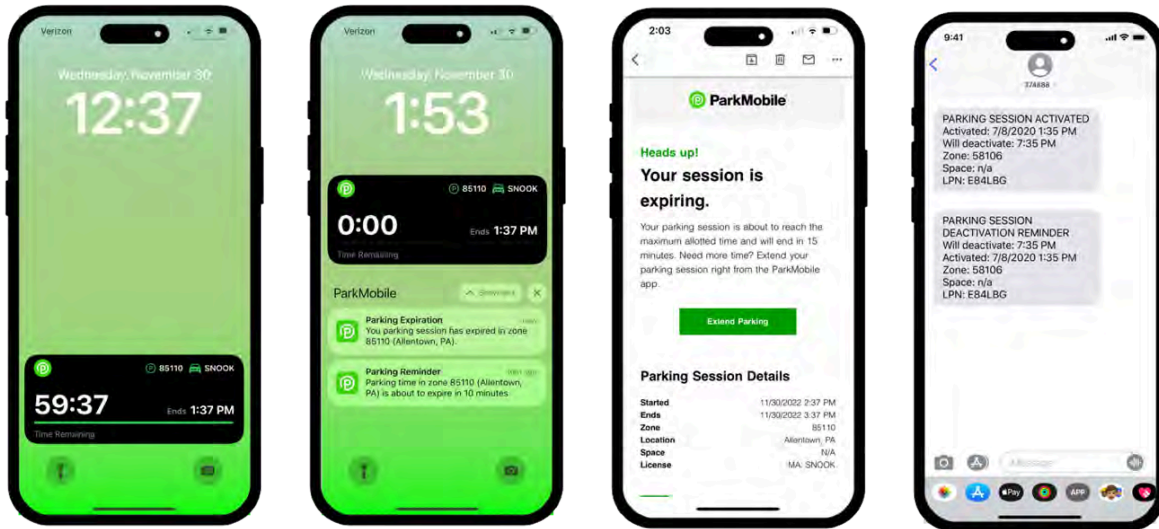
To further enhance user convenience, ParkMobile has introduced a new feature compatible with iOS Live Activities, allowing users to view the remaining time on their parking session directly from their device's lock screen. This feature simplifies the process of monitoring the time left in the current session, ensuring a seamless parking experience.

Extend Time

The most popular feature of the ParkMobile app is the ability to extend the time of the parking session remotely. Users can add parking time without returning to "feed the meter." A user cannot extend time past the maximum parking time allowed for that location.
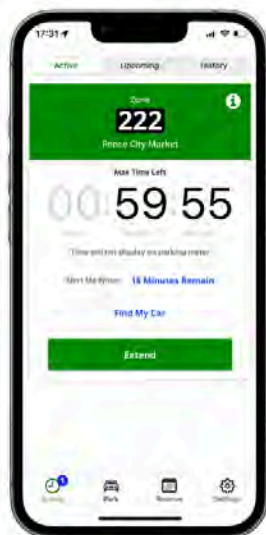
1. Select Extend

2. Select the amount of additional time to add
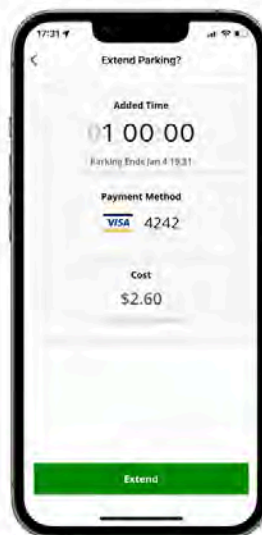
3. Confirm information and start parking

Find My Car

Another popular feature of the ParkMobile app is Find My Car. This enables a user to get walking directions back to the location of her car. The user can select from multiple mapping options: Apple Maps, Google Maps, and Waze.
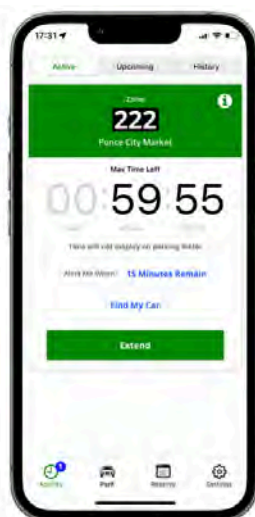
Active parking session
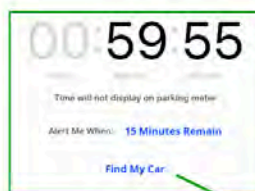
Find My Car
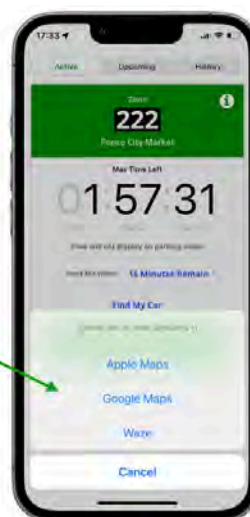
Get walking directions back to car

3. Describe mobile zone numbering sequences.

ParkMobile supports numeric zone numbering sequences and most commonly 4-5 numbers. ParkMobile will work with Royal Oak staff to establish a zone numbering sequence that works best, or continue the zone numbering system already in place.

4. Describe any customizations available, including application colors and messaging/alerts.

We are proposing our flagship ParkMobile app for deployment in Royal Oak. ParkMobile has very strong brand recognition across the US and our flagship app is the most widely downloaded parking app in the country. If the City would like a custom-branded solution, we can provide a white label website which would provide the same ParkMobile web functionality while incorporating the City's unique color scheme and logo.

Custom app alerts can be configured in ParkMobile 360, our backend management system. These alerts can include messaging about special parking rates (ie. "Free Parking for the Holidays), alerts about park restrictions (ie. winter parking rules), and information about special events. The system automatically alerts users if they are parking outside of paid parking hours and it does not allow them the purchase parking beyond posted time limits.

5. The State of Michigan does not allow for the letter "O" in any of its license plate numbers. The letter "O" is substituted by the number "0". Describe any options within the MPPS system to prevent users from accidentally entering the letter "O."

While ParkMobile does not have any built in functionality which prevents the letter O from being entered, an alert pop-up can be triggered for Royal Oak zones that urges users to double-check that they have entered a 0 rather than an O. There are also several built in prompts encouraging users to double check that their license plate is entered correctly.

As we had stated earlier in the proposal, it is typically the enforcement software that will take care of any confusion between a letter "O" and a zero. We also recommend that the enforcement officer check before issuing a ticket if a letter "O" has been entered in error.

6. Describe the process for handling customer complaints and refund requests.

ParkMobile's Customer Care Center is based in our corporate headquarters in Atlanta, GA along with an additional support team in Monterey, Mexico. We utilize the leading cloud-based customer service software, Zendesk, to handle customer complaints and customers can reach us via phone, email, chat, or even social media.

Refund requests will be handled by the Customer Care team only if ParkMobile acts as Merchant of Record on Royal Oak's behalf. In this case, our team will handle refunds according to the City's policy on refunds. If Royal Oak is Merchant of Record, refunds will be handled directly through the City.

We have provided more information about ParkMobile's Customer Care team later in this proposal.

7. Describe the different rate structures available.

ParkMobile has extensive experience in managing unique parking operations of all sizes, from small towns with basic parking needs to large metropolitan areas with complex and varying rate structures. We can support both simple and complex rate structures, including those with multiple rates that change depending on the time of day, day of the week, or special events. Additionally, ParkMobile 360, our management system, provides a Rate Tester tool that allows staff to easily verify and confirm customer rates for specific dates, times, and locations. This feature is particularly valuable for ensuring accurate rate displays and avoiding policy gaps in areas with multiple, overlapping policies.

8. Describe any parking validation programs.

ParkMobile promo and validation codes offer discounted or free parking sessions through the app. Promo codes allow the user to enter a discount code prior to starting a parking session and receive the discounted or free parking session. Discounts can be communicated to users in a number of ways, but we have provided example app popups below. The City may also allow restaurants or retailers to purchase validation codes for their customers.
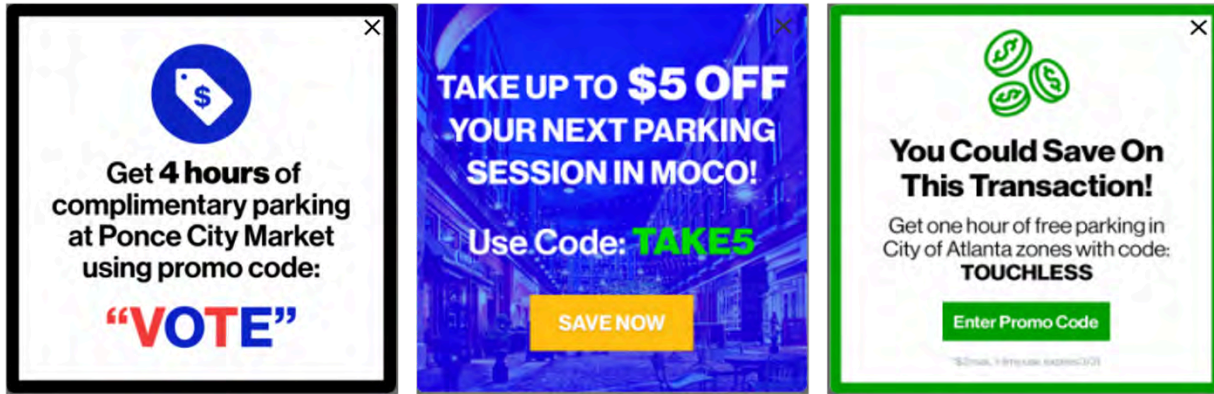
The functionality is fully customizable, so the City can adjust the codes' number of uses, time frames, eligible zones, and more. For example, the City can offer "$1 off", "free parking," or other incentives. ParkMobile can also set up special codes for parking in certain zones for specific user groups such as downtown employees, City staff, etc. The ParkMobile marketing team will work with staff to design and execute a promotion that is right for you.
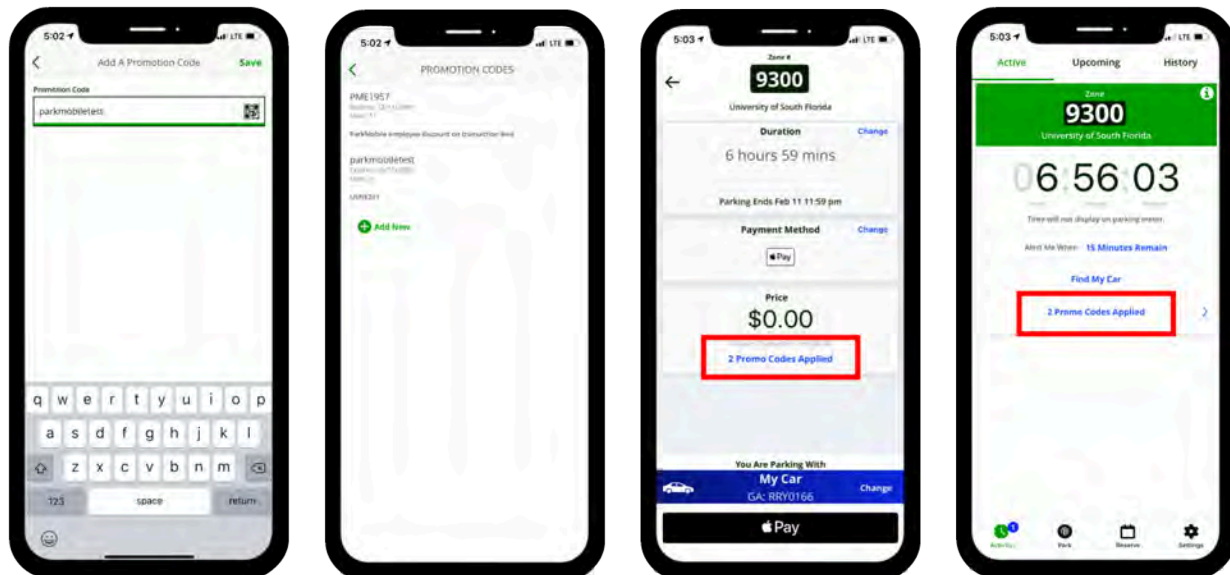
9. Provide an overview of the solution the Contractor offers, including a system architecture diagram.

As detailed throughout this section, ParkMobile's solution includes a user-friendly mobile app, various payment options (including digital wallets, credit cards, web, text, and phone call), customizable notifications, and features like "Extend Time" and "Find My Car." It also offers a self-administration portal (ParkMobile 360) for clients to manage their parking inventory, policies, and rates, as well as robust reporting and analytics capabilities. A system architecture diagram has been included previously in the pay station responses.

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10. **Provide details on the cyber security and data protection policies and practices.**

ParkMobile complies with PCI DSS, ISO 9001:2015, and SSAE 18 requirements and is audited annually for continued compliance.

Below are only some highlights of the measures we have taken to ensure the security of our corporate operations and our parking solutions:

- **Web Application Firewall (WAF)**: ParkMobile utilizes AWS WAF to control bot traffic and block common attack patterns.
- **Multi-Factor Authentication (MFA)**: ParkMobile uses MFA for all our interfaces.
- **Traffic Monitoring**: ParkMobile receives automatic alerts about strange usage patterns and/or unusually high loads on our systems.
- **App and Web Security**: ParkMobile utilizes app attestation and web fingerprinting to verify that all traffic is authentic and not from automated scripts or bots.
- **Regular Penetration and Code Scanning Tests**: Third-party tests are conducted at least once a year, and we utilize code scanning tools to automatically check for known vulnerabilities.
- **Security Incident Response**: ParkMobile's Security Incident Response team receives regular thorough Incident Response Training, and OpsGenie was implemented for faster communication during potential security incidents.
- **Additional Security Measures**: ParkMobile has implemented multiple additional security measures, including Veracode, external email marking, AWS VPN, Jfrog Xray, country whitelisting, and additional third-party security scanning.
- **Security Monitoring**: Carbon Black and DataDog are implemented for continuous security monitoring and alerting.

11. **Describe all available rate structures, how rate schedules are built, and how the City can self-manage its rate schedules.**

As detailed above, ParkMobile supports simple to very complex rate structures, including those with multiple rates that change depending on the time of day, day of the week, or special events.

The initial rate structures are built by ParkMobile's team during the implementation of the system in Royal Oak. ParkMobile will provide the Royal Oak team with a Zone and Rate (ZAR) worksheet that will then be used to build out the program in our system backend. Once fully implemented, Royal Oak staff will update rates and policies via the ParkMobile 360 Self Administration portal.

With this user-friendly web-based solution, you can effortlessly manage your parking inventory, set policies, adjust rates, and create special event rates. It has everything you need to keep your operation running smoothly and boost your revenue. Key features of the PM360 portal include:

- **Calendar View**: ParkMobile 360 shows you daily, weekly, and monthly calendar views of all your parking policies, making it easy to visually see all your parking rates and make the necessary adjustments.
- **Rate Creator**: With ParkMobile 360, you can quickly create and import rates for specific days, weeks, or months. If you have a festival, street cleaning, or weather event, you can change and update your rates across different locations for special event rates.
- **Policy Management Across Locations**: ParkMobile 360 gives you a complete view of rates and policies across multiple locations. You can quickly apply policies from one location to another without having to rebuild a location's rate structure.
- **Rate Tester**: Before you push out a rate change, ParkMobile 360 allows you to test that rate to ensure it works properly and avoid potential customer service issues.

ParkMobile 360 allows clients to manage rates and policies in real-time. Staff can make rate changes and push them out instantly. Below are some examples and screenshots of the rate management capabilities available in ParkMobile 360:
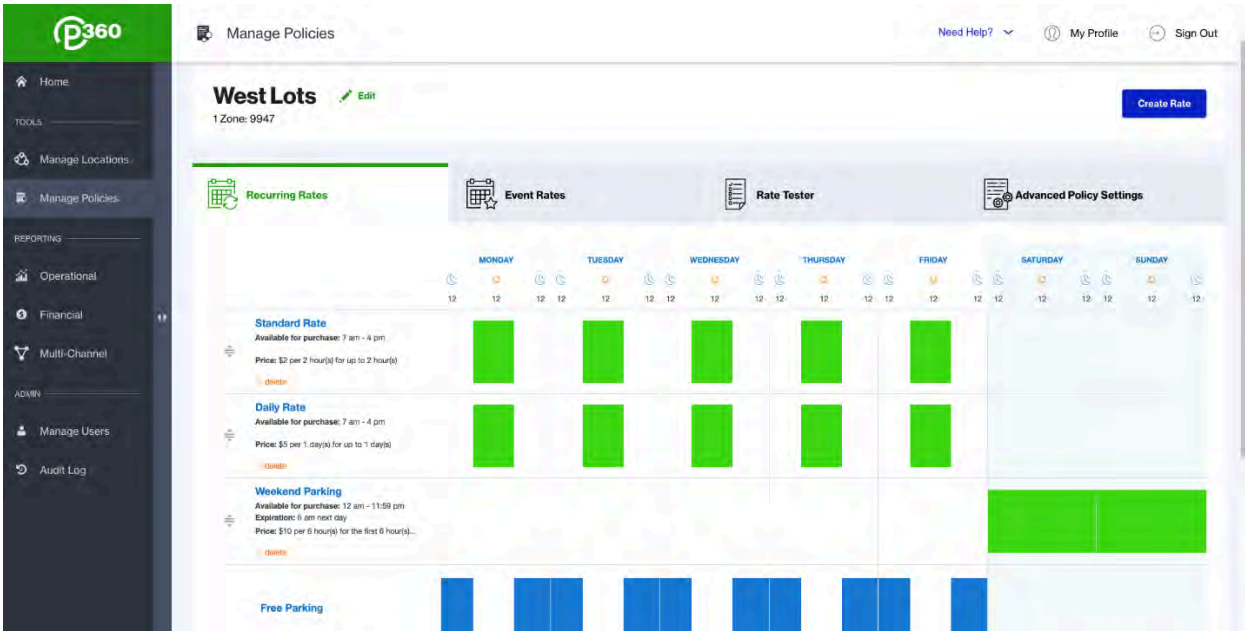
Figure – PM360 Calendar View to Setup Recurring Rates
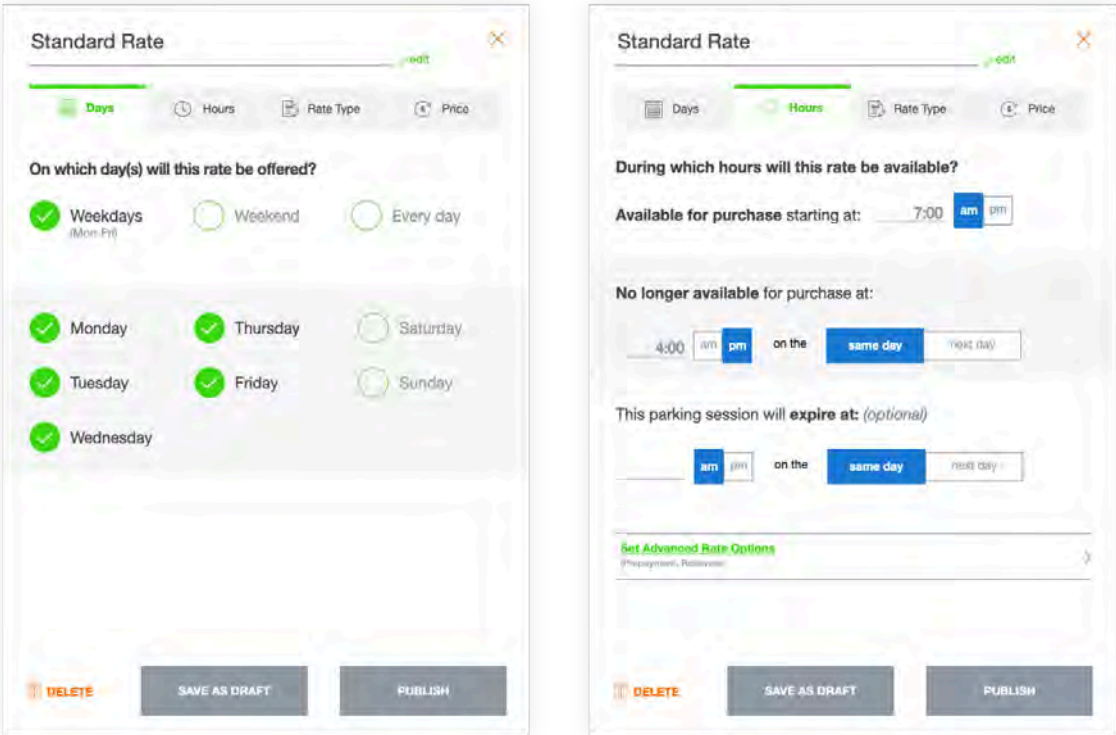
Figure – PM360 Rate and Policy Management

Figure – PM360 Audit Log Provides a Record of Rate/Policy Changes

Figure – Create Custom No-Parking Messages

12. *Describe the reporting package available to the City.*

ParkMobile transaction data will be shared with WebOffice for consolidated reporting. We have provided information and sample reports previously in the pay station responses.

For additional, mobile payment only reporting and analytics, ParkMobile provides robust analytics and reporting capabilities that include the ability to consolidate all of an operation's parking data in one portal. ParkMobile Metrics provides information with regard to total transactions and revenue across varying time frames, as well as transaction statistics such as the distribution of parking by hour of day, duration, and parking cost. The financial reports contain transaction-level information, including pricing, user, zone, and payment information. These reports can be scheduled to be delivered to the user's email inbox on whatever cadence they prefer - daily, weekly or monthly.

