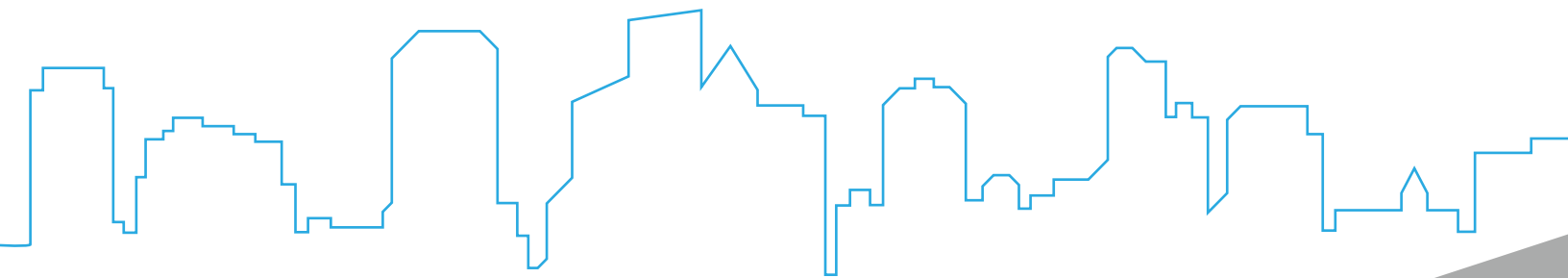




CITYBASE

Payment Kiosk Services
for the City of Fort Lauderdale



PREPARED FOR: City of Fort Lauderdale
DATE: 1/31/17
AUTHOR: Mike Duffy
CEO, CityBase, Inc.
mduffy@thecitybase.com
312-925-9911
IN RESPONSE TO: 974-11871

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Cover Letter

January 18, 2017

Hendry J Lopez
Procurement Specialist I
100 N. Andrews Avenue, #619
Fort Lauderdale, FL 33301

Dear Mr. Lopez,

CityBase is pleased to respond to your Request for Proposal for Payment Kiosks Services; RFP # 974-11871. The offer contained in this proposal for Payment Kiosks is effective for a minimum of 120 calendar days after the deadline for submission of proposals. Please accept this letter as a formal commitment by CityBase to provide the services proposed at the price and schedule proposed in this response.

We have carefully read your Request for Proposal and are confident that we understand City of Fort Lauderdale's needs and requirements. We are also very confident that our modern platform meets, and in many cases, exceeds these requirements. We are currently providing services similar to those you are requesting at numerous cities and utilities including the City of Chicago, where we have just entered our 9th year of managing a 21-kiosk network annually processing more than 140,000 cash, check and card transactions (totaling more than \$20 million). Our kiosk system is battle-tested in high volume payment centers, where a single kiosk can exceed 500 transactions on a busy day.

CityBase is a software company and we work with kiosk manufacturers to produce hardware specific to our clients' needs. Since early 2014 we have exclusively partnered with Nevada-based SLABB Kiosks for all our client hardware. SLABB is the second largest kiosk manufacturer in the country, has tens of thousands of kiosks in the field today, and is the fastest producer we have ever worked with. SLABB recently opened an integration facility near our office to support our collaboration and speed deployment of CityBase-SLABB kiosks. All equipment provided to City of Fort Lauderdale will be produced by SLABB.

At CityBase, all development and data integration is performed by in-house experts. Our technology is completely modular per payment application, which means that each individual payment application has its own data connections, payment gateways, and business rules. CityBase can easily add features and services to the City of Fort Lauderdale kiosks expeditiously, and can also facilitate future cost-effective sharing of kiosks located in the community with other local utilities or municipal agencies as a convenience to citizens.

In September of 2014, after nearly a year of development, we launched our new "next generation" transaction platform and leapt ahead of the industry in system design, speed, and flexibility. Built using Ruby on Rails and running on Linux, "next gen" powered its first three clients EPB Utility (Chattanooga, TN), Montgomery Water (Montgomery, AL), and Decatur Utilities to over 50,000 flawless transactions with a phenomenal average transaction time of 41 seconds (25 for card, 35 for check, 58 for cash) and our

kiosks experience a phenomenal 99% uptime. The City of Chicago has been migrated to next-gen as of April 2015, with equal levels of accuracy, dependability and fast transaction time for its citizens.

We have developed a very unique business model in the self-service technology industry as an "Infrastructure-as-a-Service" (IaaS) solution. Specifically, we provide clients like the City of Chicago 100% of their self-service technology requirements including hardware, interface design, API data integration, reporting, and reconciliation services – all for a simple transaction fee. The City of Chicago Department of Finance estimates our transaction fee is approximately 25% of their cost to process an in-person transaction using a customer service representative.

As an IaaS provider, we share the risk of success with our clients by aligning our incentives around citizen usage. We do not charge for development, rather we develop until the system achieves stated objectives. We define objectives for success with our clients, perform first-person research, and design the interface, features, and system processes to automate our client's business processes. We do not stop at the first software deployment either! We continually monitor transaction data, collect user and staff feedback, and regularly make modifications and enhancements in order to find the right combination of features to drive usage and accomplish our client's objectives. Our modular system design allows us to provide configurable workflows to meet each client's unique needs.

CityBase is uniquely positioned to provide our services based on the core competencies of our key personnel, experience in kiosk system design, and prior successful installations as evidenced by high usage rates. We are very accomplished API writers and data integrators and to provide full functionality, we commonly integrate numerous APIs for a single payment application. To minimize IT resource requirements for our clients, we try our best to reuse existing APIs first. We currently have over 100 active API integrations powering real-time data services and payment gateways for various clients.

As a company, CityBase's only function is to provide innovative technology to municipalities and utilities. Unlike many other companies that will respond to your request, we are not distracted by other business units that cater to different markets. Our expertise is in intelligent interface design, dynamic data applications, and hardware/software integration will help City of Fort Lauderdale deliver customer support cost effectively and increase citizen satisfaction.

Thank you for the opportunity to respond to this RFP and for the opportunity to serve the customers of Fort Lauderdale.

Sincerely,



Michael Duffy
Chief Executive Officer

Executive Summary

CityBase creates enterprise payment, data, and communications systems for local governments. We centralize agency data and interactions and design user-friendly interfaces to help cities and citizens engage and connect online, on the phone, and in person at kiosks and cashier desks. Our history follows:

In 2013 P-E Acquisition Holdings licensed the IP and assumed the intellectual property and customer contracts of Pay-Ease, a company founded in 2001 to provide bill payment kiosks for the City of Chicago and to automate a portion of the city's bills that were being paid in cash.

In January 2015 P-E Acquisition Holdings restructured to become the current operating company CityBase. CityBase, anchored by a management team with expertise in technology and financial services, has maintained the original contracts and expanded the core services and technology offerings for electronic financial processing and consumer bill payment collection.

Through early 2014, we developed one of the most modern payment and data platforms in the GovTech space today. CityBase started with the most difficult channel first, completely re-architecting 100% of the kiosk channel, uncoupling the hardware from the software to create an entirely cloud-based self-service platform that enables continuous innovation. We introduced new channels including web and mobile app and greatly expanded our services and product features.

Among other projects, CityBase is currently executing an 8-year contract with Indianapolis and Marion County to integrate 46 agency databases onto a central platform. Citizens will be able to interact and do business with these agencies through a single portal, accessible via web, mobile, kiosk and cashier terminal.

CityBase operates as an "Infrastructure as a Service" ("IaaS") firm. All hardware, interface development, integration, and secure communications are provided to CityBase clients through its services. As an IaaS provider, CityBase shares the risk of success with clients by aligning incentives around citizen usage.

CityBase provides rapid, continuous development of cutting-edge technology, implemented seamlessly around existing data infrastructure and with minimal client resources required.

Business Entity:

CityBase is a C-Corporation that has raised \$10.4 million in financing. KDWC Ventures, Jeff Taylor, and Mike Duffy each hold more than 5 percent of the company.