Below are some of the key features of ParkMobile's client analytics tool:

- **Easy-To-Read Dashboard View**: Your data is delivered in an attractive, easy-to-read format with charts, KPIs, and graphs for monitoring trends and drawing insights.
- **Scheduled Reports Delivered to Your Inbox**: ParkMobile allows you to distribute the right information to the right people by scheduling daily, weekly, or monthly reporting emails to select staff members.
- **Filter By Date and Supplier**: You can filter data by date range and supplier, making it easy to pull the data you want to see and compare historical trends.
- **Download ParkMobile Reporting Data in Multiple Formats**: Quickly and easily download your data in the format that best meets your needs. Downloads are available in .xls, csv, and .pdf formats.
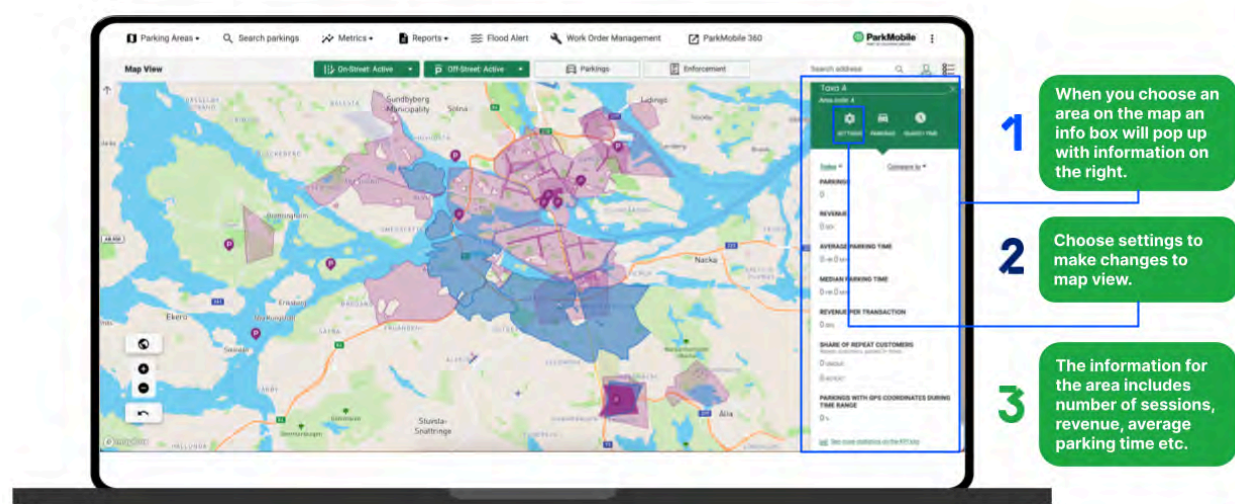
Figure - ParkMobile's client analytics map view displays parking areas on a map to quickly select the desired location's data

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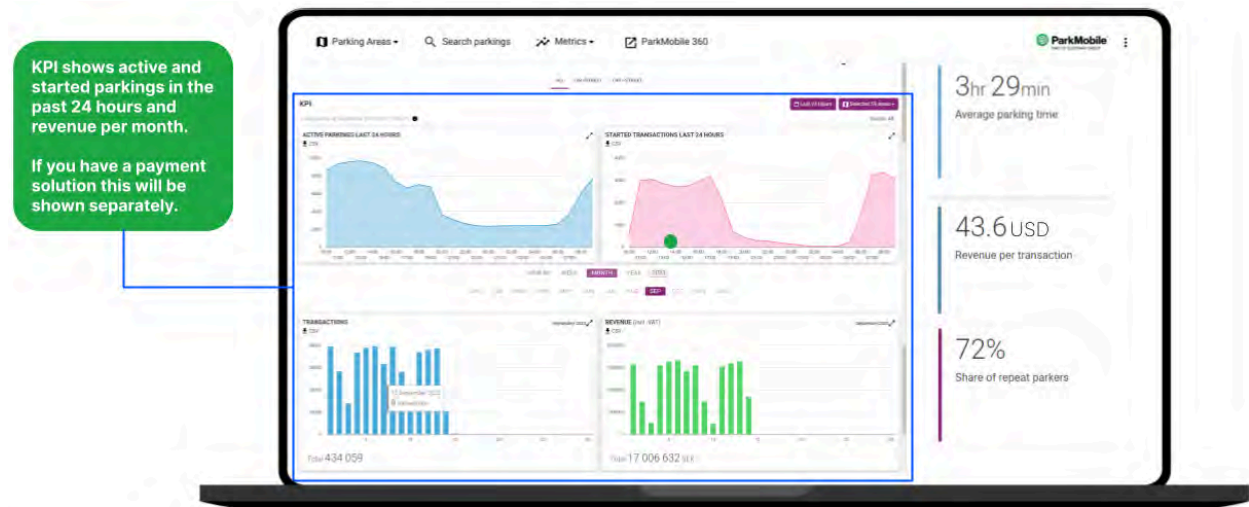
Figure - ParkMobile's client KPI analytics dashboard view provides a variety of visualizations of the program's performance metrics. Visualizations include previous 24 hours and monthly views.
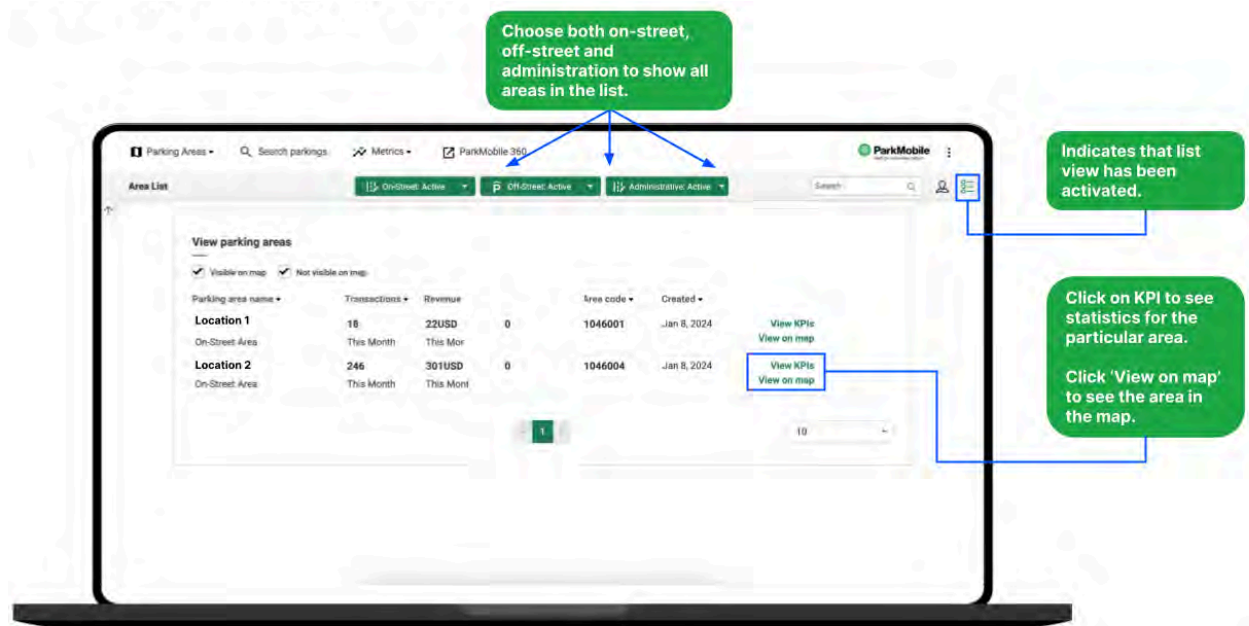
Figure - ParkMobile's client analytics location list view provides a quick glance at each parking location's performance metrics. Clicking' View KPIs' allows users to view deeper analytics.
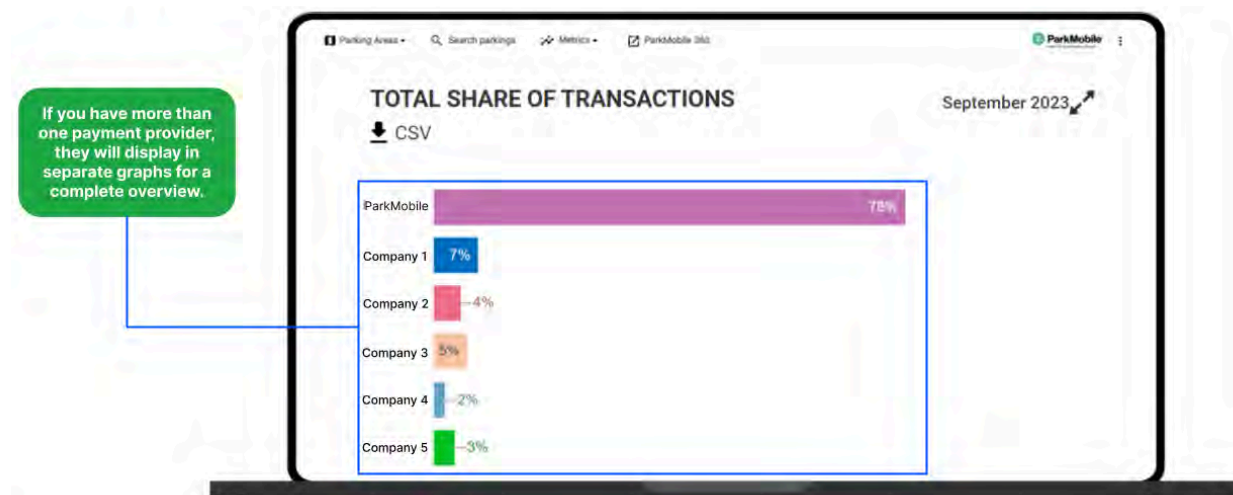
Figure - ParkMobile's multi-channel analytics view provides a breakdown of the share of transactions for all payment channels utilized by the client.
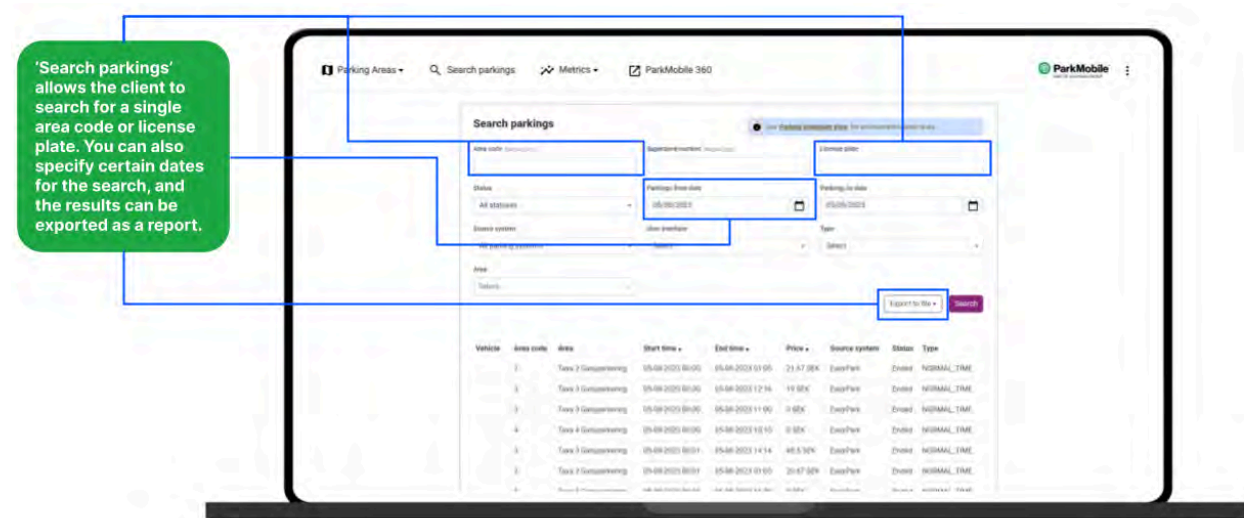
Figure - ParkMobile's search feature enables clients to filter parking sessions by area code, license plate, and date. Reports can also be exported as a report.

ParkMobile Insights (Optional)

ParkMobile's reporting capabilities are enhanced by our ParkMobile Insights solution, a powerful tool for municipalities looking to improve their parking operations. This service digitizes curb space, providing administrators with a comprehensive view of parking supply and demand, which supports informed decision-making to optimize usage. By balancing parking supply and demand, ParkMobile Insights enhances the on-street experience for drivers, making parking more efficient and facilitating easier commercial drop-offs and pick-ups. This results in less congestion and fewer drivers circling in search of parking, which significantly reduces carbon emissions and contributes to a more livable urban environment.

How Royal Oak can benefit from Insights:

- **Inclusivity**: Inclusive city planning ensures drivers with disabilities and elderly citizens to have the parking options needed to stay mobile and participate in public life.
- **Reduced Traffic Congestion:** Effective pricing management of parking areas is proven to reduce traffic, improve parking search time, and a more effective use of public spaces.
- **Support Local Business**: Cities can optimize commercial areas and support local business by achieving a balance between supply and demand, ensuring available parking spaces.
- **Improved City Planning**: The digital overview of parking spaces helps cities plan enforcement and zone expansions to improve the city's quality of life and being able to constantly measure progress.

ParkMobile Insights is a set of data-based offerings to help cities optimize their parking ecosystem. The service consists of four key components:

Parking Inventory

Determine the type and number of parking spaces in each zone. Inspect various street segments and find out what restrictions apply. ParkMobile uses scancars to efficiently collect accurate inventory data, eliminating the need for manual data collection by personnel on foot.
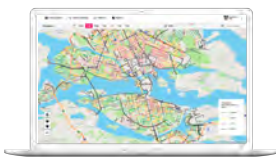
Parking Occupancy

Discover the streets and areas most sought after, parking search time, and the probability of finding an available space at any given time. The data is collected using our patented parking scanners installed on existing fleets. This technology provides accurate and precise occupancy information on an hourly basis and allows us to track changes in occupancy over time.

Operational Data & Parking compliance

Track your zoning, pricing, revenue, and other operational data in light of your inventory and occupancy. Gather additional Insights into enforcement to increase parking compliance in the City.

Advisory

We assist cities in discerning parking data in creating short, mid, and long-term actions to optimize their parking ecosystem.

Without the necessary occupancy data, balancing supply and demand is impossible. However, with the help of our ParkMobile Insights, cities can now easily determine which streets and areas are in high demand for parking at which times. Gone are the days of manual fragmented information collection. With just one click, ParkMobile Insights provides access to parking demand data. This enables administrators the ability to make informed objective decisions while at the same time providing measurable results.

Note: Insights is available at an additional cost and is dependent on certain parameters that can be established in coordination with Royal Oak. If Royal Oak is interested in more information, we can provide a demonstration and full pricing overview by request.

13. Describe the hardware and system warranty and any extended warranty options.

ParkMobile's mobile parking payment solution is a Software as a Service solution and is provided as-is. No warranty is applicable.

14. Describe any exceptions to the Contractor's hardware warranty terms.

There is no hardware or warranty associated with ParkMobile's mobile parking payment solution.

15. Describe the Contractor's support services, including customer support availability on-line help features, Help Desk, and optional on-site support.

ParkMobile offers you and your parking customers a Customer Care Center based in our corporate headquarters in Atlanta, GA along with an additional support team in Monterey, Mexico. We utilize the leading cloud-based customer service software, Zendesk, to handle customer inquiries and to provide consumer education through detailed FAQs, guides, video demos and technical help articles.
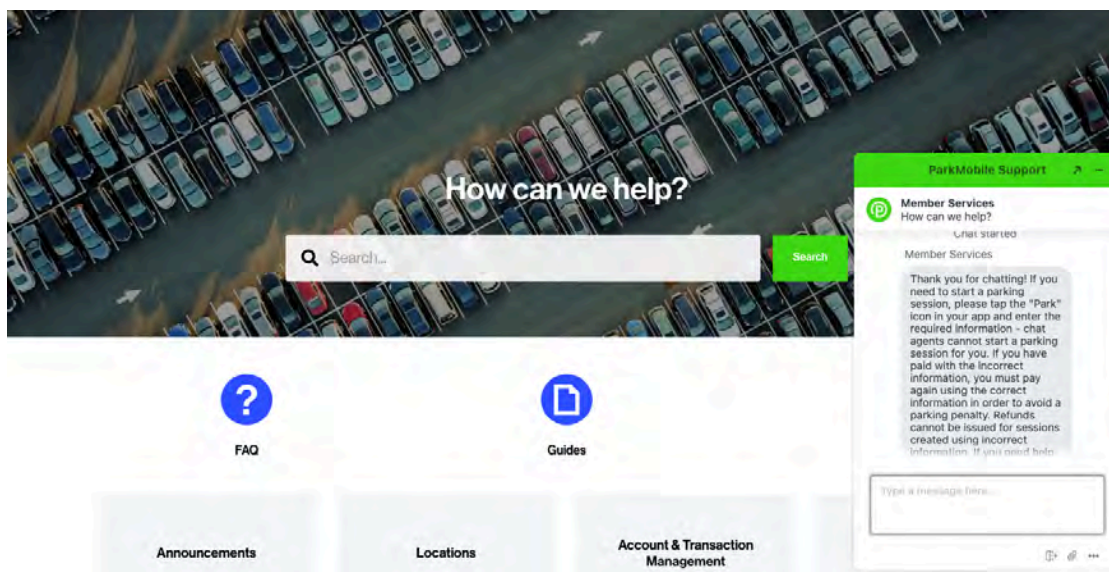
ParkMobile's Customer Care team can be reached easily using the customer's preferred method of contact. Users can call, email, text, use in-app chat, and use social media to contact a ParkMobile representative. This level of customer support will enable the City to reduce the number of support requests directed to the department. ParkMobile is a first line of defense and will help ensure users receive the best customer support in the industry.

When customers require further assistance, our Customer Care Specialists provide customizable responses based on the customer's needs. Moreover, a unique aspect of ParkMobile's customer support philosophy is our use of social media to maintain real-time contact with our 65+ million members. ParkMobile also utilizes social media to engage and interact with users, including constant monitoring of social media comments to understand their needs and support requests.

Best Customer Support in the Industry

- Our Customer Care team is available 24/7/365 and ready to assist whenever our customers need it.
- Our Level 1 PCI-compliant call center ensures customer data is fully secured.
- ParkMobile maintains a multi-channel call center with in-house phone, email, web and in-app chat, social media & bilingual support.
- Our call center services nearly 25,000 customers per month, answering more than 85% of our calls within 30 seconds with an average of 20 seconds.
- ParkMobile maintains a minimum average Customer Satisfaction score of 90% for all interactions involving our Customer Care team.
- ParkMobile's Net Promoter Score is 57 which is considered "excellent". For comparison, here are other NPS scores for other top brands:
  - Apple's: 47

- o Google: 11
- o Toyota: 33
- o Amazon:25
- o Microsoft: 33

For the ParkMobile app, on-site support is not typically required. However, optional on-site support is available for the Flowbird CWT pay stations, as described in the Pay by Plate Pay Stations section.

16. Describe the Contractor's project management team and process for implementation of their proposal.

ParkMobile takes a phased approach to our project management structure. During the procurement process, John Evans, Regional Sales Director, will serve as the project manager. After contract signing, Garett Snook will lead the implementation phase of the project and serve as project manager until the deployment of the system. After system deployment, Brooke Feldman and the Account Management team will take over the account.

Project managers for the ParkMobile scope of this project will coordinate directly with the Flowbird project manager to establish a main point of contact for the City of Royal Oak.

Below is a quick overview of key tasks from each phase of the project and the associated project manager. Tasks may be subject to change based on discussions with the City.

Pre-Contract - Process led by John Evans, Regional Sales Director
- RFP Submittal
- Demonstrations and/Presentations
- Contract Negotiations

Phase One: Planning - Process led by Garett Snook, Director of Implementations
- Kickoff Call
- Zone and Rate (ZAR) Worksheet
- Required Integrations Discovery
- Merchant Account setup
- Marketing Discovery

Phase Two: Implementation - Process led by Garett Snook, Director of Implementations
- Set up Zone and Rates in the back office systems
- Signage/Decal Production
- Conduct training sessions with City staff
- User Acceptance Testing before Go-Live
- Begin Marketing Rollout

- Schedule go-live date

Final Phase: System Go-Live - Process led by Brooke Feldman, VP of Account Manager (after full system deployment)
- Assign dedicated Account Manager for the life of the contract
- Set up regular touchpoints to discuss the program, performance metrics, and work through any key issues from the City

17. *Provide resumes for the team that will be assigned to the City.*

ParkMobile's project team is composed of seasoned professionals with extensive experience in delivering parking solutions. Each member brings a wealth of knowledge and a commitment to ensuring a smooth and successful implementation. With expertise spanning sales, project management, account management, marketing, technical support, and customer success, the team is well-equipped to guide the City through every stage of the project, from initial planning to ongoing support.

Below we have provided a short bio for the Project Managers as well as theproject team member who specialize in the deployment of the mobile parking system. The Project Managers will serve as the City's main point of contacts for the entire system.

John Evans, Regional Sales Director - Phase One (Procurement) Project Manager

John is the direct point of contact for details on all of ParkMobile's mobility solutions during the procurement process of this project. John is based remotely in the Midwest and has over 7 years of parking industry experience with a focus on cloud and mobile technology. John came to ParkMobile in 2022 after spending the previous 5 years with T2 Systems building his knowledge of parking and mobility software, hardware, and overall operations from all different markets. He will devote as much time needed during the procurement process and is available for onsite or remote coordination and support during implementation.

Garett Snook, Director of Implementations - Phase Two (Implementation) Project Manager

Garett Snook has been directly involved or has overseen every ParkMobile launch since 2010. Garett directs ParkMobile's deployments across North America from his remote office in Michigan. Garret and his team will ensure the City's program has a successful launch. Garett has been with ParkMobile for over ten years and has extensive experience managing large municipal deployments. Garett will devote as much time as required by the City, including onsite coordination to support deployment efforts.

Brooke Feldman, VP of Account Management - Phase Three (Post-Implementation) Project Manager

Brooke joined ParkMobile in 2015 and leads the Account Management team that is responsible for helping ParkMobile's clients optimize their parking payment programs. Brooke works with ParkMobile's most complex and forward-thinking clients to enhance and grow their programs. Prior to ParkMobile, Brooke worked in project management for the U.S. Department of Housing and Urban Development. She received her BA and MPA from the University of Georgia. Brooke and team will be actively engaged with the City throughout the life of the contract.

David Holler (On-Street Project Executive), VP Sales

Dave leads ParkMobile's Regional Sales Team responsible for municipal and campus markets. He and his team work directly with ParkMobile's public and private sector partners to deliver our best-in-breed mobility solutions. Dave has worked in the parking and mobility industry for 15 years, with a focus on helping municipal clients utilize technology to help solve their parking problems. Dave is based in NY and will be available either onsite or virtually for shortlist presentations, contract negotiations and ongoing client meetings.

Donnie Senterfitt, Senior Field Marketing Manager

Donnie has over 15 years of marketing experience in both professional services and technology companies. At ParkMobile, Donnie works with clients to implement marketing plans, as described in this proposal. ParkMobile has seen the highest adoption of mobile payments for parking utilizing our launch marketing plan. Together with Julianne Wilhelm from the pay station team, Donnie will work with the City to promote awareness of the payment methods available and promote adoption of the mobile payment program, ensuring continued growth and success for the program.

Dee Quilliams Senior Director, Customer Care
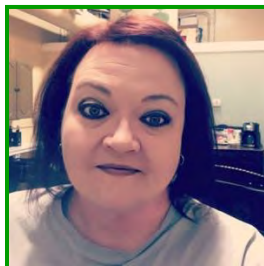
Dee Quilliams joined the ParkMobile team in 2010 and leads the Member Services team. Dee's team is responsible for managing the day-to-day inquiries from ParkMobile users and ensuring high customer satisfaction for the City's program.

We can provide full resumes for any project staff members, by request.

18. **Describe the scope of work and contractual relationship with any subcontractors included in the Contractor's proposal.**

ParkMobile does not require any subcontractors to successfully complete the scope of work for the pay stations and mobile parking payment system.

19. **Describe the Contractor's hardware and software testing process, especially regarding third-party integrations.**

ParkMobile's user acceptance testing is performed pre-go live throughout the implementation and training process, to ensure that everything is functioning correctly before the service is made available for use. In addition, we like to revisit the testing process after the initial 30 days to check in and ensure that everything is functioning to the client's satisfaction.

ParkMobile will conduct comprehensive testing procedures before and after the initial 30-day period to ensure accurate parking policies, pricing, and payment methods. The following tests will be conducted:

- Test transactions will be performed for different zones throughout the City to confirm parking policies are accurate in terms of pricing and reflecting the appropriate maximum duration.
- Test transactions will be conducted on varying days and times to ensure that the City's parking rates and policies are correctly reflected in the system.
- Tests with merchant accounts will be conducted to ensure that payment methods on file are correctly charged. Multiple payment methods, such as VISA, Mastercard, Discover, AMEX, etc., will be tested for comprehensive accuracy.
- Tests will be conducted with all integration partners, such as the City's enforcement solutions. Test transactions will be initiated in the ParkMobile system, and ParkMobile will coordinate directly with the enforcement provider to confirm that the transactions started in ParkMobile populate and reflect in the enforcement systems. This will ensure that drivers who pay through the ParkMobile application will not receive erroneous citations.

20. **Provide a project schedule from contract execution to installation. Include an accurate timeline for pay station delivery.**

ParkMobile's experience and expertise in deploying a mobile payment program is second to none. Because we are keenly aware that a successful deployment leads to quicker adoption of the program, ParkMobile has a department exclusively dedicated to implementations led by our most seasoned employees. **ParkMobile's expected timeline for launching Royal Oak's mobile parking payment program is 40-60 days or less from**

contract execution. The installation and launch of new parking pay station will take a few weeks longer, as described in the previous section.

ParkMobile's Implementation plan consists of a three-stage approach: Planning, Deployment, and Adoption. We have outlined this approach in the following graphic and sections.

Planning Phase	Deployment Phase	Launch Week	Adoption Phase	Adoption Phase Cont.
• Kickoff Meeting • Zone and Rate (ZAR) Meter Inventory • App design	• Decals & Signage production • Zone and Rate Configuration and Test • Enforcement Handheld Test & Training • Payment Processing Test	• Decal & Signage Installation • Release Mobile App • Push Zones & GPS Live	• Weekly update calls • Share analytics on downloads, transactions, and utilization • 30-day post-launch assessment	• Monthly on-site meetings • Semi-annual stakeholder meeting onsite
Build Up	**Pre-Launch**	**Launch**	**Post-Launch**	**Engagement**
• Decals & Signage design • Marketing planning • Press Releases – first announcements • "Coming Soon" Social Media Posts • Influencer outreach	• Custom Collateral – Flyers & Wallet Cards • Social Media • Local stakeholder meetings • App Store Optimization	• Ribbon Cutting with Mayor & City Officials • Joint Press Release • Promotions/Discounts • Social Media Activation • Content & Blogging • Local media outreach – Radio & TV Interviews / Talk Shows	• Local Events • Social Media Engagement • SEO • Offers & Promotions • Email Marketing • Push Notifications / In-App Messaging • User Testimonials	• Email Marketing • Push Notifications / In-App Messaging • Social Media Support • Anniversary Campaigns- Promotions/Discounts • Lapsed User Promotions • Contextual Alerts –Weather events, road closures

(Left axis label: Potential Activation Options)

Phase One: Planning Phase

ParkMobile will work with the City immediately after contract execution to schedule an initial "kickoff call" with the project team. During this call, we will begin discussing the implementation deliverables and the Planning Phase. The project has four main deliverables, which will be discussed in detail during the kickoff call:

1. **Zone and rate structure (ZAR)**
   The first major deliverable is the Zone and Rate Structure (ZAR), which provides an overview of all the inventory and assets where ParkMobile will be deployed. The ZAR includes specific details about the meter assets such as their location, the name and address of the lot, the type of meter equipment, and the number of meters and spaces. Additionally, all the rates and policies are included in the ZAR spreadsheet. Our team will collaborate closely with the City to ensure we have all the necessary information for a successful launch. Once the ZAR has been finalized and approved by the City, we send it to the ParkMobile Client Support Team who then configures it into the ParkMobile system.

Location
* Location Address
* GPS Coordinates

Meter Details
* Single Space vs Multi Space

* # of Meters/Spaces
* Enforced Plate or Space

Parking Policies
* Rate per Hour
* Time Limit
* Days of Paid Parking
* Hours of Paid Parking
* No Parking Restrictions
* Free Parking Days

PM Zone Number	Address	Meter Count	Meter Type	Hourly Rate	Max Duration	Paid Days/Hours
2901	4900 Alberta N	16	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2902	4900 Alberta S	20	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2903	200 Baltimore S	10	SSM	$1.00	4 Hour	Mon-Sat 8am-10pm
2904	100 Blanchard N	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2905	100 Blanchard S	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2906	200 Chihuahua E	4	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2907	200 Chihuahua W	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2908	100 Cincinnatti S	4	SSM	$1.00	6 Hour	Mon-Sat 8am-10pm
2909	200 Cincinnatti N	5	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2910	200 Cincinnatti S	9	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2911	300 Cincinnatti N	8	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2912	300 Cincinnatti S	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2913	100 Coldwell E	8	SSM	$1.00	6 Hour	Mon-Sat 8am-10pm
2914	100 Coldwell W	10	SSM	$1.00	4 Hour	Mon-Sat 8am-10pm
2915	400 East 1st N	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2916	400 East 1st S	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm

2. Marketing and signage

Signage and decals are essential to the success and adoption of ParkMobile in Royal Oak. Our team will work directly with City staff to design the best signage and decal package, taking into consideration the function and features of the new CWT pay stations. Our expert in-house graphic design team creates proofs in all sizes and shapes to meet the needs of each client. Signage and stickers are the most important deliverables for driving end-user adoption because if the customers can't see that ParkMobile is available, they won't know they can use our system.

In addition to signage and decal design, our in-house marketing team will coordinate with the City to deploy a comprehensive launch marketing plan to spread awareness of the system in Royal Oak. Previous marketing strategies include contacting local media, street teams handing out ParkMobile merchandise, social media campaigns, and more. ParkMobile can also use a geofence around Royal Oak to alert existing ParkMobile users that they can use ParkMobile to pay for their parking.

We have included an example marketing plan later in this document.

3. Integrations

ParkMobile is actively integrated with over 100 industry providers. We have an open API that is easily accessible to new vendors who may come into the market or that we are not already integrated with. On the kickoff call, we will discuss the integration needs.

4. Merchant account setup

The merchant account deliverable is the deciding factor around how the funds from ParkMobile transactions are distributed to the City. When ParkMobile is

Merchant of Record, ParkMobile remits net revenue (minus processing fees and transaction fees) monthly.

We will also briefly discuss pre- and post-go-live activities and provide a rough estimate for the go-live date.

Phase Two: Deployment

During this phase, the implementation team will produce signage and decals and finalize zone configuration in our system. We will also test transactions to ensure merchant accounts are set up correctly and the customer payment process is running as expected.

The implementation team will also introduce the City project team to our marketing department, who will create customized marketing collateral and work on press releases to local media outlets. We will begin our social media campaigns to communicate to the public that ParkMobile will be available in Royal Oak. ParkMobile will provide digital assets that the City can use on its websites, emails, social posts, etc.

Once everything has been tested and the systems are ready, the ParkMobile and City's teams will set a go-live date when drivers can use ParkMobile to pay for parking followed by the new CWT pay stations.

Phase Three: Adoption Phase

After launching the system, ParkMobile will schedule weekly and monthly calls as needed with the City project team. These calls will discuss potential improvements to signage, communications, zone configuration, and other aspects of the system. Additionally, the implementation team will introduce the City to the Account Manager who will be the primary contact for the program. The Account Manager will assist the City in setting Key Performance Indicators (KPIs) and tracking program usage and performance. He will also be available to provide additional training on the ParkMobile app and ParkMobile 360 platform as needed.

Rapid Adoption Of ParkMobile Post-Launch

ParkMobile is able to immediately generate high transaction volume as soon as the location goes live and sustain strong growth rates over time
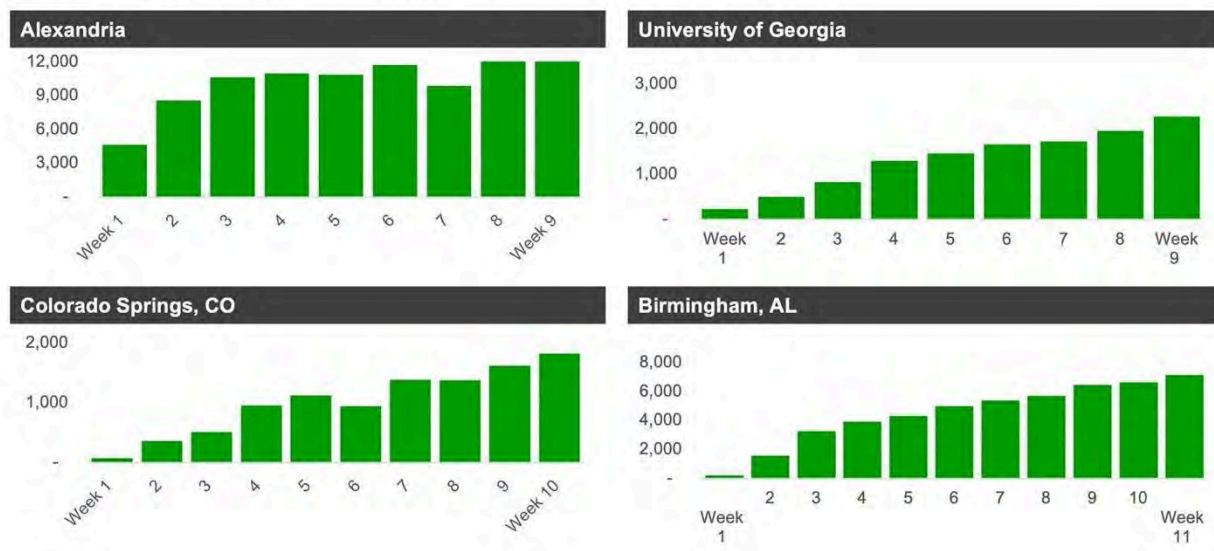
21. Describe the training methodology.

In addition to the pay station training described earlier, ParkMobile will provide comprehensive and ongoing web-based training to ensure city personnel are comfortable using ParkMobile's back-office systems before launch. Web-based training is most effective because it allows for training to be delivered via more frequent sessions over the course of several weeks, rather than a smaller number of longer, in-person sessions. These sessions can be recorded and shared with staff who could not attend due to scheduling or seating constraints.

Training sessions will be customized for the following personnel users:

Admin Users (Reporting and Policies)
- Update rates and policies in real-time
- Run, customize, export, and schedule recurring operational and financial reports
- Create and manage user login credentials

Read-Only Users (Reporting and Policies)
- Full access to view operational and financial reports

Enforcement-Oriented Users
- Verify parking credentials in real-time in the field, using integrated enforcement systems

Read-Only Users (Customer Transaction Lookup)
- Quickly look up vehicle plate numbers to verify all associated parking history
- Simple interface, ideal for reception or office staff who handle customer inquiries about reviewing and waiving violations

Training will consist of multiple 1-hour training sessions leading up to the go-live date. Enforcement training will be scheduled at the convenience of the City's enforcement team and will focus on the workflow to check mobile parking sessions through the city's enforcement platform. Each enforcement officer will need their enforcement device during training so they can run and test the enforcement workflow. Several transactions will be demonstrated via the ParkMobile app so each officer will see how the payments reflect on their devices in real time. During the training sessions, officers can ask questions about the platform and how to use it effectively.

City staff will also have 24/7 access to the ParkMobile Training Hub, which includes user manuals and step-by-step instructional videos. Access to the Training Hub will be made available to all personnel who need guidance on using our system or if new staff members need to be trained.
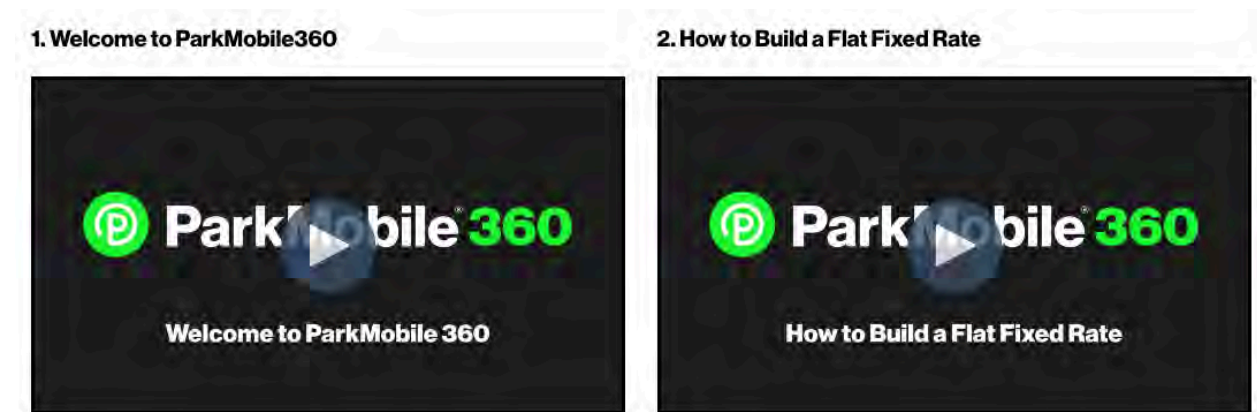
Figure - ParkMobile Zone Parking Hub Training Website

22. Describe how system upgrades will be distributed, communicated, and implemented (e.g., appropriate staff training) during the contract term.

ParkMobile fully supports and maintains our applications since all software is supplied as a service. We regularly release minor software updates to ensure our system is running smoothly. ParkMobile app users are not typically impacted by updates as updates are conducted via the App Store (iOS) or Play Store (Android) and typically complete in less than a minute (depending on the user's mobile or internet connection). Depending on the user's device settings, some users' apps may be updated automatically. ParkMobile recommends that users keep their app up to date and will notify users who have not completed the latest update to ensure they are receiving new user convenience features and their app's security is up to date.

Updates to ParkMobile's backend systems are conducted remotely and during non-peak hours (ie. 2 A.M.) to ensure minimal service interruption. Staff typically will not need to be

trained for minor updates or upgrades, however, in the event of major updates ParkMobile will ensure the City's staff is fully trained on the use of any new functionality.

Updates to signage or additional marketing support can be coordinated with the City's Account Manager who will also keep the City updated on future enhancements and updates coming to the system.

> ### 23. Identify any exceptions to the terms and conditions included in the City's sample agreement. The City may not consider exceptions not identified.

ParkMobile does not take any exceptions to the terms and conditions provided in the RFP, however, the following insurance provisions are not applicable:

- ParkMobile does not carry Professional Liability Insurance since we do not provide professional services.
- Garage Liability does not apply to this contract.

We have provided our comments and ability to meet the proposed Liquidated Damages in our requirements matrix.

ParkMobile will review and negotiate full terms upon contract negotiations. Typical negotiation provisions include data ownership and mutual indemnification language. We will negotiate agreeable terms upon contract negotiation.

> ### 24. OPTIONAL
> #### a. Describe any public outreach/education campaign support that will be included with your solution at no additional cost to the City. Proposer shall provide examples of prior successful implementations, including sample images, emphasizing similar installations and education introducing new paid parking policies.

Over the past 17 years, ParkMobile has launched in over 500 cities. Through that experience, we have learned the key marketing strategies, tactics, and best practices for introducing a mobile parking app in a new market and continually increasing the app utilization post-launch. We even wrote an e-book on the subject that you can download here.

When ParkMobile develops a marketing program for a new launch, one size does NOT fit all. To ensure the program's continued success, ParkMobile will work closely with Royal Oak staff to develop the right program. ParkMobile builds our marketing programs to focus on five key areas, outlined in the diagram and sections below.

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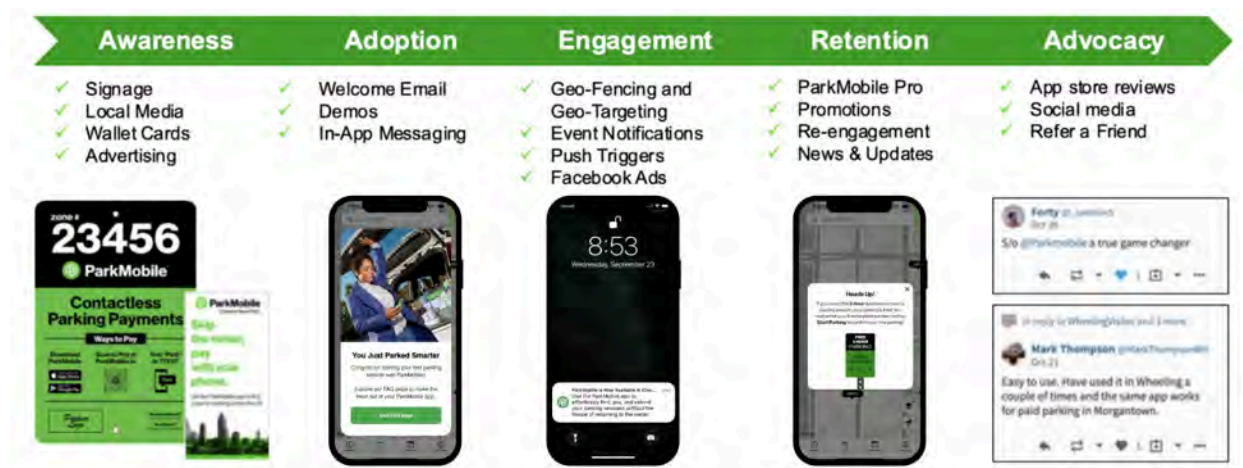
1. Awareness

When launching a new or updated mobile parking app in a market, it is critical to get the word out. The ParkMobile team deploys various tactics to ensure people in the market know about the app. Awareness tactics may include local advertising on TV and radio, press outreach, targeted social media ads, street teams, and more. We will use email, in-app messages, and push notifications to activate existing ParkMobile users. ParkMobile will also look for opportunities to leverage local programming in the market. For example, in Atlanta, we created branded content for integration into a show about local restaurants called "Atlanta Eats." You can see the entire segment by clicking this link.

2. Adoption

Once users have downloaded the app, ParkMobile activates our onboarding program to ensure they know how to get started. We send a welcome email with links to demos on how to use the app. Then, follow up to ensure the new users have the information they need. If users download the app and set up an account but don't complete a transaction, we keep messaging them to encourage usage and educate them about all the locations where they can use the app to pay for parking. As a result of our adoption tactics, almost 90% of users who download the app go on to complete a parking transaction.
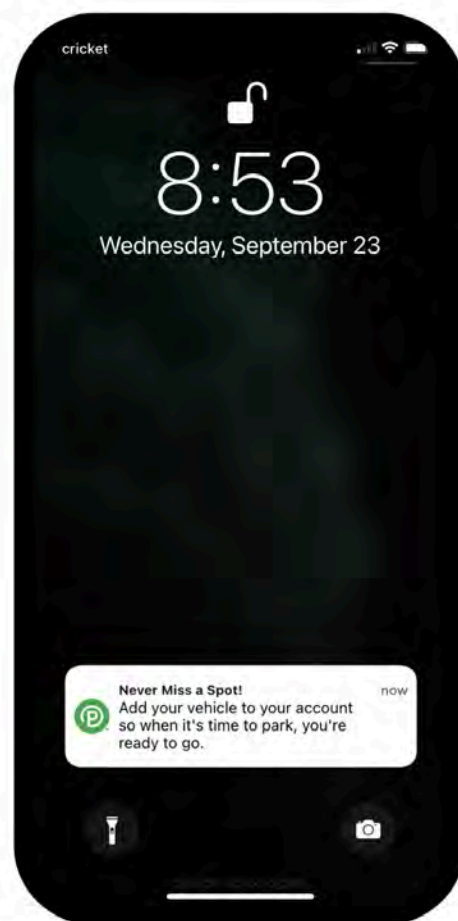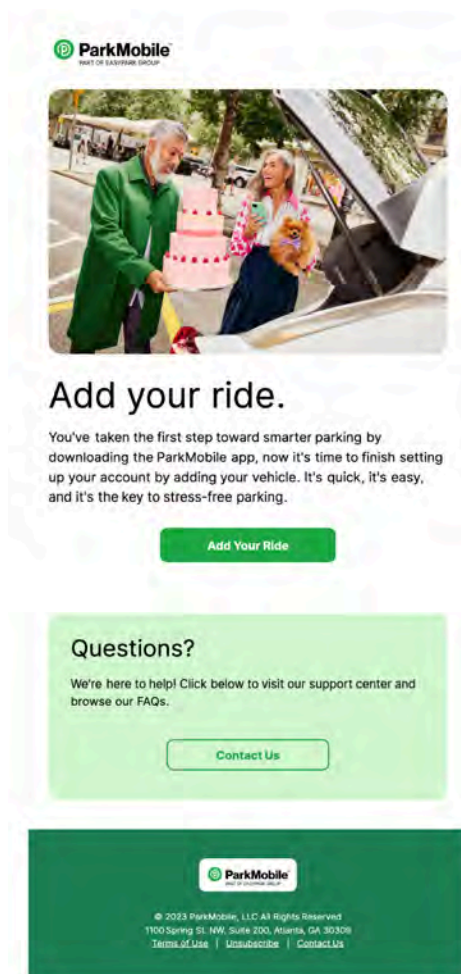
3. Engagement

Once people are using the app, we engage them on an ongoing basis with emails, in-app messages, and push notifications. The goal is to keep them engaged with ParkMobile even when they are not actively parking. In addition to the app-based engagement, we retarget users on Facebook and other social platforms to serve up tactical messages and stay top-of-mind.
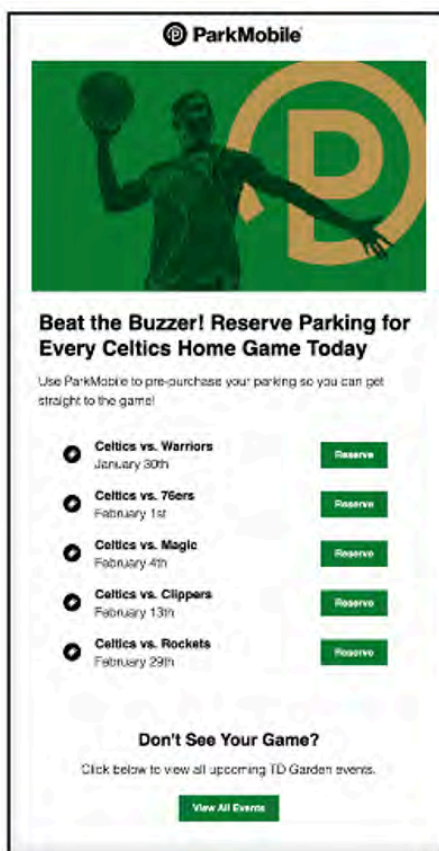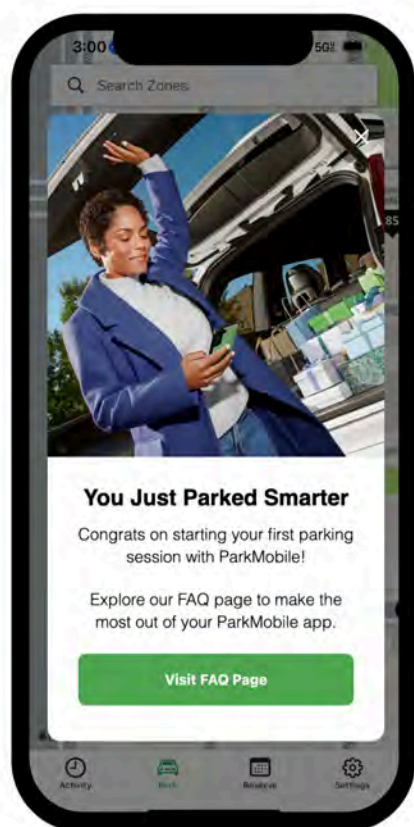
4. Retention

ParkMobile strives to keep users engaged with the app for the long term. We consistently communicate news and updates to members through email, social media posts, and other tactics. ParkMobile also has a re-engagement program for lapsed users who haven't used the app in several months.

5. Advocacy

For loyal power users, ParkMobile urges them to become "ambassadors" for the ParkMobile brand through social media and app store reviews.
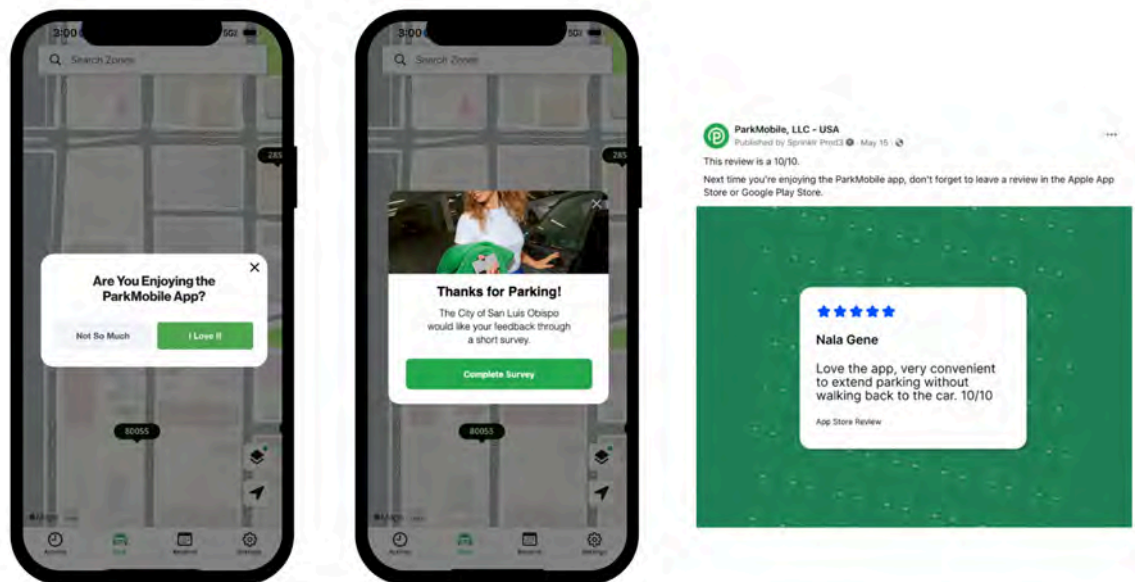
Example Marketing Collateral and Tactics

ParkMobile works with each client to determine the best marketing strategy for the local market and will meet with Royal Oak to understand its goals and desired marketing strategies. Below are just a few examples of strategies and collateral materials we make for the launch of a program.