Headquarters:

820 W. Jackson Blvd, Suite 200
Chicago, IL 60607

Management:

Jeffrey Taylor, Chairman

Michael Duffy, Chief Executive Officer
Dugan Schwalm, Chief Operating Officer
Alex Pedenko, Chief Technology Officer
Branson Pierce, Chief Design Officer

Key Elements of Proposal:

CityBase is proposing a payment kiosk solution that meets and exceeds the scope requirements as outlined by City of Fort Lauderdale. We offer City of Fort Lauderdale the industry's leading kiosk technology:

- Managed solution with no upfront costs
- No hardware to buy
- Configurable workflow
- Fast & secure payment channel- payments made in 41 seconds on average
- Cash, check & card tender types
- Multiple account look-up options – QR code, phone number, address, driver's license scanner
- Decrease foot traffic and expand payment hours
- Free-standing Indoor, free-standing outdoor, through-wall and drive-thru hardware options
- Touch screen, ADA compliant, email or SMS text receipts

Experience and Qualifications

CityBase has over 10 years of experience in providing kiosk solutions for city-governments and municipalities.

CityBase utilizes a consultative sales approach where we start by listening to your goals for this project and analyzing existing data that you may provide for walk in payment volumes by location. We will come onsite and physically inspect locations that are safe, secure and logistically will produce the most traffic to the kiosk and the highest adoption of your customer base.

CityBase utilizes Machine Learning Statistical Modeling and Time Series Analysis Modeling to produce screens and workflows that will be second nature for City of Fort Lauderdale's customers. Our technology platform and CSS driven responsive web design ensure that CityBase will provide fast, nimble and innovative development during the initial implementation and for the foreseeable future. CityBase brings deep ecommerce and utility knowledge to City of Fort Lauderdale through its team of experienced professionals who have built multiple ground- up ecommerce platforms that maintain millions of active users and daily traffic in excess of 100,000 transactions. In addition to data-driven kiosk functionality, CityBase supports multi- language technology, 99.9% uptime and industry leading analytics and dashboards.

Kiosk Case Study – Montgomery Water Works

As part of the kiosk service, CityBase provides ongoing analysis and enhancements of the platform to drive adoption and accomplish client objectives. Through advanced analytics provided through the

CityBase dashboard, the Company can analyze customer behaviors at each stage of the implementation, identifying and converting incremental groups of customers organized by their behaviors and preferences.

A recent example of a successful incremental implementation comes from Montgomery Water Works in Montgomery Alabama (MWW). As of October 2014, MWW maintained two cashiering facilities and employed 8 cashiers full-time. MWW was implemented in phases as follows:

November 2014

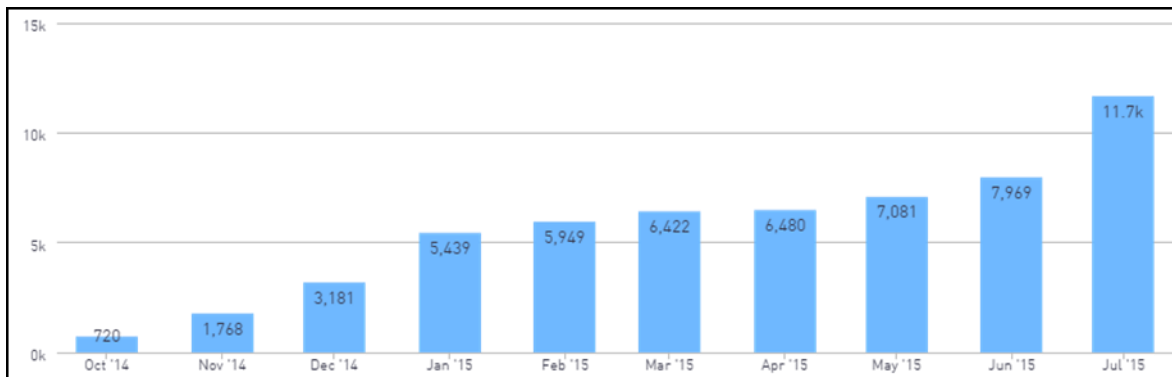
- Single indoor kiosk implemented coupled with customer education program
- Quick adoption by credit card users
- Incremental adjustments to screen flows and search methods
 - i.e. bar-code scan on driver's license to lookup account

January 2015

- CityBase identified demand for after-hours transactions
- Outdoor kiosk installed
- Significant adoption by this user group

July 2015

- CityBase identified demand for cash-change from kiosks
 - Significant number of users were still going to the cashiers over kiosk
- CityBase implemented a change-making kiosk
- The number of cash payments immediately increased by 75% from the previous month in just three weeks.