Instructional Documents and Website Content

ParkMobile can provide clients with helpful one-pagers and wallet cards, as well as content to embed in their website, email, and social media channels.
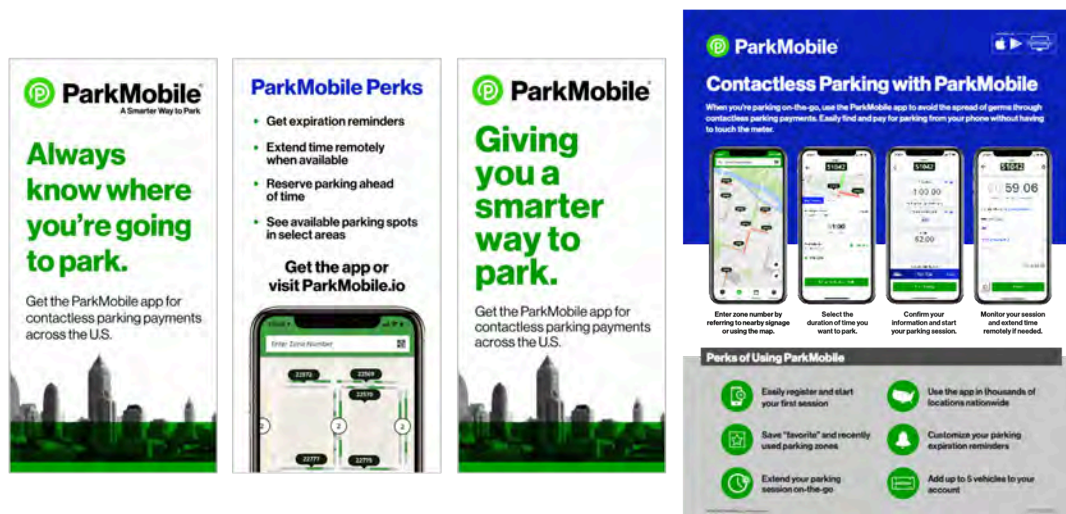
Customized Video Content

ParkMobile has an extensive video library of demos and tutorials that can be embedded on a client's website and used in other digital channels. We can also produce any custom video asset to support the program. You can see our full video library here: https://vimeo.com/parkmobile.

Using ParkMobile for On/Off-street Parking an…
ParkMobile

How to Use ParkMobile
ParkMobile

Social Media

ParkMobile has a very strong social media presence, with over 31,700 followers on Twitter, 34,500 followers on Facebook, 5,300 on LinkedIn, and 1,650 followers on Instagram. We will leverage this industry-leading social network to raise awareness for ParkMobile's products and services across the area. We will also engage with local influencers to post about ParkMobile on their social channels.
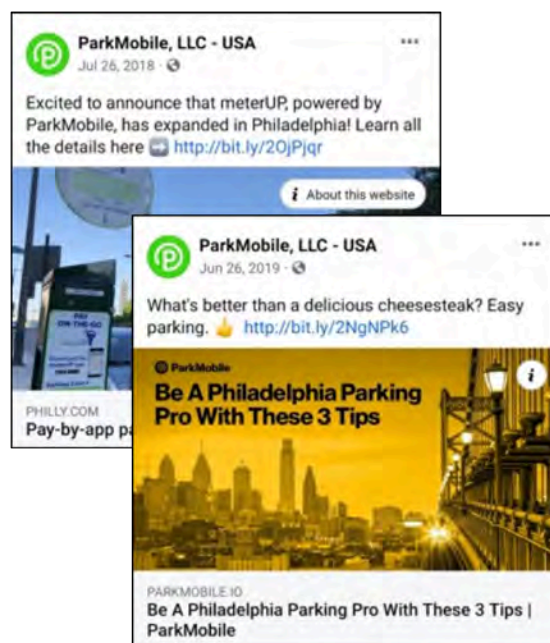
Special Events and Promotions

ParkMobile can set up special promotions for parking around the municipality. For example, clients can offer "$1 off", "free parking," or other incentives. The ParkMobile marketing team will work with staff to design and execute a custom promotion.
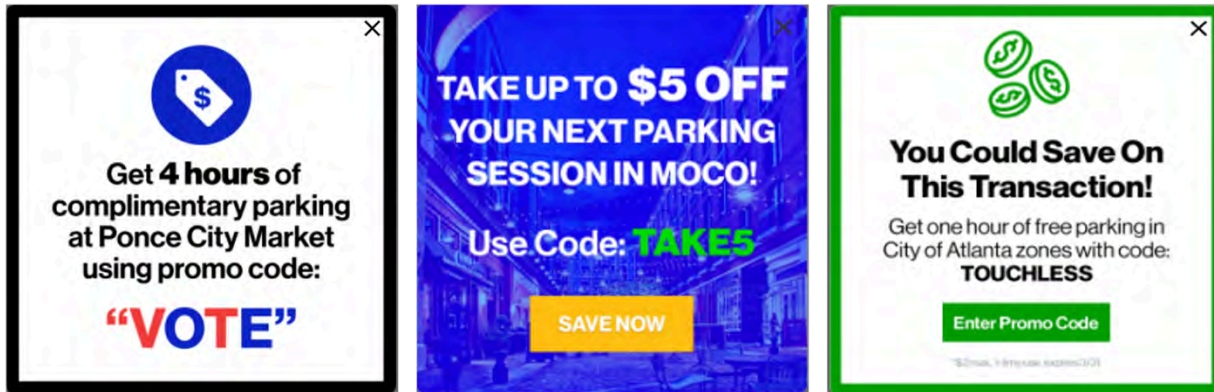
Branded Swag Kits

We provide our clients with swag kits that include branded items like hats, shirts, water bottles, lip balm, koozies, and more. These items can be distributed at the City's parking office or at special events to help raise awareness of the parking program. We also use these items when we deploy street teams as an incentive to download the app.

The City of Royal Oak is not limited to these strategies and we will work with the City's team to determine the best marketing package.

> ***b. Describe how the proposed parking technology solution would support a merchant validation program and identify any equipment required and additional costs or fees.***

As described previously, ParkMobile promo and validation codes offer discounted or free parking sessions through the app. Promo codes allow the user to enter a discount code prior to starting a parking session and receive the discounted or free parking session.

Discounts can be communicated to users in a number of ways, but we have provided example app popups below.

Promo and validation codes can be purchased by the City or merchants in the City and are programmed by ParkMobile. No additional equipment is necessary.

> ### c. Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure motorist convenience. All associated pricing for any proposed or suggested feature must be identified.

ParkMobile is constantly researching ways to innovate the industry and working with our ownership partner, EasyPark Group, to unify a single global platform. This global platform will bring several enhancements to the ParkMobile system that are already live across Europe. We have already described our ParkMobile Inights platform and can provide the following additional features:

- **Electric Vehicle (EV) Charging Payments**
  Our Electric Vehicle Charging Payments integration enables users to pay for parking and charging their electric vehicle within the ParkMobile user interface.
- **Camera Park and Integration with Gated Equipment**
  Should the City wish to deploy ParkMobile in its gated garages, ParkMobile can implement our Camera Park functionality. With this solution, cameras are outfitted on entry and exit areas and the session starts on entry for those that have registered for the service. The Parking and Revenue Control System (PARCS) solution will prompt ParkMobile how much to charge once the vehicle exits the lot. Additionally, ParkMobile integrates with gated equipment to allow users to skip the line at the parking pay station and pay with the ParkMobile app. The user simply scans the ticket in the ParkMobile app, pays for their parking, and upon exiting the gate will lift for a successful payment.

> ### d. Describe various types of discounts, passes, and special event parking programs and identify any additional costs or fees for these services.

ParkMobile also offers parking reservations for transient or event parking. Users can easily secure a parking space in advance through the flagship website at ParkMobile.io, a custom-branded website tailored to match the Royal Oak's overall look and feel, or the responsive mobile website experience (available at parkmobile.io). ParkMobile aims to simplify the parking process and enhance the overall customer experience by providing flexible booking options.
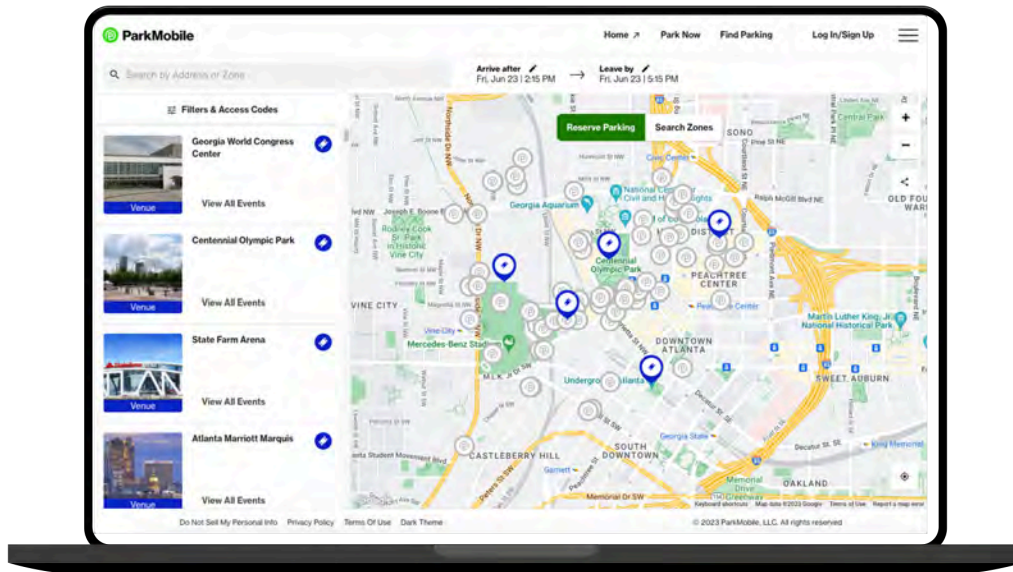
ParkMobile offers a simple and fast way to reserve parking. To begin, users can visit the ParkMobile reservations website and follow these simple steps:

1. **Search**: Enter the desired date and time to find available parking. The map interface will display available parking locations. Users can select their desired location and confirm details such as the selected date/time and amenities available.
2. **Confirm Details**: Users will then be prompted to log in to their ParkMobile account, create an account if they don't have one, or checkout as a guest (web experience only). Customers will then be asked to provide their email address, license plate number, and payment information to complete the reservation purchase. If the customer is logged into their ParkMobile account, most of these fields will be pre-populated with their preferred options.
3. **Complete Purchase**: After completing the reservation, users will receive an email confirmation and a QR code. Depending on the client's operation, the email, QR code, or the user's license plate may be used to verify the paid reservation.

Event reservations follow the same steps, except that the user selects the venue on the ParkMobile map and then has a list of events to reserve parking for.

> *e. Describe any merchant processing services provided, identify any processing fees, describe the invoicing/payments made to the City if the Contractor is the merchant of record, and describe the reconciliation process.*

If ParkMobile is Merchant of Record, ParkMobile remits parking revenue (minus transaction and processing fees) to the client on a monthly basis. ParkMobile communicates to clients the advantages of utilizing ParkMobile as the Merchant of

Record. Advantages include:

- **Payment Methods** - With ParkMobile as Merchant of Record, clients can ensure that the maximum amount of payment methods are available to customers, including the ParkMobile Wallet, which is only available when ParkMobile is MOR. ParkMobile Wallet also provides customers with a lower transaction fee.
- **Chargeback Coverage** - ParkMobile covers the costs of chargebacks, so clients are not responsible for them.

ParkMobile will remit City parking revenue (minus processing fees and the transaction fee) to the City on a monthly basis. Reports are available for reconciliation purposes.

f. The ability to provide a single back-office system capable of managing rules, rates, and restrictions for multiple providers of MPPS services would allow visitors to the City who use other MPPS systems to use their preferred system for making payments at City parking locations. Under such a system, the Contractor would be the "System Integrator," and other companies would be "Partners." Proposers that may offer this capability should describe their experience with providing a back-office capable of supporting this functionality and provide sample pricing information.

The ParkMobile mobile app system integrates seamlessly with the Flowbird WebOffice which can serve as a single back-office system capable of managing rules, rates, and restrictions for multiple system components. We have provided information about WebOffice in our responses to the Pay Station questions.

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g. *Describe any enhanced services and features that are currently available to the City or in the near future and how these services and features would be integrated to ensure customer convenience. All associated pricing for any proposed or suggested feature must be identified, including, but not limited to, a parking guidance application and other customer service features that can directly benefit the City.*

We have described our enhanced services in response to question c. above.

h. *Explain what types of real-time payment data can be displayed on on-street single- and multi-space payment equipment and the impacts of displaying that equipment.*

ParkMobile can push paid status to single space meters for ease of enforcement, however, this feature can degrade the battery faster. While this integration is available, it is up to the single space meter manufacturer on whether to enable it.

ParkMobile communicates our parking data in real-time to WebOffice, so parking pay station and mobile payment paid status are available in one backend system.

Proposer:	ParkMobile, LLC

General
For submittal, save and submit the TCM as an Excel file.
Enter your company's name in the yellow highlighted section on each tab.
DO NOT add or remove rows or columns.

Minimum Qualifications/Requirements
Proposers shall select if they Comply or Do Not Comply with each Minimum Qualification/Requirement Column C ("Response") for each of the following tabs.
Proposers may enter additional context in Column D ("Comments (Optional)") for each tab.
Proposers **shall not** enter any comments in Column D ("Comments (Optional)") that contradict the Proposer's response in Column C ("Response"). In cases where it is perceived that the comments contradicts the response in Column D, the line item will be scored as Cannot Meet.
DO NOT edit any content in columns A-B.

Technical Requirements		
Tab Name	**RFP Section**	**Number of Requirements**
1 PaybyPlatePayStations	1 Pay by Plate Pay Stations	184
2 MobileParkingPayment	2 Mobile Parking Payment System	80

Instructions
For submittal, save and submit the TCM as an Excel file.
Proposers shall select a response for each requirement Column D ("Response") for each of the following tabs. A description of each response is below.
If the response for a requirement is "Future Release", the Proposer **must** include an estimated release date in the comments section.
Proposers may enter additional context in Column E ("Comments (Optional)") for each tab.
Proposers **shall not** enter any comments in Column E ("Comments (Optional)") that contradict the Proposer's response in Column D ("Response"). In cases where it is perceived that the comments contradicts the response in Column D, the line item will be scored as Cannot Meet.
Enter your company's name in the yellow highlighted section on each tab.
DO NOT add or remove rows or columns.
DO NOT edit any content in columns A-C.

Response Options	
Response	**Description**
Comply	The system meets the requirement as is with no additional configuration or custom programming/coding.
With Configuration/Programming	The system will meet the requirement before the System is live by arranging the functional parameters that are already inherent in the product or by modifying the product's source code (changing or adding new code) so that it functions in a way that meets the City's specific business needs.
Future Release	The current version of the system cannot meet the requirement "Comply" or "With Configuration/Programming" but will be able to with a scheduled, future release of the product. **Proposers must provide an estimated release date with this response.**
Cannot Meet	The System cannot or does not meet the requirement.

Minimum Qualifications/Requirements Citation Issuance Devices & Software Proposers		Proposer:	ParkMobile, LLC
Section Description	**Requirement**	**Response**	**Comments (Optional)**
Minimum Qualifications / Requirements	Proposer shall have a minimum of ten active clients located in the United States of America with a minimum of 50 pay stations.	Comply	Flowbird has over 100 active clients in the United States with 50 or more pay stations. No vendor has more active pay stations in operation than Flowbird.
Minimum Qualifications / Requirements	Proposer shall have legally operated in the United States of America for a minimum of five years.	Comply	Flowbird has operated in the United States for over 25 years. We launched our first pay stations in the US in the early 1990's in cities such as New York and Portland, introducing the concept and benefits of multi-space meters to the US market.

Minimum Qualifications/Requirements Citation Issuance Devices & Software Proposers		Proposer:	ParkMobile, LLC
Section Description	Requirement	Response	Comments (Optional)
Minimum Qualifications / Requirements	Proposer shall have a minimum of ten active clients located in the United States of America.	Comply	ParkMobile is deployed in over 500 municipalities in the US and thousands of deployments in cities, universities, airports, event venues, and private operator lots.
Minimum Qualifications / Requirements	Proposer shall have legally operated in the United States of America for a minimum of five years.	Comply	ParkMobile began its US operations 17 years ago in 2008.

1. Pay by Plate Pay Stations			Proposer:	ParkMobile, LLC	
Section Description	**RFP Requirement #**	**Requirement**	**Response**	**Comments (Optional)**	
1.1 Key Requirements	1.1.1	Pay stations must be able to store at least 10 different rate structures configurable by time of day, length of stay, and day of the week. The technology must allow for simultaneous rate structures to be deployed to different pay stations including static/fixed rates and fixed and escalating hourly rates.	Comply		
1.1 Key Requirements	1.1.2	Pay station shall accommodate a pre-payment option (payments made in advance of operating hours).	Comply		
1.1 Key Requirements	1.1.3	Pay station technology must be simple to understand and easy to use.	Comply	Our proposed pay station, the CWT, features a 9.7" full color touch screen, making the transaction process very simple and user friendly. The screen flow is customizable and we will work with the City on the ideal experience for your parking public.	
1.1 Key Requirements	1.1.4	Motorist shall be able to complete a transaction in as few steps/screens as possible.	Comply		
1.1 Key Requirements	1.1.5	All technology included in the solution must be reliable, easy to maintain, and secure.	Comply	Flowbird has manufactured parking pay stations for over 50 years and our equipment is known around the world for its reliability, security, and how easy it is to maintain. We have designed our pay stations from the ground up to function successfully in unattended environments (e.g. city sidewalks) in any climate.	
1.1 Key Requirements	1.1.6	Pay station shall include a large screen to display relevant policy and parking information, rather than using signs or decals posted on the hardware. A touch screen is preferred by the City as the main interface for the motorist. Pay station shall be able to electronically display the following to the motorist with minimal effort: - Rate Options - Days and hours of operation - Motorist instructions	Comply	The City can utilize the CWT's 9.7" full color touch screen to provide rates, days/times of operation, as well as special instructions to motorists.	
1.1 Key Requirements	1.1.7	All technology, equipment, and systems shall be ADA-compliant to the latest state and federal standards at the time of proposal submission, including all related specifications from Public Right-of-Way Accessibility Guidelines adopted on July 3, 2024.	Comply	The CWT meets applicable ADA standards including having all operable buttons at or below 48" from the ground to make parking payment accessible for individuals in wheelchairs. We meet the requirements for forward reach and side reach.	
1.1 Key Requirements	1.1.8	All materials and components of the pay station shall be new (the most current model or version), unused, and not refurbished. The Contractor may submit the option for use of refurbished (like new) parts, in which case, the Contractor must clearly state which part(s) may optionally be selected by the City and any related cost savings.	Comply		
1.1 Key Requirements	1.1.9	Pay station shall have a modular design. Components shall be able to be quickly changed in the field and, to the extent possible, interchangeable between pay stations.	Comply	Components in the CWT can be easily changed out in the field with standard tools as follows: Touch screen – 7mm socket or nut driver CPU board – socket wrench Modem – by hand (the modem clips onto main board) Card reader – screwdriver Battery – by hand	
1.1 Key Requirements	1.1.10	All Pay station electronic components, connections and wiring shall be fully weatherproofed and capable of outdoor use.	Comply	The CWT is built for all climates. Over 700 CWTs are deployed in Detroit alone, demonstrating the robustness in climates like Royal Oak. Our parking equipment is not adversely affected by weather conditions despite the fact that they are often subjected to salt, air, humidity, frost, snow and ice. Our pay stations are rated to work in 99+ percent relative humidity and at temperatures up to 140º F and down to -22º F. The touch screen displays are tamper, weather and corrosion proof.	
1.1 Key Requirements	1.1.11	Pay station shall be weather, rust, and graffiti resistant and shall be made of stainless steel or an equivalent material.	Comply	The cabinet is made with 304 stainless steel, making it extremely resistant to corrosion. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet.	
1.1 Key Requirements	1.1.12	Pay station shall have additional lighting or illumination for after dark usage and limit the effects of sun glare.	Comply	An optional light bar is available as a cost option. The touch screen display is recessed to limit the effects of sun glare. The outer Lexan glass has an anti-glare coating to reduce reflections and heat build-up.	
1.1 Key Requirements	1.1.13	Pay station shall wirelessly communicate usage, payment status, pay station access and maintenance alert data in real-time though a vendor provided cellular plan.	Comply		
1.1 Key Requirements	1.1.14	Pay station shall be managed by a web-based parking management system or pay station management system (PSMS).	Comply	ParkMobile will provide the City with the WebOffice parking management system. WebOffice is web based and is hosted by our team in our secure data centers. Transaction data from both the pay stations and the ParkMobile app will be integrated into WebOffice for a complete view of your parking activity. All alarms and alerts are reported in real time for your maintenance team to provide a quick response to any issues.	
1.1 Key Requirements	1.1.15	Pay station and PSMS shall include easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of pay stations.	Comply		
1.1 Key Requirements	1.1.16	Pay station and all components shall be warranted to operate as proposed within a temperature range of negative 15 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City, including but not limited to sleet, snow, hail, grime, rain, fog, sun (including direct sunlight), and vibrations.	Comply	The CWT is built for all climates. Over 700 CWTs are deployed in Detroit alone, demonstrating the robustness in climates like Royal Oak. Our parking equipment is not adversely affected by weather conditions despite the fact that they are often subjected to salt, air, humidity, frost, snow and ice. Our pay stations are rated to work in 99+ percent relative humidity and at temperatures up to 140º F and down to -22º F. The touch screen displays are tamper, weather and corrosion proof.	
1.2 Wireless Two-Way Communications	1.2.1	Pay station shall will be equipped with a modem, antenna, and the required software to support wireless communications.	Comply	The CWT will be equipped with a cellular modem and antenna allowing for 4G communications via AT&T, T-Mobile, or Verizon.	
1.2 Wireless Two-Way Communications	1.2.2	The wireless service will be supplied by the Contractor who shall be responsible for maintaining and updating the service to ensure system uptime in excess of 99% during parking hours of operation.	Comply	ParkMobile manages the data plan on behalf of the City. If we identify that there are communications issues, we will work together with the cellular vendor to resolve the issues.	
1.2 Wireless Two-Way Communications	1.2.3	The wireless communication service and related modem (or other equipment) shall be viable for at least six years from the date of the equipment's delivery.	Comply		
1.2 Wireless Two-Way Communications	1.2.3.1	After six years, if at no fault of the Contractor, the cellular carrier cancels the available service, Contractor will provide written notification to the City at least one year in advance of the cancellation and provide support to the City for upgrading the pay station at the lowest possible cost with a service that will be viable for at least six additional years.	Comply		
1.2 Wireless Two-Way Communications	1.2.3.2	If the communication service is cancelled prior to six years from equipment delivery, Contractor will be responsible for the upgrade of all pay stations including equipment, software, and on-site physical upgrade.	Comply		
1.2 Wireless Two-Way Communications	1.2.3.3	If at any time during the agreement communication service cancellation or degradation is determined to be the fault of the Contractor, Contractor will be responsible for the upgrade of all pay stations including equipment, software, and on-site physical upgrade.	Comply		
1.2 Wireless Two-Way Communications	1.2.4	Pay station shall have the ability to select from different cellular carriers that may be best for different locations.	Comply	The CWT works with AT&T, T-Mobile, and Verizon (note that any pay stations operating on Verizon may incur a slighly higher monthly fee due to higher costs on that platform).	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.2 Wireless Two-Way Communications	1.2.5	Contractor will identify the likely cellular carrier(s) to be used for service and the process of determining reliability of signal coverage.	Comply	ParkMobile's project manager will provide guidance on this topic during the project roll out.
1.2 Wireless Two-Way Communications	1.2.6	Contractor will provide options for connectivity besides cellular data; e.g., hardwired, fiber, Wi-Fi, etc.	Comply	The CWT can operate on Ethernet if it is available at the site.
1.2 Wireless Two-Way Communications	1.2.7	Pay station transactions shall be communicated to the back-office system in real time to support pay-by-plate pay station enforcement queries.	Comply	ParkMobile meets this requirement and supports integration with all of the leading enforcement solutions on the market.
1.2 Wireless Two-Way Communications	1.2.8	In the case of communication outages (offline), the pay station shall be capable of storing transactions (as allowed by EMV standards), events and alarms for at least seven days, until communication is restored, at which point the data shall be transmitted to the back-office system.	Comply	
1.3 Pay Station Display	1.3.1	Display shall be easy to read under various daytime and nighttime lighting conditions, including fog, direct sunlight, and at various angles.	Comply	The touch screen display is recessed to limit the effects of sun glare. The outer Lexan glass has an anti-glare coating to reduce reflections and heat build-up.
1.3 Pay Station Display	1.3.2	Display shall be lit and will be large enough to legibly display all necessary operating status messages to users and repair personnel. The display must be energy efficient and operate in a solar-charging (or equivalent, as applicable) configuration and not cause excessive battery drain.	Comply	The CWT features a 9.7" full color touch screen, providing ample space to deliver a great user experience. The pay station is powered by a rechargable battery that is trickle charged by the integrated solar panel. This solution is proven around the world and provides more than sufficient power for the display and other components, even in harsh climates. The pay station (including the display) goes into sleep mode when not in use to preserve battery life.
1.3 Pay Station Display	1.3.3	Display shall be scratch and impact resistant.	Comply	
1.3 Pay Station Display	1.3.4	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Comply	
1.3 Pay Station Display	1.3.5	Display shall allow for the option to inform motorist of expiration of their paid parking session.	Comply	The CWT can be configured to show the expiration time when a user inputs their plate number.
1.3 Pay Station Display	1.3.6	Motorists shall be able to select their rate option prior to submitting payment in order for the pay station to translate the amount due and inform the motorist of the payment value.	Comply	
1.3 Pay Station Display	1.3.7	Display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the PSMS and communicate wirelessly to the pay station at least once per day. The City shall have the ability to change or adjust the graphic display independent of Contractor support and there shall be no additional costs for these types of adjustments.	Comply	
1.3 Pay Station Display	1.3.8	Display shall have the ability to display special messaging.	Comply	
1.3 Pay Station Display	1.3.9	Display shall clearly communicate instructions and error messages to the motorist. Where possible, alphanumeric and graphical representation is preferred. At a minimum, the display shall be capable of providing the following information: - Rates - Days and hours of pay station operation - Related parking regulations - Card Read Error - Communicating if a motorist's card was not appropriately read by the pay station - Coin Payment Unavailable - Communicating that coin payment is unavailable as a payment method - Bill Payment Unavailable - If applicable, communicating that bill payment is unavailable as a payment method - Card Payment Unavailable - Communicating that bank card payment is unavailable as a payment method - Card Payment Declined - Communicating that the provided bank card was declien and to use another payment method - Out of Order - Communicating that the pay station is fully out of order - Receipt Unavailable - If applicable, communicating that a printed receipt is unavailable - Customizable messages as dictated by the City on one or more screens - Customizable messages notifying the motorist of other payment options (example - text-to-pay or mobile payment) on one or more screens	Comply	The CWT utilizes a mix of text and graphics to communicate key messaging to the parking public. The pay station can accommodate all of the information listed to the left.
1.4 Pay Station User Interface	1.4.1	Any pay station buttons, touch screens or physical touch points must be vandal resistant, weatherproof, and corrosion resistant.	Comply	The CWT was designed from the ground up to work outdoors in unattended environments in any climate.
1.4 Pay Station User Interface	1.4.2	Any pay station buttons shall include a lighting feature so that a motorist can easily find the button in low light scenarios.	Comply	
1.4 Pay Station User Interface	1.4.3	Any pay station buttons, touch screens or physical touch points shall be easily maintained and replaced as needed.	Comply	All major components on the pay station (e.g. display, card reader, coin selector, printer, modem) can easily be maintained and replaced. ParkMobile will provide complete training to your maintenance staff.
1.5 Payments	1.5.1	Pay station must allow payment through multiple channels, including coin, cash, and bank card. Near Field Communication (NFC) payment (including contactless bank cards, Apple Pay and Google Pay) shall be supported. The City shall have the option to order any number of pay stations in any payment configuration	Comply	
1.5 Payments	1.5.2	Pay station shall accept monies through a jam-resistant coin, bill and bank card interface.	Comply	
1.5 Payments	1.5.3	Pay station shall accept all $0.05, $0.10, $0.25 and $1 coins in active circulation.	Comply	
1.5 Payments	1.5.4	If applicable, pay station shall accept all $1, $5, $10, and $20 bills in active circulation.	Comply	
1.5 Payments	1.5.5	Monies must be deposited directly into, and stored in, secured containers in the pay station's vault area.	Comply	
1.5 Payments	1.5.6	Monies must be easy to collect, being able to be completed in two minutes or less.	Comply	
1.5 Payments	1.5.7	All collection activities should include events reported to the PSMS.	Comply	The pay station will provide a time stamp on when a collection was performed along with the quantities of coins/bills along with total dollar amounts. Each collection notification contains the pay station ID number.
1.5 Payments	1.5.8	Pay station collection receipt printing shall be optional, allowing for removal of specific revenue information from the printed receipt or on-screen details.	Comply	The CWT supports multiple options for proof of payment. The user can get a printed receipt, no receipt or a text receipt.
1.5 Payments	1.5.9	Maintenance personnel must be able to easily clear coin or bills jams without special tools and accessing the coin or bill vault.	Comply	
1.5 Payments	1.5.10	Pay station must allow the motorist to pay for a parking transaction at any pay station within a City defined zone.	Comply	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.5 Payments	1.5.11	Pay station will have the ability to allow the addition of time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time allowed by license plate for the parking location.	Comply	The EasyPark/Flowbird system allows for the addition of time to existing transactions from any pay station in the City and will only allow payment up to the maximum time limit for the original parking zone.
1.5 Payments	1.5.11.1	Add time feature must be integrated with the mobile and text-to pay payment system to prevent meter feeding beyond the City's maximum time limits.	Future Release	Currently the CWT is integrated with our Pay by Text system on the same platform to prevent meter feeding. We anticipate that in Q3 2025 the platform will also prevent meter feeding from the ParkMobile app.
1.5 Payments	1.5.12	Pay stations shall be programmed to accept extended payment within applicable City policy requirements.	Comply	
1.5 Payments	1.5.13	Pay Station shall allow for multiple motorist payment receipt options, including, but not limited to, print options, receipt by text, or no receipt.	Comply	At the end of the transaction, the pay station will provide the user their various proof of payment options.
1.5 Payments	1.5.14	Contractor, the pay station, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)) as applicable.	Comply	
1.5 Payments	1.5.15	Pay station bank acceptance system will allow and compliant with EMV payments.	Comply	
1.5 Payments	1.5.16	Contractor will provide a payment gateway for processing of bank cards which is capable of processing Visa, Mastercard, American Express and Discover.	Comply	
1.5 Payments	1.5.17	Contractor will integrate the City's current merchant process, First Data Reporting Systems.	Comply	
1.6 Clock	1.6.1	Pay station must have a 365-day calendar real-time clock that completes a time-sync with the server at least once every 24 hours.	Comply	
1.6 Clock	1.6.2	Pay station will either retain the time settings during battery replacements or servicing or will accurately reset the time settings without losing prior programming within one minute of restart.	Comply	
1.6 Clock	1.6.3	Pay station clock shall be programmable at least one year in advance for automatic daylight savings time changes and shall support any State/Federal changes to Daylight Savings Time.	Comply	
1.6 Clock	1.6.4	Pay station clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period).	Comply	
1.6 Clock	1.6.5	Time of day and date shall be available to be viewed in the maintenance screens.	Comply	
1.7 Pay Station Power	1.7.1	Pay stations must have the capacity for power by a rechargeable (or equivalent) battery.	Comply	The rechargable battery will be trickle charged by an integrated solar panel.
1.7 Pay Station Power	1.7.2	Pay station must include solar recharging capability.	Comply	The pay station will include an integrated solar panel.
1.7 Pay Station Power	1.7.3	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 2 minutes and without the use of any specialized tools.	Comply	
1.7 Pay Station Power	1.7.4	Batteries shall be able to be recharged outside of the pay station.	Comply	
1.7 Pay Station Power	1.7.5	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the pay stations.	Comply	The CWT Pay Station utilizes a recyclable sealed lead acid battery.
1.7 Pay Station Power	1.7.6	When battery voltage falls below a minimum threshold, the pay station will generate an alert prior to the pay station going out of service.	Comply	
1.7 Pay Station Power	1.7.7	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	Comply	
1.7 Pay Station Power	1.7.8	Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the PSMS.	Comply	The CWT will be delivered with a rechargable battery that is trickle charged by the solar panel. This is the battery that will power the pay station. The voltage can be checked at the pay station level on the display or through the WebOffice system.
1.7 Pay Station Power	1.7.9	All locally stored pay station data will be retained during battery replacement and battery failures for at least seven days.	Comply	
1.7 Pay Station Power	1.7.10	Contractor shall guarantee a life of at least five years for a battery under normal use. Contractor shall provide training on proper battery care and maintenance to maximize the life of a battery.	Comply	
1.7 Pay Station Power	1.7.11	Upon end of life of a battery, after 5 years, Contractor shall support the City in the replacement of the battery.	Comply	
1.8 Pay Station Security	1.8.1	Pay stations shall have high security locks for all housing and cabinet doors.	Comply	
1.8 Pay Station Security	1.8.2	Cash vault areas of the pay station shall not be accessible from the maintenance compartment and access shall require separate keys.	Comply	
1.8 Pay Station Security	1.8.3	Vault area will be resistant to vandalism, theft, and other attacks to remove or disable the vault.	Comply	
1.8 Pay Station Security	1.8.4	Exterior locks shall be internally or flush mounted to reduce visibility to the public.	Comply	
1.8 Pay Station Security	1.8.5	Exterior locks shall be weather resistant to prevent rust and access of liquid inside the pay station.	Comply	
1.8 Pay Station Security	1.8.6	Exterior locks shall be uniquely keyed for the City, whereas no other client will have the same combination.	Comply	
1.8 Pay Station Security	1.8.7	Pay stations shall be resistant to vandalism, theft and other attacks.	Comply	
1.9 Maintenance	1.9.1	Pay station shall be able to be fully maintained by City staff or its designee.	Comply	ParkMobile will provide full training to maintenance staff.
1.9 Maintenance	1.9.2	The following major components shall be able to be replaced by a trained technician within 10 minutes of arrival at the pay station: - Coin acceptor - Bill acceptor (if applicable) - Bank card reader - Main board (CPU) - Printer - Battery	Comply	
1.9 Maintenance	1.9.3	Any other pay station component shall be replaceable by a training technician within a reasonable time period.	Comply	
1.9 Maintenance	1.9.4	Any special tools required for maintenance that are not easily available at a standard hardware store will be provided by the Contractor.	Comply	
1.9 Maintenance	1.9.5	Pay station display shall include a maintenance menu, accessible only by credentials available to a maintenance technician.	Comply	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.9 Maintenance	1.9.6	Pay station maintenance menu shall include the following capabilities: - View current status of the pay station - View current events, alerts and/or alarm - View current battery voltage - Test all available components - Print test receipt, if applicable - Test communication to the PSMS	Comply	
1.10 Pay Station Management System	1.10.1	The Proposer shall provide and maintain a Pay Station Management System (PSMS) for the term of the contract.	Comply	
1.10 Pay Station Management System	1.10.2	PSMS shall be hosted by the Contractor, or their subcontractor. Contractor shall maintain full responsibility, contractually or otherwise, for any third-party systems or hosting provided as part of this Proposal.	Comply	
1.10 Pay Station Management System	1.10.3	PSMS must provide secure, web-based back-office system including modules for the following: - Real time status of all pay stations - Real time and historical events, alert, alarm, and outage data - Real time and historical payment transaction data including search and look up capabilities - Pay station management features including rate policies, display updates and more - Detailed collection reporting to allow for accurate reconciliation of collected cash - Detail bank card processing report to allow for accurate reconciliation of bank card transactions - Standard and customized reporting capabilities including the ability to create custom templates for future use.	Comply	
1.10 Pay Station Management System	1.10.4	PSMS shall allow the City to track events, alerts and alerts from initiation at the pay station to the closing of such items once repaired in the field.	Comply	
1.10 Pay Station Management System	1.10.5	PSMS shall provide the ability to identify pay stations by descriptions, address, and zones. Mapping functionality is a desirable feature.	Comply	
1.10 Pay Station Management System	1.10.6	PSMS shall easily indicate pay station status and send configuration events, alerts and alarms to designated personnel via email and text.	Comply	
1.10 Pay Station Management System	1.10.7	PSMS shall provide real-time verification of parking spaces payment status for enforcement purposes.	Comply	
1.10 Pay Station Management System	1.10.8	PSMS shall allow the remote download of all rate changes, display changes, receipt layout changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Comply	
1.10 Pay Station Management System	1.10.9	PSMS and pay station shall include the ability to program and display different rate schedules by time of day, length of stay, and day of the week, including dynamic and progressive rate structures for peak occupancy periods.	Comply	
1.10 Pay Station Management System	1.10.10	Contractor rate schedules shall be integrated or replicated with other City parking payment systems, such as mobile payment, if applicable, to ensure consistent and accurate rate schedules.	Comply	
1.10 Pay Station Management System	1.10.11	City staff shall have the ability to program rates independent of Contractor support with no additional costs associated with these changes.	Comply	
1.10 Pay Station Management System	1.10.12	PSMS shall include a customizable dashboard that allows the City to display relevant analytics associated with the paid parking program including occupancy data, revenue, and equipment performance.	Comply	
1.10 Pay Station Management System	1.10.13	Contract shall offer the ability to integrate data from third-party systems into the PSMS allowing for a centralized reporting system and inclusion of the data in the dashboard display. Integrations will include, at a minimum, other paid parking technologies for both on and off-street operations.	Comply	
1.10 Pay Station Management System	1.10.14	PSMS shall allow for reports to be exported as Excel, CSVs and/or PDF files.	Comply	
1.10 Pay Station Management System	1.10.15	PSMS shall schedule any batch style reporting to occur on demand or by 5am daily, if applicable.	Comply	
1.11 Warranty & Contract Support	1.11.1	Contractor shall include a minimum of a one-year hardware warranty.	Comply	
1.11 Warranty & Contract Support	1.11.2	Contractor shall provide a warranty on all software and system solutions for the contract term.	Comply	
1.11 Warranty & Contract Support	1.11.3	Hardware warranty shall be effective on the same day for all pay stations included in the initial order, becoming effective on the last day of installation of the pay station implementation or 90 days from delivery of all pay stations, whichever comes first.	Comply	
1.11 Warranty & Contract Support	1.11.4	For any subsequent orders, the hardware warranty shall be effective on the date of delivery.	Comply	
1.11 Warranty & Contract Support	1.11.5	Contractor shall provide ongoing technical support services through the term of the contract for regular operations and maintenance services, including a toll-free phone number and online help (Help Desk). Support services shall be available from 8am to 5pm Eastern Time Zone, seven days per week (excluding holidays).	Comply	
1.11 Warranty & Contract Support	1.11.6	Contractor's Help Desk and related staff shall be located in the United States of America.	Comply	
1.11 Warranty & Contract Support	1.11.7	Contractor shall provide 24 hours per day, 7 days per week monitoring and services for outages or issues that impact the entire system.	Comply	
1.11 Warranty & Contract Support	1.11.8	Any requests for support that cannot be handled immediately by the Help Desk shall be acknowledged by the Contractor within one business day and updated on a regular basis.	Comply	
1.11 Warranty & Contract Support	1.11.9	Contractor shall utilize a ticket tracking system to open, track and close support requests from the City.	Comply	ParkMobile utilizes the Zendesk system for ticket tracking. The system not only allows clients to open a ticket, it allows us to gain valuable insights into our client satisfaction levels.
1.11 Warranty & Contract Support	1.11.10	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Comply	Everything that happens at a CWT pay station is transmitted to the WebOffice system. This includes all maintenance alarms and alerts (e.g. out of order pay stations, coin jams, paper outages, low battery alerts, etc.)
1.11 Warranty & Contract Support	1.11.11	Contractor shall provide regular and ongoing technical bulletins that identify product notifications, technology updates, lessons learned, and/or system performance that details issues, changes, improvements and upgrades.	Comply	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.11 Warranty & Contract Support	1.11.12	Requests for Quotations for parts, equipment or service from the City must be fulfilled within three business days.	Comply	
1.11 Warranty & Contract Support	1.11.13	Return Merchandise Authorization (RMA) requests from the City must be addressed within three calendar days. Upon return of equipment to the Contractor, the RMA must be processed and return equipment shipped within 14 days and/or a status update as to the expected time of arrival (ETA).	Comply	
1.11 Warranty & Contract Support	1.11.14	Shipment of the RMA to the Contractor will be at the cost of the City. Shipment of the return equipment will be at the cost of the Contractor.	Comply	
1.11 Warranty & Contract Support	1.11.15	RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within regular business hours.	Comply	
1.12 Project Management	1.12.1	Contractor shall assign a Project Manager for the duration of the planning, implementation, delivery and installation portion of the contract who will be responsible for, including but not limited to: - Project oversight and delivery of the system. - Being a single point of contact for the City and providing for the management, implementation, and on-going trouble shooting of the System during its installation. - Coordinating efforts with the City and any subcontractors. - Being available as required for onsite work and otherwise available to the City during regular business hours via email, phone or video conference to respond to City needs, questions and or issues. - Developing and maintaining, in consultation with the City, a detailed implementation and project plan for the System.	Comply	
1.12 Project Management	1.12.2	Contractor's Project Manager shall be experienced in the Contractor's products and parking operations, able to provide guidance and suggestions to the City on best practices.	Comply	
1.12 Project Management	1.12.3	Contractor shall provide a design review process for customizable and configurable portions of the solution. The City shall sign off on the design review documentation before production of these items.	Comply	
1.12 Project Management	1.12.4	Contractor shall test all hardware, software and systems prior to delivery to the City.	Comply	
1.12 Project Management	1.12.5	Contractor shall develop a training plan for review and approval by the City.	Comply	
1.13 Training	1.13.1	Contractor shall provide a training plan that includes, but is not limited to, installation, troubleshooting, repairs, preventative maintenance, revenue reconciliation, and reporting. The training plan shall include: - Types of training course with a target audience - Description of course - Method of training (video conference, in person, etc) - Prerequisites for the training course	Comply	
1.13 Training	1.13.2	Contractor training must include, at a minimum, the following City personnel: operations, maintenance, customer support, administration, and finance.	Comply	
1.13 Training	1.13.3	Training will occur in person or via video conference as is most appropriate for the topic. At a minimum, Contractor will provide at least two days of onsite/in person training for operations and maintenance.	Comply	
1.13 Training	1.13.4	Training will be provided by qualified experts from the Contractor.	Comply	
1.13 Training	1.13.5	The City may request additional training sessions at reasonable intervals and lengths via video conference for no extra cost for the contract term.	Comply	
1.13 Training	1.13.6	The City may request additional training sessions in person. The Contractor will provide a quote for services within one week, and perform that training within four weeks, of the City's request.	Comply	
1.13 Training	1.13.7	Contractor will provide necessary training to the City for any new, upgraded or additional functionality provided during the term of the contract.	Comply	
1.13 Training	1.13.8	Contractor shall supply, and keep current, digital copies of all operating, training, maintenance, repair and user's manuals, which include detailed instructions for pay station and system usage.	Comply	
1.14 Work Order Management (Optional)	1.14.2	PSMS shall include a work order management system (WOMS).	Comply	This feature is available through Zendesk as a cost option.
1.14 Work Order Management (Optional)	1.14.3	WOMS shall automatically create maintenance work order tickets generated by pay stations events, alerts or alarms.	Comply	This feature is available through Zendesk as a cost option.
1.14 Work Order Management (Optional)	1.14.4	WOMS shall route work orders automatically to the City assigned contacts via email and text.	Comply	This feature is available through Zendesk as a cost option.
1.14 Work Order Management (Optional)	1.14.5	WOMS shall allow for manual ticket creation for any reason and route for use by maintenance, customer service, City management and more.	Comply	This feature is available through Zendesk as a cost option.
1.14 Work Order Management (Optional)	1.14.6	WOMS shall provide for the entire life cycle of a ticket including creation, routing, addition of comments/notes, and closing.	Comply	
1.14 Work Order Management (Optional)	1.14.7	WOMS shall provide a mobile application or mobile compatible website for in field entry and activity.	Comply	
1.14 Work Order Management (Optional)	1.14.8	WOMS shall include reporting functionality that allows management to review ticket history and statistics.	Comply	
1.15 Installation	1.15.1	Contractor will be responsible for pay station installation at specific locations identified by the City. The Contractor's price will include all costs associated with the activity.	Comply	
1.15 Installation	1.15.2	The City will be responsible for a storage location within the City limits for pay station delivery and provide reasonable access to the facility Monday through Friday during business hours.	Comply	
1.15 Installation	1.15.3	The City will be responsible for removing an existing pay station or meter infrastructure prior the installation by the Contractor.	Comply	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.15 Installation	1.15.4	Contractor will provide one in person, onsite walk-through where the Contractor's Project Manager and a City representative will review each installation site. The Contractor will issue a report listing the details (address, GPS coordinates, etc.) and status of each location with two weeks of the site visit for City review and approval.	Comply	
1.15 Installation	1.15.5	Contractor will provide all personnel, tools, equipment, unpacking, assembly, programming, or otherwise as required for installation.	Comply	
1.15 Installation	1.15.6	Contractor will provide pay station transportation between the storage facility and the installation locations.	Comply	
1.15 Installation	1.15.7	The City will be responsible for preparing each site for installation prior to Contractor kicking off installation, including any concrete remediation.	Comply	
1.15 Installation	1.15.8	The Contractor will provide no less than two technicians working together to complete the installations at a rate of no less than 5 to 10 pay stations per day.	Comply	
1.15 Installation	1.15.9	Upon completion, Contractor staff will thoroughly test each pay station and provide documentation of the successful installation and confirmation that each pay station is operating to specification. Review and confirmation of each report by the City will result in acceptance of said pay station.	Comply	
1.16 System and Security Requirements	1.16.1	The Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.	Comply	ParkMobile's system is fully vendor hosted. The City does not need to maintain servers to support its new parking solution.
1.16 System and Security Requirements	1.16.2	Computers that access the System shall not require special software packages or "client" software. Any computer shall access the System through a standard web browser without plug-ins or other components.	Comply	
1.16 System and Security Requirements	1.16.3	The Contractor shall be responsible for taking every precaution to ensure the reliability of all systems, files, data, equipment, communications, and facilities.	Comply	
1.16 System and Security Requirements	1.16.4	The Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.	Comply	
1.16 System and Security Requirements	1.16.5	The Contractor shall have security features designed to protect the security and confidentiality of all information contained in the System database. The Contractor's security for the System and all connections thereto shall conform to current industry best practices.	Comply	
1.16 System and Security Requirements	1.16.6	The Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from the City, including, but not limited to, transaction history, address, email address, phone number, and credit card information. Notwithstanding the preceding restrictions, The Contractor shall be permitted to use such information to enable the services provided to the City as part of this agreement. At the City's sole discretion, the City may direct the Contractor to share data securely with City-appointed parties.	Comply	
1.16 System and Security Requirements	1.16.7	All information security incidents shall be reported immediately to the City. Security incidents include theft, loss, damage, or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.	Comply	
1.16 System and Security Requirements	1.16.8	The Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance.	Comply	
1.16 System and Security Requirements	1.16.9	The System shall provide full system backup and recovery capabilities. The Contractor shall maintain the database, including backup and recovery procedures. The Contractor shall make sufficient backups to ensure that no data is lost in any circumstances.	Comply	
1.16 System and Security Requirements	1.16.10	System uptime is critical. The Contractor will maintain a 99.5% or greater uptime annually for the system as a whole, including any essential subsystems in solution operation.	Comply	
1.16 System and Security Requirements	1.16.11	Uptime will exclude scheduled maintenance. The Contractor will notify the City of any scheduled downtime at least seven days in advance. Scheduled maintenance shall be coordinated to have the least negligible impact on City operations.	Comply	
1.17 PCI Compliance	1.17.1	The Contractor's solution shall be compliant with Payment Card Industry Data Security Standard Level 1, the latest version, at the time of contract execution, as required.	Comply	ParkMobile's system is PCI Level 1 certified.
1.17 PCI Compliance	1.17.2	As the PCI Data Security Standard evolves, the Contractor shall be responsible for maintaining compliance with that standard at the Contractor's sole expense.	Comply	
1.17 PCI Compliance	1.17.3	Proposers shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.	Comply	
1.18 Data Requirements	1.18.1	The City shall be the exclusive owner of all data and rights to the data generated from the Systems, regardless of whether the data is direct, derived, calculated, or modeled.	Comply	
1.18 Data Requirements	1.18.2	The Contractor shall store or archive (with the City's approval) all transaction data generated during the term of the Agreement and retain it for at least five years after its termination.	Comply	
1.18 Data Requirements	1.18.3	The Contractor shall deliver copies of all System data upon request of the City or its designee and upon the termination of the Agreement in a format mutually agreed upon by both parties.	Comply	
1.18 Data Requirements	1.18.4	The Contractor shall be responsible for providing transaction data in a format that is readable by the City using commonly available commercial off-the-shelf software.	Comply	
1.18 Data Requirements	1.18.5	If the successor contract is awarded to another firm after the termination of the contract for any reason resulting from this RFP, the Contractor must develop and implement a Data Conversion Plan with the City or its designee.	Comply	
1.19 Integration Requirements	1.19.1	The City assumes and requires that the Contractor's solution, which may include one or more systems and/or third-party systems, will be integrated by the time of contract execution as would be necessary to meet the requirements for their specific service.	Comply	
1.19 Integration Requirements	1.19.2	The Contractor shall utilize open-source APIs that allow for current and future integration with third parties.	Comply	