In January, MWW closed a satellite payment center and reduced cashiering staff to 6 and ultimately to 2 in June. In July, MWW decided to fully automate all cashiering traffic and redeploy cashiers to a call center. With a careful attention to customer behaviors and a phased approach to integration, CityBase was able to provide Montgomery Water Works and its customers increased payment options and convenience with an efficient cost structure. CityBase is confident that it can provide the same thorough analysis to any municipality or utility and provide the optimal kiosk payment solution.

Approach to Scope of Work

Configurable Solution

Through a configurable kiosk application, built following an extensive review of customer behaviors and available data, CityBase will deliver the Initial Application which will include:

1. Real-time direct data integration to customer's Cayenta database.
2. Real-time integration to City of Fort Lauderdale's payment processor of choice, for processing of ACH and credit card transactions and seamless, real-time transaction reporting in the CityBase Dashboard and real-time analytics such as payments by kiosk, tender and geographic location.
3. Configurable workflows and functionality optimized for City of Fort Lauderdale's customers including account search methods and functionality that can be accommodated by the data available. These may include but are not limited to; (i) Development of scannable symbol such as a QR code, (ii) Phone number lookup, (iii) Service address lookup, and (iv) Driver's License barcode scan for automated service address lookup. All Kiosk screens will be available in both Spanish and English. Additional languages can be added at the request of City of Fort Lauderdale.
4. Turn-key kiosk solutions with stand-alone data connectivity via wireless modem located inside the kiosk. The only requirement to install a solution is access to power. Devices will be delivered fully operational and any changes made to the software can be done remotely via the CityBase cloud platform.
5. Specialty kiosk processes and screen flows to facilitate additional in-person services, such as reconnection of service and scheduling, if host system data available.
6. Extensive staff training on kiosk operation and best practices for driving kiosk adoption.
7. Training for armored car service on end-of-day procedures to empty cash acceptors (armor car contract not included)
8. Consultation on print statement symbol design and marketing methods.
9. Ongoing enhancement of the Initial Application deployed, responding to customer feedback and experience data as it is collected, towards the Production Application, which is the software version that we mutually determine is accomplishing the objectives.
10. Development for potential future changes in business practices, deployment of new business services (such as pre-paid service), or new business objectives.
11. Ongoing system enhancement: as CityBase develops new features and processes City of Fort Lauderdale will benefit through regular kiosk and server upgrades deployed seamlessly.

Section III – Scope

1.1 The City desires to purchase or lease payment kiosks that will provide customers self-service utility bill and miscellaneous payment options using cash, checks, and credit/debit cards. The initial kiosks will be located outside City Hall in the City of Fort Lauderdale and in the Drive-thru at City Hall like an ATM, with the ability to add more kiosks at other City facilities, if needed, in the future. An estimated four payment kiosks will be purchase over the three year time of the contract.

CityBase kiosks are fully self-service and can accept cash, checks and credit/debit cards. CityBase can provide free-standing or drive-thru outdoor kiosk machines depending on the needs of the City of Fort Lauderdale. Attachment A shows examples of our kiosk hardware available.

The cloud-based nature of the CityBase kiosks system allows additional kiosks to be seamlessly added to the payment platform as the program expands. Additional functionality can also be added after the kiosks are implemented to further enhance the program for the City of Fort Lauderdale.

1.2 The kiosk will accept currency (U.S. Dollars only) with an internal secure safe and provide no change back to the customer. It is preferable the bill acceptor unit be able to accept a batch of bills rather than one bill at a time (similar to the acceptor units in bank ATMs). The kiosk will also accept credit/debit cards, and checks. The debit and credit card acceptor preferably be chip enabled by the Visa US Merchant standards.