Section Description	RFP Requirement #	Requirement	Response	Comments (Optional)
1.19 Integration Requirements	1.19.3	The Contractor shall provide real-time integration with the City's current, new, and future parking technology and data management contractors, including, but not limited to, citation issuance/enforcement handhelds, LPR, and mobile payment. These types of integrations are considered standard in the industry.	Comply	
1.19 Integration Requirements	1.19.4	The City recognizes that standard integrations have a certain amount of latency between systems. However, timely data exchanges are required for efficient and accurate parking operations. The latency between any two systems shall not exceed an average of 90 seconds for every 100 consecutive transactions. The latency measurement shall be defined as when a data request is made or data is sent and when the data is delivered and viewable to any end user.	Comply	
1.19 Integration Requirements	1.19.5	Should latency be observed in excess of 90 seconds, the Contractor will work with the City to measure the latency, identify the point of default, and correct the default.	Comply	
1.19 Integration Requirements	1.19.6	Custom integration, being nonstandard and not identified in this RFP, may be considered in the future by the City. The Contractor agrees to provide the necessary development to achieve a custom integration for a mutually agreed cost and schedule to be memorialized in an amendment to the resulting contract from this RFP.	Comply	
1.19 Integration Requirements	1.19.7	Batch data transfer may be considered for specific integrations at the sole discretion of the City.	Comply	
1.19 Integration Requirements	1.19.8	The Contractor shall provide all necessary parking-related data in a format compatible with standard industry integrations. If the data formats of the City Contractors do not match, the City may require either Contractor to make reasonable changes to their format at no additional cost to the City.	Comply	
1.19 Integration Requirements	1.19.9	The Contractor shall operate in good faith with the City and the City's designated Contractors to implement, troubleshoot, and complete necessary integration as defined by the City.	Comply	
1.19 Integration Requirements	1.19.10	If two or more Contractors cannot agree on the methodology used for any integration, the City will select the method most advantageous for the City.	Comply	
1.19 Integration Requirements	1.19.11	The Contractor shall be able to transfer daily batch reports (flat file) with City defined data fields to a City defined location or system.	Comply	
1.20 Standard Integration	1.20.1	The pay stations shall integrate with:	Comply	
1.20 Standard Integration	1.20.2	License Plate Recognition System	Comply	The ParkMobile system has existing integrations with the leading LPR systems on the market including Genetec, Elsag/Leonardo, and Vigilant.
1.20 Standard Integration	1.20.3	Mobile or Text-to-Pay Payment System (to prevent meter feeding)	Comply	
1.22 Liquidated Damages	1.22.1	PSMS or Bank Card Processing Failure: Any failure of the PSMS or bank card processing solution provided by the Contractor that prevents the processing of bank cards and the collection of related revenue shall result in damages of $500 per 24 hour period. City shall provide Contractor with 12-hour notice to respond and repair the failure prior to being entitled to this liquidated damage.	Comply	We assume that both parties agree that the annual liquidated damages in any Contract Year (measured from the Contract effective date, or anniversary thereof, as applicable) shall be limited to 20% of the the amount paid or due to Contractor by the City during that Contract Year
1.22 Liquidated Damages	1.22.2	Systemic Hardware Issue: Any hardware failure that affects 25% (or 40% if less than 10 pay station are installed) or more of the City's pay station fleet at one time which causes in the inability to collect any one type of monies shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have 10 calendar days to correct the hardware failure, up to and including specific component replacement, prior to the City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in correcting the failure.	Comply	We assume that Contractor will have 10 calendar days to submit a remediation plan for correcting the hardware defect, which may include specific component replacement. The City shall review and approve Contractor's remediation plan, which approval shall not be unreasonably withheld. The City shall be entitled to this liquidated damage if the Contractor does not resolve the hardware defect in accordance with the remediation plan.
1.22 Liquidated Damages	1.22.3	Systemic Software Issue: Any software failure that affects 25% (or 40% if less than 10 pay station are installed) or more of the City's pay station fleet at one time which causes in the inability to collect any one type of monies or charge motorists the correct amount shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have one business day (24 hours) to correct the failure prior to City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in correcting the failure.	Comply	We assume that Contractor will have up to 72h to correct the defect before the LD's apply
1.22 Liquidated Damages	1.22.4	PCI Data Security Failure: Failure of Contractor to maintain Payment Card Industry ("PCI") Data Security Standard Certification, shall result in damages of $10,000 on the twenty-eight (28th) calendar day following non-compliance ("first assessment"). The twenty-eighth (28th) calendar day following the first assessment and every twenty-eight (28) calendar day thereafter shall constitute a "subsequent assessment". On each additional twenty-eight (28th) calendar day following the first assessment and any subsequent assessments, the City shall be entitled to liquidated damages of $25,000 until the failure is cured. Damages during subsequent assessments shall be prorated by day.	Comply	
1.22 Liquidated Damages	1.22.5	Cash Reconciliation Accuracy: Any failure of the Contractor's solution that results in a 3% or greater variation between the actual collected funds versus the pay station/PSMS reported funds shall result in damages of $25 per 24-hour period per pay station. Upon City notice to the Contractor, Contractor will have seven business days to correct the failure, if determined that Contractor is at fault, prior to City being entitled to this liquidated damage. City will provide reasonable access and support to the Contractor in identifying and correcting the failure.	Comply	
1.22 Liquidated Damages	1.22.6	RMA Fulfillment: Any failure to process and ship an RMA or provide notification to the City with reasonable explanation for delay, within 14 days of the receipt of the shipment from the City shall result in damages of $100 per day until the return RMA shipment is received by the City. The first occurrence of this failure will result in a written warning by the City with no damages applied. Any subsequent failures will incur this liquated damage without notice being required by the City.	Comply	$100 LDs will apply per RMA and not per day per RMA.

2 Mobile Parking Payment			Proposer:	ParkMobile, LLC
Section Description	**RFP Requirement #**	**Requirement**	**Response**	**Comments (Optional)**
2.1 Customer Capabilities	2.1.1	The customer should be able to create/edit/update an account or register to use the MPPS. Registration items may include name, license plates, preferred payment method(s), and mobile phone number.	Comply	ParkMobile users can register via their email address or their existing Google or Apple account. While they are not required to enter their name, license plate, preferred payment method, and phone number are all standard user account fields.
2.1 Customer Capabilities	2.1.2	An account registration shall have the ability to support a minimum of four license plates for any user. The MPPS shall allow a plate to be registered on more than one account.	Comply	ParkMobile users can add up to five license plates per account. A license plate can be added to more than one ParkMobile account.
2.1 Customer Capabilities	2.1.3	The MPPS should allow customers to complete an online transaction as a guest and not require an application download or new account creation.	Comply	The ParkMobile web experience provides the ability to checkout as a guest for users who do not wish to create an account or download the app.
2.1 Customer Capabilities	2.1.4	Payment shall be allowed through multiple options, including voice, website (mobile responsive design), mobile SMS/texting, and smartphone application compatible with iOS and Android operating systems.	Comply	ParkMobile provides payment options via the ParkMobile app (for Android or iOS), responsive website, IVR phone call, text message, and QR code.
2.1 Customer Capabilities	2.1.5	The MPPS shall suggest a zone number to customers by using GPS within the customer's device (unless it would cause confusion because multiple zones may be within the GPS' margin of error) but allow for override in case customer is making a payment from another location.	Comply	The ParkMobile system suggests zone numbers according to GPS data and the user confirms the correct zone number as seen on signs and/or decals.
2.1 Customer Capabilities	2.1.6	The MPPS shall allow customers to pay for a specific period of parking time with a single call or action.	Comply	ParkMobile provides a simple method for customers to pay for parking.
2.1 Customer Capabilities	2.1.7	The MPPS shall provide a customer option to be informed via text, email, or application notification prior to the expiration of their parking session.	Comply	ParkMobile provides customizable notification settings, enabling users to opt in to text, email, or push alerts prior to the expiration of their parking session.
2.1 Customer Capabilities	2.1.8	The MPPS shall allow purchase of additional parking time (but not past the maximum time allowed for that specific parking space or zone).	Comply	The extend time feature is one of the most popular ParkMobile features and it allows users to purchase additional time before the expiration of their session. Users cannot extend their session if the maximum time limit has been reached.
2.1 Customer Capabilities	2.1.9	The MPPS shall be capable of providing a "lockout" period, restricting the customer from beginning another parking session in the same space or zone until after a specified period of time has passed.	Comply	ParkMobile supports the ability to lockout a user who has reached the maximum parking time from starting another session in the same space or zone.
2.1 Customer Capabilities	2.1.10	The MPPS shall not allow purchase when desired time includes restricted parking periods (i.e., space/zone closures, and temporary no parking zones).	Comply	ParkMobile does not allow users to purchase time during restricted parking periods (including space/zone closures or temporary no parking zones/hours).
2.1 Customer Capabilities	2.1.11	The MPPS shall allow customers to contact Contractor with complaints and for refund requests. Proposers shall describe the refund investigation/resolution process and indicate how City approval is solicited and how refunds are applied.	Comply	If ParkMobile is Merchant of Record, refund requests are handled via our Customer Care team who will apply the City's refund policy to to determine eligibility. If the City is Merchant of Record, refunds will be handled directly with the City.
2.1 Customer Capabilities	2.1.12	The MPPS must have a mobile responsive website that works on most older devices and that can be accessed by computer.	Comply	The ParkMobile web experience (located at parkmobile.io) is a responsive mobile design that is accessible via any major web browser, whether the user is on their mobile device or computer.
2.1 Customer Capabilities	2.1.13	Any convenience fee, established with the City for this implementation, must be clearly communicated to the customer, and Contractor must demonstrate methods used to minimize any convenience and processing fees to the extent possible (digital wallets, etc.). All intended fees shall be disclosed in the Cost Proposal.	Comply	ParkMobile convenience fees are clearly communicated to the customer on the checkout screen. The convenience fee is listed separately from the parking fee before both are added together for the total. ParkMobile does have the ParkMobile Wallet which provides users a lower transaction fee. The ParkMobile Wallet is only available if ParkMobile is Merchant of Record.
2.2 Configuration Capabilities	2.2.1	The MPPS should be able to support different rate structures that are configurable by time of day, length of stay and day of the week. These may include dynamic and progressive rate structures for peak occupancy periods.	Comply	ParkMobile supports both simple and complex rate structures, including those with multiple rates that change depending on the time of day, day of the week, or special events.
2.2 Configuration Capabilities	2.2.2	The City shall have the ability to program rates independent of Contractor support with no additional costs associated with these changes.	Comply	The ParkMobile 360 Self Adminstration portal enables the City to make changes to its rates and policies without ParkMobile intervention. No additional cost is associated with ParkMobile 360.
2.2 Configuration Capabilities	2.2.3	The MPPS should be able to support the configuration of City parking rules such as City holidays, "no parking" times, notifications to groups of City customers based on various criteria, and alerts.	Comply	ParkMobile supports the ability to configure special parking rules such as holidays, no parking periods, custom in app messaging, and alerts.
2.2 Configuration Capabilities	2.2.4	The MPPS should allow different rule sets at different locations, as rates, operating hours, holidays, and ability to extend sessions may vary between locations.	Comply	ParkMobile supports the ability to set different rates and policies for different locations.
2.2 Configuration Capabilities	2.2.5	The MPPS should support prepayment timeframes.	Comply	ParkMobile supports prepayment timeframes.
2.2 Configuration Capabilities	2.2.6	The MPPS shall support automatic changes due to Daylight Savings Time and support any State/Federal changes to Daylight Savings Time.	Comply	ParkMobile supports automatic changes due to Daylight Savings Time and will adjust our system should their be any State/Federal changes changes to Daylight Savings.
2.2 Configuration Capabilities	2.2.7	The MPPS should be able to provide a validation program, that could include special events and merchant participation throughout the City or in specific zones, should the City choose to enable this service.	Comply	ParkMobile supports promo and validation codes for special events or merchant validation programs.
2.2 Configuration Capabilities	2.2.8	The MPPS should allow rates and schedules to be programmed and reprogrammed in a flexible manner, in real time and without any System downtime.	Comply	The City can program or reprogram rates in ParkMobile 360 at anytime. There is no system downtime required for rate programming.
2.2 Configuration Capabilities	2.2.9	The MPPS should allow rates and schedules to be programmed prior to the effective date and time, to go into effect automatically at that date and time.	Comply	Rates programmed in ParkMobile 360 can be pushed out immediately or scheduled for later release. If scheduled for later release, those rates/policies will automatically go live at the specified date/time.
2.2 Configuration Capabilities	2.2.10	The MPPS shall conform to a zone and/or space numbering sequence as defined by the City. As the MPPS will be one component in the City's overall parking strategy, the City may require a specific numbering sequence be used by all components.	Comply	ParkMobile can support the numerical zone/space sequence of the City's preference.
2.2 Configuration Capabilities	2.2.11	Contractor shall provide integration with existing and future paid parking management and enforcement systems selected by the City at no additional cost. Additionally, Contractor shall provide integration, via APIs, with any management, inventory, or reporting systems as directed by City.	Comply	ParkMobile operates on an open API infrastructure and is integrated with over 100 industry providers across all technology types. We have a developer portal for any integrations not already in place. During project kickoff, we will meet with the City to determine all required integrations.
2.3 Warranty & Contract Support	2.3.1	Contractor shall provide a warranty on all software and system solutions for the contract term.	Comply	ParkMobile is a Software as a Service (SaaS) provider and it is provided as-is with no applicable warranty. We fully support our system at no cost for the life of the contract.
2.3 Warranty & Contract Support	2.3.2	Contractor shall provide ongoing technical support services through the term of the contract for regular operations and maintenance services, including a toll-free phone number and online help (Help Desk). Support services shall be available from 8am to 5pm Eastern Time Zone, seven days per week (excluding holidays).	Comply	ParkMobile will provide ongoing technical support services through the term of the contract, including a toll-free number for help desk support. The City will also have a dedicated Account Manager who will provide personalized support to City staff. Support is available during regular business hours (8am to 5pm ET), seven days a week.
2.3 Warranty & Contract Support	2.3.3	Contractor's Help Desk and related staff shall be located in the United States of America.	Comply	ParkMobile provides support out of our headquarters in Atlanta, GA.
2.3 Warranty & Contract Support	2.3.4	Contractor shall provide 24 hours per day, 7 days per week monitoring and services for outages or issues that impact the entire system.	Comply	ParkMobile provides 24/7 monitoring of our services to ensure continued service and quick resolution of any issues. We also have a Status Page at status.parkmobile.com where you can monitor the status of all ParkMobile systems. You can also subscribe to be automatically notified in the event of any events.
2.3 Warranty & Contract Support	2.3.5	Any requests for support that cannot be handled immediately by the Help Desk shall be acknowledged by the Contractor within one business day and updated on a regular basis.	Comply	ParkMobile acknowledges this requirement and will acknowledge any support requests within one business day and provide daily status updates.
2.3 Warranty & Contract Support	2.3.6	Contractor shall utilize a ticket tracking system to open, track and close support requests from the City.	Comply	ParkMobile utilizes the leading cloud-based customer service software, Zendesk, for ticket tracking.
2.3 Warranty & Contract Support	2.3.7	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Comply	All of ParkMobile's support services and updates are completed remotely since our solution is a Software as a Service (SaaS) solution and no on-site infrastructure is required.

Section	Ref	Requirement	Response	Comments
2.3 Warranty & Contract Support	2.3.8	Contractor shall provide regular and ongoing technical bulletins that identify product notifications, technology updates, lessons learned, and/or system performance that details issues, changes, improvements and upgrades.	Comply	The City's Account Manager at ParkMobile will meet with City staff on a regular basis according to the City's preference (ie. quarterly, bi-annually, etc.). During this meeting, the Account Manager will present KPIs and system performance metrics to the City for review. At this meeting the Account Manager will also listen to the City's input on areas that you may think need improvement or areas of concern. Any major updates to the ParkMobile system will be detailed during these meetings to ensure City staff is current on the state of the system.
2.4 Project Management	2.4.1	Contractor shall assign a Project Manager for the duration of the planning, implementation, delivery and installation portion of the contract who will be responsible for, including but not limited to: - Project oversight and delivery of the system. - Being a single point of contact for the City and providing for the management, implementation, and on-going trouble shooting of the System during its installation. - Coordinating efforts with the City and any subcontractors. - Being available as required for onsite work and otherwise available to the City during regular business hours via email, phone or video conference to respond to City needs, questions and or issues. - Developing and maintaining, in consultation with the City, a detailed implementation and project plan for the System.	Comply	Garett Snook, who has led every ParkMobile implementation since 2010 will serve as the Project Manager for the duration of the planning, implementation, delivery, and installation portion of the project. He and the ParkMobile implementation team will coordinate all the deliverables listed in this requirement to ensure a successful system launch in Royal Oak.
2.4 Project Management	2.4.2	Contractor's Project Manager shall be experienced in the Contractor's products and parking operations, able to provide guidance and suggestions to the City on best practices.	Comply	As stated above, Garett Snook has led every ParkMobile implementation since 2010 and knows ParkMobile better than anyone. He will apply the best practices learned through the hundreds of implementations he has been a part of to ensure success.
2.4 Project Management	2.4.3	Contractor shall provide a design review process for customizable and configurable portions of the solution. The City shall sign off on the design review documentation before production of these items.	Comply	ParkMobile will work with the City on deliverables such as the Zone and Rate worksheet, which requires the City's customization and input for its desired zone, rates, and policies. If the City wants a customized web experience, we will also work on those details with the relevant City staff.
2.4 Project Management	2.4.4	Contractor shall test all hardware, software and systems prior to delivery to the City.	Comply	ParkMobile conducts user acceptance testing before the system goes live in the City.
2.4 Project Management	2.4.5	Contractor shall develop a training plan for review and approval by the City.	Comply	ParkMobile will put together a training plan and seek approval from the City to ensure it meets its expectations.
2.5 Training	2.5.1	Contractor shall provide a training plan that includes, but is not limited to, installation, troubleshooting, repairs, preventative maintenance, revenue reconciliation, and reporting. The training plan shall include: - Types of training course with a target audience - Description of course - Method of training (video conference, in person, etc) - Prerequisites for the training course	Comply	ParkMobile conducts a full training plan to ensure staff know how to set/edit rates and policies, run reports, enforce the system, etc. before the system goes live in Royal Oak. ParkMobile typically conducts our training remotely, however, in person training is available if desired. We have provided a sample training plan in our Response to Questions document.
2.5 Training	2.5.2	Contractor training must include, at a minimum, the following City personnel: operations, maintenance, customer support, administration, and finance.	Comply	Since ParkMobile training is typically conducted remotely, the City is not limited on the number of staff who can attend each session so the City can determine who on their staff should attend. ParkMobile will ensure that all relevant training sessions for each City user group is provided.
2.5 Training	2.5.3	Training will occur in person or via video conference as is most appropriate for the topic. At a minimum, Contractor will provide at least two days of onsite/in person training for operations and maintenance.	Comply	ParkMobile does not require City staff to conduct maintenance on our solution as this is conducted by ParkMobile staff. If the City prefers in person training of the ParkMobile system, we can conduct it during the same period of time that in person training is conducted for the pay station equipment.
2.5 Training	2.5.4	Training will be provided by qualified experts from the Contractor.	Comply	ParkMobile training is conducted by Garett Snook or other ParkMobile expert(s) on our Implementations Team.
2.5 Training	2.5.5	The City may request additional training sessions at reasonable intervals and lengths via video conference for no extra cost for the contract term.	Comply	ParkMobile is committed to providing on-going training, as needed, especially if new functionality is introduced. The City's staff will also have 24/7 access to our Training Hub which contain videos led by our most seasoned staff.
2.5 Training	2.5.6	The City may request additional training sessions in person. The Contractor will provide a quote for services within one week, and perform that training within four weeks, of the City's request.	Comply	ParkMobile understands this requirement and will work with the City on additional training needs.
2.5 Training	2.5.7	Contractor will provide necessary training to the City for any new, upgraded or additional functionality provided during the term of the contract.	Comply	ParkMobile will provided additional training for any new, upgraded, or additional functionality provided during the term of the contract.
2.5 Training	2.5.8	Contractor shall supply, and keep current, digital copies of all operating, training, maintenance, repair and user's manuals, which include detailed instructions for pay station and system usage.	Comply	All ParkMobile training materials are available 24/7 via our Training Hub.
2.6 System and Security Requirements	2.6.1	The Contractor shall provide secure hosting and support for all functions, ensuring availability through the Internet for all devices, including desktop and mobile computers, phones, tablets, and other wireless devices. The City shall not be required to install or maintain software on servers owned or managed by the City.	Comply	ParkMobile is a cloud-based solution and our ParkMobile 360 Self Adminstration Portal and Client Analytics tools are available via website.
2.6 System and Security Requirements	2.6.2	Computers that access the System shall not require special software packages or "client" software. Any computer shall access the System through a standard web browser without plug-ins or other components.	Comply	ParkMobile is a cloud-based solution and our ParkMobile 360 Self Adminstration Portal and Client Analytics tools are available via website.
2.6 System and Security Requirements	2.6.3	The Contractor shall be responsible for taking every precaution to ensure the reliability of all systems, files, data, equipment, communications, and facilities.	Comply	ParkMobile guarantees an uptime of 99.9% and routinely exceeds it.
2.6 System and Security Requirements	2.6.4	The Contractor shall be responsible for virus detection, prevention, control, and eradication for all System servers and connected devices.	Comply	ParkMobile utilizes Amazon Web Services (AWS) US region data centers which feature best-in-class security features. ParkMobile also employs a wide range of security features, including virus detection web monitoring, etc. to ensure stability and maximum security. We have provided more information in our Responses to Questions document.
2.6 System and Security Requirements	2.6.5	The Contractor shall have security features designed to protect the security and confidentiality of all information contained in the System database. The Contractor's security for the System and all connections thereto shall conform to current industry best practices.	Comply	ParkMobile is PCI-DSS 4.0 compliant and is audited annually for continued compliance.
2.6 System and Security Requirements	2.6.6	The Contractor is expressly forbidden from selling, leasing, distributing, publishing, or otherwise sharing any personal information collected from the City, including, but not limited to, transaction history, address, email address, phone number, and credit card information. Notwithstanding the preceding restrictions, The Contractor shall be permitted to use such information to enable the services provided to the City as part of this agreement. At the City's sole discretion, the City may direct the Contractor to share data securely with City-appointed parties.	Comply	ParkMobile understands this requirement. Since we are an open loop provider and users are not tied to a single client, user and resultant data remain the property of ParkMobile, however, we will apply these requirements to data solely owned by the City. ParkMobile's Privacy Policy must be acknowledged by users during account creation and is available for review 24/7. ParkMobile does not sell user information.
2.6 System and Security Requirements	2.6.7	All information security incidents shall be reported immediately to the City. Security incidents include theft, loss, damage, or compromise to information systems and data, known vulnerabilities and exploits, website defacement or compromise, successful malware attacks, denial of services, and other security events as defined by the City's Information Security Officer.	Comply	ParkMobile understands this requirement.

Section	Item	Requirement	Status	Response
2.6 System and Security Requirements	2.6.8	The Contractor shall establish and maintain data storage, retention, and archive procedures to maintain System performance.	Comply	ParkMobile is committed to properly managing records to retain those with current or future value and to destroy records that do not have such value properly.
2.6 System and Security Requirements	2.6.9	The System shall provide full system backup and recovery capabilities. The Contractor shall maintain the database, including backup and recovery procedures. The Contractor shall make sufficient backups to ensure that no data is lost in any circumstances.	Comply	ParkMobile has extensive data backup and recovery procedures, including utilizes multiple AWS region data centers for redundancy.
2.6 System and Security Requirements	2.6.10	System uptime is critical. The Contractor will maintain a 99.5% or greater uptime annually for the system as a whole, including any essential subsystems in solution operation.	Comply	ParkMobile guarantees an uptime of 99.9% and routinely exceeds it.
2.6 System and Security Requirements	2.6.11	Uptime will exclude scheduled maintenance. The Contractor will notify the City of any scheduled downtime at least seven days in advance. Scheduled maintenance shall be coordinated to have the least negligible impact on City operations.	Comply	ParkMobile will communicate schedule downtime for maintenance with City staff. Maintenance is scheduled during non-peak parking hours (ie. 2am) to reduce customer and client impact.
2.7 PCI Compliance	2.7.1	The Contractor's solution shall be compliant with Payment Card Industry Data Security Standard Level 1, the latest version, at the time of contract execution, as required.	Comply	ParkMobile is compliant with PCI-DSS 4.0 requirements and is audited annually for continued compliance.
2.7 PCI Compliance	2.7.2	As the PCI Data Security Standard evolves, the Contractor shall be responsible for maintaining compliance with that standard at the Contractor's sole expense.	Comply	ParkMobile is audited annually for continued compliance and can provided updated documentation by request.
2.7 PCI Compliance	2.7.3	Proposers shall provide an Attestation of Compliance (AoC) as a declaration of compliance status with PCI DSS.	Comply	We have provided our latest Attestation of Compliance as part of our response to this RFP.
2.8 Data Requirements	2.8.1	The City shall be the exclusive owner of all data and rights to the data generated from the Systems, regardless of whether the data is direct, derived, calculated, or modeled.	Comply	As stated above, ParkMobile is an open loop service provider so users are not associated with a single client. All user and resultant data remain the sole property of ParkMobile. Any data solely owned by the City remains the City's sole property.
2.8 Data Requirements	2.8.2	The Contractor shall store or archive (with the City's approval) all transaction data generated during the term of the Agreement and retain it for at least five years after its termination.	Comply	ParkMobile will make available all transaction data for five years past contract expiration unless otherwise negotiated by both parties.
2.8 Data Requirements	2.8.3	The Contractor shall deliver copies of all System data upon request of the City or its designee and upon the termination of the Agreement in a format mutually agreed upon by both parties.	Comply	ParkMobile understands this requirement.
2.8 Data Requirements	2.8.4	The Contractor shall be responsible for providing transaction data in a format that is readable by the City using commonly available commercial off-the-shelf software.	Comply	ParkMobile understands this requirement.
2.8 Data Requirements	2.8.5	If the successor contract is awarded to another firm after the termination of the contract for any reason resulting from this RFP, the Contractor must develop and implement a Data Conversion Plan with the City or its designee.	Comply	ParkMobile understands this requirement and will work with the City and any successor on a data conversion plan.
2.9 Integration Requirements	2.9.1	The City assumes and requires that the Contractor's solution, which may include one or more systems and/or third-party systems, will be integrated by the time of contract execution as would be necessary to meet the requirements for their specific service.	Comply	ParkMobile will ensure that we are integrated with all system partners before full system go live.
2.9 Integration Requirements	2.9.2	The Contractor shall utilize open-source APIs that allow for current and future integration with third parties.	Comply	ParkMobile operates on an open API infrastructure and is integrated with over 100 industry providers across all technology types. We have a developer portal for any integrations not already in place.
2.9 Integration Requirements	2.9.3	The Contractor shall provide real-time integration with the City's current, new, and future parking technology and data management contractors, including, but not limited to, citation issuance/enforcement handhelds, LPR, and mobile payment. These types of integrations are considered standard in the industry.	Comply	ParkMobile understands this requirement. ParkMobile operates on an open API infrastructure and is integrated with over 100 industry providers across all technology types. We have a developer portal for any integrations not already in place.
2.9 Integration Requirements	2.9.4	The City recognizes that standard integrations have a certain amount of latency between systems. However, timely data exchanges are required for efficient and accurate parking operations. The latency between any two systems shall not exceed an average of 90 seconds for every 100 consecutive transactions. The latency measurement shall be defined as when a data request is made or data is sent and when the data is delivered and viewable to any end user.	Comply	ParkMobile understands this requirement.
2.9 Integration Requirements	2.9.5	Should latency be observed in excess of 90 seconds, the Contractor will work with the City to measure the latency, identify the point of default, and correct the default.	Comply	ParkMobile understands this requirement and will work with the City and integration partner to improve latency should it be determined that it exceeds 90 seconds.
2.9 Integration Requirements	2.9.6	Custom integration, being nonstandard and not identified in this RFP, may be considered in the future by the City. The Contractor agrees to provide the necessary development to achieve a custom integration for a mutually agreed cost and schedule to be memorialized in an amendment to the resulting contract from this RFP.	Comply	ParkMobile understands this agreement and will work with the City to determine the feasibility of any required integration. We will integrate with other vendors when possible and utilize our developer portal for new integrations.
2.9 Integration Requirements	2.9.7	Batch data transfer may be considered for specific integrations at the sole discretion of the City.	Comply	ParkMobile understands this requirement.
2.9 Integration Requirements	2.9.8	The Contractor shall provide all necessary parking-related data in a format compatible with standard industry integrations. If the data formats of the City Contractors do not match, the City may require either Contractor to make reasonable changes to their format at no additional cost to the City.	Comply	ParkMobile will work with system partners to ensure seamless integration.
2.9 Integration Requirements	2.9.9	The Contractor shall operate in good faith with the City and the City's designated Contractors to implement, troubleshoot, and complete necessary integration as defined by the City.	Comply	ParkMobile understands this requirement and will coordinate with the City and system partners to ensure success.
2.9 Integration Requirements	2.9.10	If two or more Contractors cannot agree on the methodology used for any integration, the City will select the method most advantageous for the City.	Comply	ParkMobile understands this requirement.
2.9 Integration Requirements	2.9.11	The Contractor shall be able to transfer daily batch reports (flat file) with City defined data fields to a City defined location or system.	Comply	ParkMobile understands this requirement.
2.10 Standard Integration	2.10.1	The system shall integrate with: - License Plate Recognition System - Pay stations (to prevent meter feeding)	Future Release	ParkMobile integrates with major LPR providers and seamlessly integrates with WebOffice. We anticipate the ability to prevent meter feeding between the ParkMobile app and CWT pay stations later this year.
2.12 Liquidated Damages	2.12.1	Failure of MPPS. A failure of the MPPS that results in either no payment transactions being accepted, accepting payment when parking is not charged or is not allowed, or application of the wrong rates shall result in damages of $200.00 per day (each 24-hour period) per each affected payment zone. City shall provide Contractor with 24 hours' notice to respond and cure prior to being entitled to liquidated damages.	Cannot Meet	We will negotiate agreeable terms for both parties during contract negotiations.

2.12 Liquidated Damages	2.12.2	PCI Data Security Failure. Failure of Contractor to maintain Payment Card Industry ("PCI") Data Security Standard Certification, defined as an information security standard of organizations that handle branded credit cards from the card schemes, shall result in damages of $10,000 on the twenty-eight (28th) calendar day following non-compliance ("first assessment"). The twenty-eighth (28th) calendar day following the first assessment and every twenty-eight (28) calendar days thereafter shall constitute a "subsequent assessment". On each additional twenty- eighth (28th) calendar day following the first assessment and any subsequent assessments, the City shall be entitled to liquidated damages of $25,000 until the failure is cured. Damages during subsequent assessments shall be prorated by day.	Cannot Meet	We will negotiate agreeable terms for both parties during contract negotiations.
2.12 Liquidated Damages	2.12.3	Accuracy. The City will issue a written warning to Contractor if the MPPS fails to maintain 99% accuracy in the City's audit of daily revenue as a result of a system error. The Contractor shall cure each failure within seven (7) days after receipt of the warning. If any failure is not cured within seven (7) days, the Contractor shall be subject to damages of $200 per day until the failure is cured.	Cannot Meet	We will negotiate agreeable terms for both parties during contract negotiations.
2.12 Liquidated Damages	2.12.4	Response Time. The City will issue a written warning to Contractor if Contractor's staff does not respond to support requests or inquiries from the City within the timelines established in the Scope of Services. City will assess liquidated damages of $100 per occurrence, after the second time the City has provided written warning to Contractor.	Cannot Meet	We will negotiate agreeable terms for both parties during contract negotiations.

ParkMobile™
PART OF EASYPARK GROUP

Sent by email to MattM@romi.gov

May 20, 2025

Matthew Murray
Parking Systems Manager
Royal Oak Police Department
450 E. 11 Mile Rd.
Royal Oak, MI 48067

Dear Mr. Murray

Re. Royal Oak RFP for Paid Parking - Request for BAFO pricing

Thank you for the opportunity to submit our Best and Final Offer (BAFO) pricing for the Royal Oak Paid Parking RFP.

Following our presentation and subsequent discussions with the City, we have refined our cost budget and are pleased to offer improved pricing compared to our initial proposal.

We are confident that our solution provides the best value and meets the City's current and future needs. We are eager to serve the City for many years and are prepared to begin work immediately upon full execution of a contract.

The revised price sheet is attached to this letter. In addition, we have sent a copy of the price sheet as a separate Excel file for your convenience.

Also, your request for BAFO pricing included several questions. Our responses are below:

Provide details on how the City can change rates or screens on the pay station without vendor support?

Rates are configured (created and/or modified) using the WebOffice Terminal Administration function. In order to accommodate the extensive range of tariffs and screens used by our customers all around the world, scripts are used to define rates and screens.

Typically, these scripts are created or modified via a Help Desk request since most of our customers do not make changes often enough to maintain proficiency in script editing. However, often, our customers ask us to create a library of scripts that covers different rates, screen flows, etc. that they can then load and activate using Web Office. This is the approach we are proposing for Royal Oak.

That said, we do have customers such as the City of Minneapolis who create and modify their own configuration scripts. We can provide Royal Oak with the required access rights to Web Office so the City can do the same as Minneapolis should you wish to do so.

What, if any, is the cost of having the vendor make changes to the hours of operation, rates, time limits, etc., on behalf of the City?

There is no additional cost to have ParkMobile make such changes. Help Desk services are included with the Pay Station Fee.

What is the per-unit cost if the City elected to have the audio option on the pay stations?

The pay stations come with an audio board and the speaker is a factory installed option at no additional cost.

Thank you for your consideration and interest in our proposal to Royal Oak Paid Parking RFP. We understand the importance of this initiative for the City and are confident that our comprehensive and innovative parking solutions make us an ideal partner. We have a proven track record of success in similar municipalities and are committed to providing a seamless, user-friendly experience for both residents and visitors. Following a comprehensive review of our Best and Final Offer (BAFO), we are hopeful that you will recognize the value, advantages, and our firm commitment to a long-term partnership with the City for this vital contract.

Should you have any questions, please do not hesitate to contact John Evans, Regional Sales Director, via email at john.evans@parkmobile.io or phone at (708) 466-0009.

Sincerely,

David Holler

David Holler
Vice President, Sales

Proposer:	ParkMobile LLC

Instructions
For submittal, save and submit the Fee Proposal document as an Excel file.
Proposers shall complete cells highlighted in yellow for each tab.
All prices should be in US dollars.
Specified quantities are for pricing comparisons only and are not a commitment or guarantee of the City.
Proposals must be for a fixed price solution.
All costs for every component referred to in the Proposal, including options, must be included.
Costs must be unbundled and separately listed. Proposals that do not detail specific costs on the provided forms will be considered non-responsive.
The Proposer shall bear the onus of any errors made in pricing the services (e.g., omitting a component of the services).
Should the Proposer have failed to either include in the price, or to deliver to the City, any component necessary to perform the functionality or provide services as proposed in the RFP, the Proposer shall be required to provide the same at the Proposer's own expense.
All fees to support the System as described in the RFP must be included within the provided categories on this tab. Any additional fees to meet the scope of work as provided in the RFP and TCM must be rolled up by the Proposer into one of the designated categories on the pricing workbook. Additional lines, columns, and entries to this tab are not permitted and will disqualify the entirety of the Proposal submitted.
Proposers shall describe any value add, optional services or enhanced services and features that are available to the City currently or in the near future in the designated tab "OptionalEnhancedServices". This section is not to be used to itemize any costs or fees for services required in the Scope of Services in the RFP. All Proposer costs and fees required to meet the Scope of Services MUST be provided in the associated categories.

Pay by Plate Pay Stations		Proposer:	ParkMobile LLC			

All fees to support the pay-by-plate pay stations as indicated in the RFP must be included in the below catagories.

Item	Model Name or Number	Per Unit Price	Per Unit (up to 10 units)	Per Unit (up to 25 units)	Per Unit (up to 50 units)	Per Unit (up to 75 units)	Per Unit (up to 100 units)
New Pay Station, with alphanumeric keyboard, solar power, EMV compliant, including one year warranty	CWT S4+	$ 5,545.00	$ 5,545.00	$ 5,545.00	$ 5,520.00	$ 5,495.00	$ 5,420.00
BAFO: New Pay Station, with alphanumeric keyboard, solar power, one coin box, EMV compliant, including one year warranty	CWT S4+	$ 5,526.00	$ 5,526.00	$ 5,526.00	$ 5,501.00	$ 5,476.00	$ 5,401.00
Bill Note Acceptor (BNA) - Per Unit	BNA	$ 2,750.00	$ 2,500.00	$ 2,350.00	$ 2,250.00	$ 2,150.00	$ 1,999.00
BAFO: Bill Note Acceptor (BNA) - Per Unit	BNA	$ 2,250.00	$ 2,248.00	$ 2,235.00	$ 2,230.00	$ 2,140.00	$ 1,989.00
NFC Card Reader (Contactless Payment) - Per Unit	A1000	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00	$ 250.00
BAFO: NFC Card Reader (Contactless Payment) - Per Unit	A1000	$ 225.00	$ 225.00	$ 225.00	$ 225.00	$ 225.00	$ 225.00
Coin box - Per Unit	Coin Box	$ 325.00	$ 325.00	$ 325.00	$ 325.00	$ 325.00	$ 325.00
BAFO: Coin box - Per Unit (one coinbox included, price is for additional boxes)	Coin Box	$ 325.00	$ 325.00	$ 325.00	$ 325.00	$ 325.00	$ 325.00
AC Powered - Per Unit	AC-kit	$ 1.00	$ 1.00	$ 1.00	$ 1.00	$ 1.00	$ 1.00
BAFO: AC Powered - Per Unit	AC-kit	$ 1.00	$ 1.00	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Shipping - Per Unit	Shipping	$ 295.00	$ 200.00	$ 150.00	$ 75.00	$ 1.00	$ 1.00
BAFO: Shipping - Per Unit	Shipping	$ 195.00	$ 185.00	$ 150.00	$ 75.00	$ 1.00	$ 1.00

Installation		Per Unit Price	Per Unit (up to 10 units)	Per Unit (up to 25 units)	Per Unit (up to 50 units)	Per Unit (up to 75 units)	Per Unit (up to 100 units)
Installation - Per Unit		$ 287.50	$ 250.00	$ 225.00	$ 200.00	$ 200.00	$ 200.00
BAFO: Installation - Per Unit		$ 199.98	$ 199.98	$ 199.98	$ 199.98	$ 199.98	$ 199.98

System Fees	Quantity of Measurement (e.g., per pay station unit, per transaction, per client)	Unit of Measurement (e.g., one-time, annually, per month)	Per Unit Price	Per Unit (up to 10 units)	Per Unit (up to 25 units)	Per Unit (up to 50 units)	Per Unit (up to 75 units)	Per Unit (up to 100 units)
Pay Station Fee (including software, communications, management system)	per pay station	annually	$ 660.00	$ 660.00	$ 660.00	$ 660.00	$ 660.00	660.00
BAFO: Pay Station Fee (including software, communications, management system)	per pay station	annually	$ 624.00	$ 624.00	$ 624.00	$ 624.00	$ 624.00	624.00
Credit Card Processing / PCI Gateway Fee (per transaction or per pay station)	per pay station	annually	$ 72.00	$ 72.00	$ 72.00	$ 72.00	$ 72.00	72.00
BAFO: Credit Card Processing / PCI Gateway Fee (per transaction or per pay station)	per pay station	annually	$ 72.00	$ 72.00	$ 72.00	$ 72.00	$ 72.00	72.00
Additional charge, if any, for downloading parameters to pay stations/to set up rate structure, etc.	-	-	$ -	$ -	$ -	$ -	$ -	-
BAFO: Additional charge, if any, for downloading parameters to pay stations/to set up rate structure, etc.	-	-	$ -	$ -	$ -	$ -	$ -	-

Extended Warranty	station unit, per transaction, per client	time, annually, per month	Per Unit Price	Per Unit (up to 10 units)	Per Unit (up to 25 units)	Per Unit (up to 50 units)	Per Unit (up to 75 units)	Per Unit (up to 100 units)
Extended Warranty (up to an additional 4 years)	per pay station	annually	$ 353.28	$ 353.28	$ 353.28	$ 353.28	$ 353.28	353.28
BAFO: Extended Warranty (up to an additional 4 years)	per pay station	annually	$ 328.28	$ 328.28	$ 328.28	$ 328.28	$ 328.28	328.28

List Other Costs Required to Meet the Requirements of the RFP*	station unit, per transaction, per client	time, annually, per month	Per Unit Price	Per Unit (up to 10 units)	Per Unit (up to 25 units)	Per Unit (up to 50 units)	Per Unit (up to 75 units)	Per Unit (up to 100 units)
Validation/Discount codes solution	per pay station	per month	$ 5.00	$ 5.00	$ 5.00	$ 5.00	$ 5.00	5.00
BAFO: Validation/Discount codes solution	per pay station	per month	$ 3.00	$ 3.00	$ 3.00	$ 3.00	$ 3.00	3.00
Receipt by Text	per transaction	-	$ 0.05	$ 0.05	$ 0.05	$ 0.05	$ 0.05	0.05
BAFO: Receipt by Text	per transaction	-	$ 0.04	$ 0.04	$ 0.04	$ 0.04	$ 0.04	0.04
Extend by Text	per transaction	-	$ 0.35	$ 0.35	$ 0.35	$ 0.35	$ 0.35	0.35
BAFO: Extend by Text	per transaction	-	$ 0.25	$ 0.25	$ 0.25	$ 0.25	$ 0.25	0.25
Maintenance Ticket Tracking System via Zendesk (up to 5 users)	per client	per month	$ 875.00	$ 875.00	$ 875.00	$ 875.00	$ 875.00	875.00
BAFO: Maintenance Ticket Tracking System via Zendesk (up to 5 users)	per client	per month	$ 875.00	$ 875.00	$ 875.00	$ 875.00	$ 875.00	875.00

NOT include any optional or enhanced services.

Please indicate payment terms: Prompt Payment Discount 0% 30 days (not less than 30 days); Net 30 days (not less than 30 days). Pricing proposal shall not reflect any such discounts.

Proposer Name: ParkMobile LLC

Authorized Signature: _David Holler_

Printed Name: David Holler

Date: May 19, 2025

2 Mobile Parking Payment System		Proposer:	ParkMobile LLC

All fees to support the mobile parking payment system as indicated in the RFP must be included in the below catagories.

Item	Quantity of Measurement (e.g., per LPR unit, per system, per client)	Unit of Measurement (e.g., one-time, annually, per month)	Cost	
Mobile Payment Transaction Fee	per transaction	per transaction	$ 0.40	Note: Transaction Fees can be passed to the end user
BAFO: Mobile Payment Transaction Fee	per transaction	per transaction	$ 0.35	if using the wallet, the fee is $0.20
Transaction Fee for extending time (if yes, include)	per transaction	per transaction	$ 0.40	Note: Time extension acts as another separate transaction
BAFO: Transaction Fee for extending time (if yes, include)	per transaction	per transaction	$ 0.35	if using the wallet, the fee is $0.20
End User Support	Included	N/A	$ -	
Hosting Fee	Included	N/A	$ -	

List Other Costs Required to Meet the Requirements of the RFP*	Quantity of Measurement (e.g., per pay station unit, per transaction, per client)	Unit of Measurement (e.g., one-time, annually, per month)	Cost	
ParkMobile MOR Fees for CC Processing (if Client wishes ParkMobile to be MOR)	per transaction	per transaction	3% + $0.20	Note: CC Processing Fees can be passed to the end user or netted out of the City's parking rate
BAFO: ParkMobile MOR Fees for CC Processing (if Client wishes ParkMobile to be MOR)	per transaction	per transaction	3% + $0.20	
Signage/Decals (for all locations)	Included	N/A	$ -	
Setup and Implementation	Included	N/A	$ -	
Training	Included	N/A	$ -	
Call Center, Customer Support Hosting and Maintenance	Included	N/A	$ -	
Social Media, PR, standard marketing and advertising for program launch	Included	N/A	$ -	
Integrations with meters, kiosks, PARCS, enforcement and LPR vendors	Included	N/A	$ -	
ParkMobile 360 Self-Admin Toolset for reporting and rate configuration	Included	N/A	$ -	
ParkMobile Wallet Transaction Fee (only available when ParkMobile is MOR)	per transaction	per transaction	$0.25	
BAFO: ParkMobile Wallet Transaction Fee (available when ParkMobile is MOR for wallet payment; City can remain MOR for credit card payment)	per transaction	per transaction	$ 0.20	

*This section is ONLY for items required to meet the Scope of Work. Do NOT include any optional or enhanced services.

Please indicate payment terms: Prompt Payment Discount N/A% N/A days (not less than 30 days); Net N/A days (not less than 30 days). Pricing proposal shall not reflect any such discounts.

Proposer Name: ParkMobile LLC

Authorized Signature: _David Holler_

Printed Name: David Holler

Date: May 19, 2025

Optional or Enhanced Services   **Proposer:**   ParkMobile LLC

Use the below sections to highlight any optional, enhanced, or value-add services available to the City. All pricing required to meet the requirements of the RFP must be identified in their associated tabs/sections.

Pay By Plate Pay Stations

Description	Qty/Unit of Measure (ex. Monthly, annual, per transaction… etc.)	Unit Price	Currently Available or Date of Availability
Flowbird Permit Setup Fee	One Time	$ 3,000.00	Currently Available
Flowbird Permit Convenience Fee	per transaction	$ 3.00	Currently Available
Flowbird Contractor Permit Solution Setup Fee (integration fees may also app	One Time	$ 5,000.00	Currently Available
Flowbird Contractor Permit License Fee	per pay station	$ 6.50	Currently Available

Mobile Parking Payment System

Description	Qty/Unit of Measure (ex. Monthly, annual, per transaction… etc.)	Unit Price	Currently Available or Date of Availability
Insights Platform (Parking Occupancy and Inventory) - If ParkMobile is chosen as MPP provider from this RFP, we will include the Insights platform at no additional cost to the city.**	Included	$ -	Currently Available
**Insights is typically an annual cost of around $50,000/year			

Please indicate payment terms: Prompt Payment Discount 0% 30 days (not less than 30 days); Net 30days (not less than 30 days). Pricing proposal shall not reflect any such discounts.

Proposer Name: ParkMobile LLC

Authorized Signature: _David Holler_____

Printed Name: David Holler

Date: May 19, 2025

Payment Card Industry
Data Security Standard

Entity Name: **ParkMobile, LLC.**

Scope Name: **ParkMobile Electronic Parking Solutions (EPS)**

Assessment End Date: **December 17, 2024**

Date of Report: **December 20, 2024**

Attestation of Compliance for Report on Compliance – Service Providers
Version 4.0

Revision 2

Publication Date: August 2023

![PCI Security Standards Council logo]

Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance (AOC) must be completed as a declaration of the results of the service provider's assessment against the *Payment Card Industry Data Security Standard (PCI DSS) Requirements and Testing Procedures ("Assessment")*. Complete all sections. The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the entity(ies) to which this AOC will be submitted for reporting and submission procedures.

This AOC reflects the results documented in an associated Report on Compliance (ROC). Associated ROC sections are noted in each AOC Part/Section below.

Capitalized terms used but not otherwise defined in this document have the meanings set forth in the PCI DSS Report on Compliance Template.

Part 1. Contact Information	
Part 1a. Assessed Entity **(ROC Section 1.1)**	
Company name:	ParkMobile, LLC.
DBA (doing business as):	Not Applicable
Company mailing address:	1100 Spring Street NW, Suite 200 Atalanta GA, 30309
Company main website:	https://ParkMobile.io
Company contact name:	Justin Clifford
Company contact title:	Head of FP&A and Finance US
Contact phone number:	404-680-0627
Contact e-mail address:	justin.clifford@easypark.net
Part 1b. Assessor **(ROC Section 1.1)**	

Provide the following information for all assessors involved in the Assessment. If there was no assessor for a given assessor type, enter Not Applicable.

PCI SSC Internal Security Assessor(s)	
ISA name(s):	Not Applicable
Qualified Security Assessor	
Company name:	Aprio, LLP.
Company mailing address:	2002 Summit Boulevard, Suite 120 Atlanta, GA 30319 – 1498
Company website:	aprio.com
Lead Assessor name:	Christopher Wright
Assessor phone number:	404-984-3600

Assessor e-mail address:	Christopher.Wright@Aprio.com
Assessor certificate number:	206-311

Part 2. Executive Summary

Part 2a. Scope Verification

Services that were <u>INCLUDED</u> in the scope of the Assessment (select all that apply):

Name of service(s) assessed:	ParkMobile Electronic Parking Solutions (EPS)

Type of service(s) assessed:

Hosting Provider:	**Managed Services:**	**Payment Processing:**
☒ Applications / software	☐ Systems security services	☐ POI / card present
☐ Hardware	☐ IT support	☒ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☒ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☐ Other services (specify):	☐ Other processing (specify):
☐ Web-hosting services	Not Applicable	Not Applicable
☐ Security services		
☐ 3-D Secure Hosting Provider		
☐ Multi-Tenant Service Provider		
☐ Other Hosting (specify): Not Applicable		

☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments

☐ Network Provider

☐ Others (specify):   Not Applicable

Note: These categories are provided for assistance only and are not intended to limit or predetermine an entity's service description. If these categories do not apply to the assessed service, complete "Others." If it is not clear whether a category could apply to the assessed service, consult with the entity(ies) to which this AOC will be submitted.

Part 2. Executive Summary *(continued)*

Part 2a. Scope Verification *(continued)*

Services that are provided by the service provider but were <u>NOT INCLUDED</u> in the scope of the Assessment (select all that apply):

Name of service(s) not assessed:	None – Any services not explicitly listed as in-scope

Type of service(s) not assessed:

Hosting Provider:	**Managed Services:**	**Payment Processing:**
☐ Applications / software	☐ Systems security services	☐ POI / card present
☐ Hardware	☐ IT support	☐ Internet / e-commerce
☐ Infrastructure / Network	☐ Physical security	☐ MOTO / Call Center
☐ Physical space (co-location)	☐ Terminal Management System	☐ ATM
☐ Storage	☐ Other services (specify):	☐ Other processing (specify):
☐ Web-hosting services	Not Applicable	Not Applicable
☐ Security services		
☐ 3-D Secure Hosting Provider		
☐ Multi-Tenant Service Provider		
☐ Other Hosting (specify): Not Applicable		
☐ Account Management	☐ Fraud and Chargeback	☐ Payment Gateway/Switch
☐ Back-Office Services	☐ Issuer Processing	☐ Prepaid Services
☐ Billing Management	☐ Loyalty Programs	☐ Records Management
☐ Clearing and Settlement	☐ Merchant Services	☐ Tax/Government Payments
☐ Network Provider		
☐ Others (specify): Not Applicable		

Provide a brief explanation why any checked services were not included in the Assessment:	«Provide a brief explanation why any checked services were not included in the Assessment»

Part 2b. Description of Role with Payment Cards (ROC Section 2.1)

Describe how the business stores, processes, and/or transmits account data.	ParkMobile stores, processes, and/or transmits account data via the following methods: **Transmission:** ParkMobile accepts payment cards via the ParkMobile payment applications to purchase temporary parking spaces. Cardholder data (CHD) is transmitted to Chase

	Paymentech to facilitate payment on behalf of its customers via e-commerce.
	Storage: For Reservations and Phonixx, Card Holder Data (CHD) is not stored in any ParkMobile database. ParkMobile does not store the full PAN; it only stores the bin, the Last four digits of the PAN, the cardholder name, the card expiration date, and the token, and it utilizes Cybersource for tokenization.
	Processing: ParkMobile provides integrated solutions for the management of parking-related functions. This includes the ParkMobile parking environment including cashless payment methods for on and off-the-street parking (Phonixx), ParkMobile 360 (PM360), ParkMobile Reservations, another cashless parking application that is hosted in the AWS (Amazon Web Services) infrastructure at AWS datacenter in US Regions with call center support at the ParkMobile Corporate Office in Atlanta. GA and an outsourced call center in Monterrey, Mexico. The ParkMobile Helpdesk will occasionally capture customer account data via the PCI DSS Compliant, UJET VOIP Solution and input account data into the ParkMobile web application. All helpdesk employees perform their work on AWS Workspaces, which AWS entirely manages.
Describe how the business is otherwise involved in or has the ability to impact the security of its customers' account data.	ParkMobile has the ability to impact the security of its customers account data through the storage and transmission of cardholder data using solutions published, configured, and managed by the entity within its AWS Cloud Hosted Infrastructure. Additionally, ParkMobile manages the secure development and maintenance of all ParkMobile applications which collect account data. ParkMobile also captures account data and inputs that data into the ParkMobile web application as part of call center operations.
Describe system components that could impact the security of account data.	**Systems that could impact the security of account data are listed below in Part 2c in greater detail and are as follows:** • EC2 Virtual Servers • Security Groups • AWS load balancers, • Kubernetes clusters and nodes, • Okta & Active Directory IAM mechanisms • GuardDuty IDS/IPS

	- AWS WAF - AWS Workspaces - Employee Workstations - Terraform

Part 2. Executive Summary *(continued)*

Part 2c. Description of Payment Card Environment

Provide a high-level description of the environment covered by this Assessment. *For example:* • *Connections into and out of the cardholder data environment (CDE).* • *Critical system components within the CDE, such as POI devices, databases, web servers, etc., and any other necessary payment components, as applicable.* • *System components that could impact the security of account data.*	Services, or functions that store, process, or transmit account data or could impact the security of account data include: **Connections into and out of the CDE including:** • HTTP traffic to the ParkMobile Mobile and Web Application • Internal connections to the AWS VPC • Connections to payment processors for transaction authorization and settlement • VOIP traffic to third-party call centers that capture cardholder data **Systems that could impact the security of account data are as follows:** • EC2 Virtual Servers • Security Groups • AWS load balancers, • Kubernetes clusters and nodes, • Okta & Active Directory IAM mechanisms • GuardDuty IDS/IPS • AWS WAF • AWS Workspaces • Employee Workstations • Terraform

Indicate whether the environment includes segmentation to reduce the scope of the Assessment. (Refer to the "Segmentation" section of PCI DSS for guidance on segmentation)	☒ Yes ☐ No

Part 2d. In-Scope Locations/Facilities
(ROC Section 4.6)

List all types of physical locations/facilities (for example, corporate offices, data centers, call centers and mail rooms) in scope for this Assessment.

Facility Type	Total Number of Locations (How many locations of this type are in scope)	Location(s) of Facility (city, country)
Amazon Web Services (AWS) Datacenters	1	US-East-1 / N. Virginia, USA
Call Center	2	Monterrey, Mexico Atlanta, USA

Part 2. Executive Summary *(continued)*

Part 2e. PCI SSC Validated Products and Solutions
(ROC Section 3.3)

Does the entity use any item identified on any PCI SSC Lists of Validated Products and Solutions˙?

☐ Yes   ☒ No

Provide the following information regarding each item the entity uses from PCI SSC's Lists of Validated Products and Solutions:

Name of PCI SSC-validated Product or Solution	Version of Product or Solution	PCI SSC Standard to which Product or Solution Was Validated	PCI SSC Listing Reference Number	Expiry Date of Listing
Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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˙ For purposes of this document, "Lists of Validated Products and Solutions" means the lists of validated products, solutions, and/or components appearing on the PCI SSC website (www.pcisecuritystandards.org)—for example, 3DS Software Development Kits, Approved PTS Devices, Validated Payment Software, Payment Applications (PA-DSS), Point to Point Encryption (P2PE) solutions, Software-Based PIN Entry on COTS (SPoC) solutions, and Contactless Payments on COTS (CPoC) solutions.

Part 2f. Third-Party Service Providers
(ROC Section 4.4)

For the services being validated, does the entity have relationships with one or more third-party service providers that:

• Store, process, or transmit account data on the entity's behalf (for example, payment gateways, payment processors, payment service providers (PSPs, and off-site storage))	☒ Yes ☐ No
• Manage system components included in the entity's Assessment (for example, via network security control services, anti-malware services, security incident and event management (SIEM), contact and call centers, web-hosting companies, and IaaS, PaaS, SaaS, and FaaS cloud providers)	☒ Yes ☐ No
• Could impact the security of the entity's CDE (for example, vendors providing support via remote access, and/or bespoke software developers).	☒ Yes ☐ No

If Yes:

Name of Service Provider:	Description of Services Provided:
Chase Paymentech Services	Payment Processor
Amazon Web Services (AWS)	Hosting Provider
Centris Information Services, LLC	Outsourced Call Center
UJET, Inc.	Contact Center-as-a-Service (CCaaS)
Snowflake, Inc.	Data Warehouse Platform
EasyPark AB	E-commerce
CyberSource	Tokenization Services

Note: *Requirement 12.8 applies to all entities in this list.*

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Part 2. Executive Summary *(continued)*

Part 2g. Summary of Assessment (ROC Section 1.8.1)

Indicate below all responses provided within each principal PCI DSS requirement.

For all requirements identified as either "Not Applicable" or "Not Tested," complete the "Justification for Approach" table below.

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed: ParkMobile Electronic Parking Solutions

PCI DSS Requirement	Requirement Finding More than one response may be selected for a given requirement. Indicate all responses that apply.				Select If Below Method(s) Was Used	
	In Place	Not Applicable	Not Tested	Not in Place	Customized Approach	Compensating Controls
Requirement 1:	☒	☒	☐	☐	☐	☐
Requirement 2:	☒	☒	☐	☐	☐	☐
Requirement 3:	☒	☒	☐	☐	☐	☐
Requirement 4:	☒	☒	☐	☐	☐	☐
Requirement 5:	☒	☒	☐	☐	☐	☐
Requirement 6:	☒	☒	☐	☐	☐	☐
Requirement 7:	☒	☒	☐	☐	☐	☐
Requirement 8:	☒	☒	☐	☐	☐	☐
Requirement 9:	☒	☒	☐	☐	☐	☐
Requirement 10:	☒	☒	☐	☐	☐	☐
Requirement 11:	☒	☒	☐	☐	☐	☐
Requirement 12:	☒	☒	☐	☐	☐	☐
Appendix A1:	☐	☒	☐	☐	☐	☐
Appendix A2:	☐	☒	☐	☐	☐	☐

Justification for Approach

	1.2.6: There are no insecure services, protocols, or ports in use.
	1.3.3: There are no wireless networks or technologies in ParkMobile's cardholder data environment.
	1.4.4: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	2.2.5: There are no insecure services, protocols, or ports in use.
	2.3.1: There are no wireless networks or technologies in the ParkMobile's cardholder data environment.
	2.3.2: There are no wireless networks or technologies in the ParkMobile's cardholder data environment.
	3.1.1: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.2.1: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.3.1.1: ParkMobile does not capture track data.
	3.3.1.3: ParkMobile does not capture PIN data.
For any Not Applicable responses, identify which sub-requirements were not applicable and the reason.	3.3.2: Sensitive Authentication Data (SAD) is never written to disk storage & databases before authorization. SAD is tokenized using CyberSource, and detokenized for payment processing. SAD never exists outside of transit or in volatile memory.
	3.3.3: The ParkMobile is not being assessed as an issuer & does not provide issuing services.
	3.4.1: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.4.2: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.5: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.6: The assessor examined dataflow diagrams, application interfaces, and database schemas, and consulted with INT-GRC to confirm that ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	3.7: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.
	4.2.1.2: There are no wireless networks or technologies in the entity's cardholder data environment.

4.2.2: PAN is never sent via end-user messaging technologies.

5.2.3: All systems are considered at malware risk and protected by Carbon Black.

5.2.3.1: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

5.3.2.1: The anti-virus solution in use is performing real-time scanning as opposed to periodic scans.

5.3.3: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

6.2.3.1: Automated code checks are utilized via Github Advanced Security rather than manual code reviews.

6.3.2: This requirement is a future-dated control that must be implemented by March 31, 2025, and has not been fully implemented by ParkMobile.

6.4.3: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the ParkMobile.

6.5.2: No significant changes occurred in the past year.

7.2.5: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

7.2.5.1: This requirement is a future dated control and is not required to be implemented until March 31, 2025 and has not been fully implemented by the entity.

7.2.6: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.

8.2.2: There are no shared accounts in use within the CDE.

8.2.3: ParkMobile does not connect to their customer environments.

8.2.7: There are no third parties with remote access to CDE.

8.3.9: More than one authentication factors are in use to access the CDE.

8.3.10: There are no customer accounts within the CDE which have access to cardholder data.

8.3.10.1: There are no customer accounts within the CDE which have access to cardholder data.

8.3.11: Physical or logical security tokens, smart cards, or certificates are not used to access the CDE.

8.6: This requirement is a future dated control and is not required to be implemented until March 31, 2025 and has not been fully implemented by the entity.

9.4: There is no media generated or stored in the entity's cardholder data environment.

9.5: There are no Point-of-Sale or Point-of-Interaction devices in the entity's cardholder data environment.

10.2.1.1: ParkMobile does not store full PAN. Databases only store the BIN, Last 4, Cardholder Name, Expiration Date & Tokenized Value.

10.4.2: There are no systems in which logs are not reviewed daily.

10.4.2.1: This requirement is a future dated control and is not required to be implemented until March 31, 2025 and has not been fully implemented by the entity.

11.3.1.1: This requirement is a future dated control and is not required to be implemented until March 31, 2025 and has not been fully implemented by the entity.

11.3.1.3: No significant changes occurred in the past year.

11.3.2.1: No significant changes occurred in the past year.

11.4.7: ParkMobile is not a multi-tenant service provider.

11.6.1: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the ParkMobile.

12.3.1: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

12.3.2: The assessor verified that a customized approach was not used for any requirement.

12.3.3: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

12.3.4: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.

12.5.3: No significant changes occurred in the past year.

12.10.4.1: This requirement is a future dated control and is not required to be implemented until March 31, 2025 and has not been fully implemented by the entity.

	12.10.7: This requirement is a future-dated control and is not required to be implemented until March 31, 2025, and has not been fully implemented by the entity.
	A1: ParkMobile is not a multi-tenant service provider.
	A2: There are no Point-of-Sale or Point-of-Interaction devices in the entity's cardholder data environment.
For any Not Tested responses, identify which sub-requirements were not tested and the reason.	Not Applicable

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Section 2 Report on Compliance

(**ROC Sections 1.2 and 1.3.2**)

Date Assessment began: *Note: This is the first date that evidence was gathered, or observations were made.*			August 21, 2024
Date Assessment ended: *Note: This is the last date that evidence was gathered, or observations were made.*			December 17, 2024
Were any requirements in the ROC unable to be met due to a legal constraint?			☐ Yes ☒ No
Were any testing activities performed remotely? If yes, for each testing activity below, indicate whether remote assessment activities were performed:			☒ Yes ☐ No
• Examine documentation	☒ Yes	☐ No	
• Interview personnel	☒ Yes	☐ No	
• Examine/observe live data	☒ Yes	☐ No	
• Observe process being performed	☒ Yes	☐ No	
• Observe physical environment	☒ Yes	☐ No	
• Interactive testing	☒ Yes	☐ No	
• Other:	☐ Yes	☐ No	

Section 3 Validation and Attestation Details

Part 3. PCI DSS Validation (ROC Section 1.7)

This AOC is based on results noted in the ROC dated *(Date of Report as noted in the ROC December 20, 2024).*

Indicate below whether a full or partial PCI DSS assessment was completed:

☒ **Full Assessment** – All requirements have been assessed and therefore no requirements were marked as Not Tested in the ROC.

☐ **Partial Assessment** – One or more requirements have not been assessed and were therefore marked as Not Tested in the ROC. Any requirement not assessed is noted as Not Tested in Part 2g above.

Based on the results documented in the ROC noted above, each signatory identified in any of Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document *(select one):*

☒	**Compliant:** All sections of the PCI DSS ROC are complete, and all assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall **COMPLIANT** rating; thereby *(ParkMobile, LLC.)* has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above.
☐	**Non-Compliant:** Not all sections of the PCI DSS ROC are complete, or one or more requirements are marked as Not in Place, resulting in an overall **NON-COMPLIANT** rating; thereby *(ParkMobile, LLC.)* has not demonstrated compliance with PCI DSS requirements. **Target Date** for Compliance: An entity submitting this form with a Non-Compliant status may be required to complete the Action Plan in Part 4 of this document. Confirm with the entity to which this AOC will be submitted before completing Part 4.
☐	**Compliant but with Legal exception:** One or more assessed requirements in the ROC are marked as Not in Place due to a legal restriction that prevents the requirement from being met and all other assessed requirements are marked as being either In Place or Not Applicable, resulting in an overall **COMPLIANT BUT WITH LEGAL EXCEPTION** rating; thereby *(ParkMobile, LLC.)* has demonstrated compliance with all PCI DSS requirements except those noted as Not Tested above or as Not in Place due to a legal restriction. This option requires additional review from the entity to which this AOC will be submitted. *If selected, complete the following:*

Affected Requirement	Details of how legal constraint prevents requirement from being met

Part 3. PCI DSS Validation *(continued)*

Part 3a. Service Provider Acknowledgement

Signatory(s) confirms:

(Select all that apply)

☒	The ROC was completed according to *PCI DSS*, Version 4.0 and was completed according to the instructions therein.
☒	All information within the above-referenced ROC and in this attestation fairly represents the results of the Assessment in all material respects.
☒	PCI DSS controls will be maintained at all times, as applicable to the entity's environment.

Part 3b. Service Provider Attestation

Justin Clifford

Signature of Service Provider Executive Officer ↑	Date: December 20, 2024
Service Provider Executive Officer Name: Justin Clifford	Title: Head of FP&A and Finance US

Part 3c. Qualified Security Assessor (QSA) Acknowledgement

If a QSA was involved or assisted with this Assessment, indicate the role performed:	☐ QSA performed testing procedures.
	☐ QSA provided other assistance.
	If selected, describe all role(s) performed: Not Applicable

Christopher Wright

Signature of Lead QSA ↑	Date: December 20, 2024
Lead QSA Name: Christopher Wright	

Shane Peden

Signature of Duly Authorized Officer of QSA Company ↑	Date: December 20, 2024
Duly Authorized Officer Name: Shane Peden	QSA Company: Aprio, LLP.

Part 3d. PCI SSC Internal Security Assessor (ISA) Involvement

If an ISA(s) was involved or assisted with this Assessment, indicate the role performed:	☐ ISA(s) performed testing procedures.
	☐ ISA(s) provided other assistance.
	If selected, describe all role(s) performed: Not Applicable

Part 4. Action Plan for Non-Compliant Requirements

Only complete Part 4 upon request of the entity to which this AOC will be submitted, and only if the Assessment has Non-Compliant results noted in Section 3.

If asked to complete this section, select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement below. For any "No" responses, include the date the entity expects to be compliant with the requirement and provide a brief description of the actions being taken to meet the requirement.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
1	Install and maintain network security controls	☐	☐	
2	Apply secure configurations to all system components	☐	☐	
3	Protect stored account data	☐	☐	
4	Protect cardholder data with strong cryptography during transmission over open, public networks	☐	☐	
5	Protect all systems and networks from malicious software	☐	☐	
6	Develop and maintain secure systems and software	☐	☐	
7	Restrict access to system components and cardholder data by business need to know	☐	☐	
8	Identify users and authenticate access to system components	☐	☐	
9	Restrict physical access to cardholder data	☐	☐	
10	Log and monitor all access to system components and cardholder data	☐	☐	
11	Test security systems and networks regularly	☐	☐	
12	Support information security with organizational policies and programs	☐	☐	
Appendix A1	Additional PCI DSS Requirements for Multi-Tenant Service Providers	☐	☐	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	☐	☐	

Signature Certificate

Reference number: ZXHDM-VYAUA-K5D3C-HDLEF

Signer	Timestamp	Signature

Christopher Wright
Email: christopher.wright@aprio.com

Sent:	20 Dec 2024 15:45:30 UTC
Viewed:	20 Dec 2024 15:46:15 UTC
Signed:	20 Dec 2024 15:46:31 UTC

Recipient Verification:

✔Email verified	20 Dec 2024 15:46:15 UTC

IP address: 73.184.2.183
Location: Cumming, United States

Shane Peden
Email: shane.peden@aprio.com

Sent:	20 Dec 2024 15:45:30 UTC
Viewed:	20 Dec 2024 16:22:31 UTC
Signed:	20 Dec 2024 16:26:34 UTC

Recipient Verification:

✔Email verified	20 Dec 2024 16:22:31 UTC

IP address: 71.56.63.1
Location: Marietta, United States

Justin Clifford
Email: justin.clifford@easypark.net

Sent:	20 Dec 2024 15:45:30 UTC
Viewed:	20 Dec 2024 17:55:52 UTC
Signed:	20 Dec 2024 19:21:50 UTC

Recipient Verification:

✔Email verified	20 Dec 2024 19:21:31 UTC

IP address: 69.222.129.13
Location: Atlanta, United States

Document completed by all parties on:

20 Dec 2024 19:21:50 UTC

Page 1 of 1

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Royal Oak
Life Now Playing

CITY OF ROYAL OAK
OAKLAND COUNTY, MICHIGAN
NON-COLLUSION AFFIDAVIT

TO WHOM IT MAY CONCERN:

David Holler
_____, being duly sworn deposed, says that he/she (Print Full
Name)

is Vice President of Sales _____ The party making the foregoing proposal or bid, (State Official
Capacity in Firm)

that such bid is genuine and not collusion or sham; that said bidder has not colluded, conspired, connived, or
agree, directly or indirectly, with any bidder or person, to put in a sham bid or to refrain from bidding and has not in
any manner directly or indirectly sought by agreement or collusion, or communication or conference, with any
person to fix the bid price or affiant or any other bidder, or to fix any overhead, profit, or cost element of said bid
price, or that of any other bidder, or to secure the advantage against the City of Royal Oak or any person
interested in the proposed contract; and that all statements contained in said proposal or bid are true.

_____
SIGNATURE OF PERSON SUBMITTING BID

_____
NOTARY'S SIGNATURE

Subscribed and sworn to before me this _____ 21 _____ day of March 20 25
in and for_____ Cobb _____ County.

My commission expires:
_____ 8/16/28 _____

EXHIBIT D

PURCHASE ORDER

Description	Part Number	Unit	Qty	Price	Total Price
Quote Number: RO20250708					
July 14, 2025					
ParkMobile LLC					
Description	**Part Number**	**Unit**	**Qty**	**Price**	**Total Price**
Pay By Space Pay Stations					
Parking Equipment					
New Pay Station, with alphanumeric keyboard, solar power, one coin box, EMV compliant, including one year warranty	CWT S4+	Each	150	$5,401.00	$810,150.00
Bill Note Acceptor (BNA) - Per Unit	BNA	Each	0	$2,250.00	$0.00
NFC Card Reader (Contactless Payment) - Per Unit	A1000	Each	150	$225.00	$33,750.00
Coin box - Per Unit (one coinbox included, price is for additional boxes)	Coin Box	Each	45	$325.00	$14,625.00
AC Powered - Per Unit	AC-kit	Each	0	$1.00	$0.00
Shipping - Per Unit	Shipping	Each	150	$1.00	$150.00
Installation					
Installation - Per Unit	MSM Install	Each	150	$ 199.98	$29,997.00
Total Purchase Order Price					**$888,672.00**

EXHIBIT E

CITY'S R&O MARK

Reverse + Color

1 color cool grey

Reverse

1 color sunset orange

1 color sunset orange

1 color cool gray

1 color cool gray reverse

1 color sunset orange alternate

1 color cool gray alternate

1 color cool gray alternate reverse

EXHIBIT F

CITY'S "LIFE NOW PLAYING" MARK

Reverse + Color

1 color cool grey

Reverse

1 color sunset orange

Reverse + Color

1 color cool gray

Reverse

1 color sunset orange