CityBase kiosks accepts cash, check and credit/debit card and can be configured to provide paper change as required (CB kiosks do not provide coin change). The CityBase kiosk cash acceptor accepts U.S. Dollars and can be outfitted with a 1,200 or 2,200 note capacity cash box. The outdoor cash acceptor is weather proofed with up to a 2,200-note capacity. Accepts \$1, \$5, \$20, \$50 and \$100 bills. The CityBase kiosk utilizes a check scanner so that the customer never needs to enter their bank account or routing number information. Scanning virtually eliminates user error and the check is converted to a one-time ACH draft which provides faster funding for City of Fort Lauderdale than a traditional paper check. The check is scanned and returned to the customer (similar to many drug stores and retail chains). CityBase will be installing EMV compliant card terminals to ensure the kiosks are a compliant solution now and for the future.

1.3 The kiosk will transmit payment transaction data in real time to the payment processor of The City's choice and to the billing application Cayenta Utilities through an API. The ability to interface and accept payments for additional municipal payment systems (Parking, Alarms, Fire Inspections, and Business Tax) is preferable.

CityBase can access your CIS data directly via real-time Cayenta API's or custom API, if required. We have experience integrating to several CIS platforms (including Cayenta, SAP, enQuesta, Cogsdale, Advanced and Northstar CIS).

Once the citizen has looked up their account, their information will be displayed on screen. CityBase can customize the display to show any information available on the City of Fort Lauderdale SAP database to ensure that the customer has correctly selected their account. This can include but is not limited to street address, account number, and customer name. Once the account has been pulled up, the balance, amount due, due date, and service interruption date can all be displayed on the user interface. We can also provide additional workflows to prompt the user for a minimum payment to avoid shutoff or to notify the customer if they need to pay any additional fees (NSF, Re-connect, etc.) as part of their transaction.

CityBase uses real-time API's to integrate multiple databases into one system. Customer accounts can be linked with their drivers' license information. Customers will use their drivers' license via a QR scanner to look up their account. All subsequent transactions will be posted in real-time to the customer's account on the SAP host system. The customer will be able to see their information displayed on the screen to ensure accuracy of the account as well as their real-time balance on the account.

CityBase currently integrates with over twenty different payment gateway providers and a number of acquiring banks.

1.4 The kiosk will be delivered and set up with the selected hardware configuration.

CityBase agrees that the kiosk will delivered and set up with the selected hardware configuration.

1.5 The resulting contract for the kiosk will include hardware components, operating system software and application software that allow the operation of the kiosk as a separate unit (i.e. stand-alone), a networked unit in a local area network (LAN) or a networked unit in a wide area network (WAN), an integrated part of a computer system, or any combination of the four.

The CityBase solution is designed so that the kiosk communicates via cellular data connection to the cloud-based CityBase platform. No personal information nor virtually any logic is stored on the kiosk itself, rather much of the software resides in the Cloud. Thus, our kiosks are not designed to be operated as stand-alone units or part of another computer system or network. Please keep in mind that CityBase is not proposing to sell any hardware to the City, but rather we include all hardware and software as part of our turn-key Infrastructure as a Service ("IaaS") solution.

1.6 Proposers should include an initial warranty on materials and labor from the date of installation of a payment Kiosk. Describe routine services and/or maintenance that may be required by the kiosk to be out of the included warranty and maintenance agreement.

CityBase will warrant our solution for the life of the contract. All ongoing hardware maintenance, warranty and service is included as part of our model.

Section III (A) – Kiosk Requirements

2.1 The city prefers a kiosk with a finish that can be easily painted or wrapped with a graphic wrapper. We also desire the ability to add branding and logos.

CityBase offers custom, high quality vinyl kiosk wraps that can highlight company branding on the outside of the kiosks. We will work with the City's marketing team to provide the appropriate branding for the City of Fort Lauderdale.

The CityBase kiosks screens utilize CSS stylesheets and will be branded with a similar appearance as the City's website; using your logos and colors.

Additionally, City of Fort Lauderdale branding, logos and messaging can be included on your kiosk receipts.



2.2 Paint resistance against normal wear is desired. The enclosure should be made of metal or a metal composite that is applicable for this type of device.

The enclosure is made of rust-resistant powder-coated metal that is then wrapped with a high quality vinyl wrap with the City's branding. For outdoor kiosks, an additional UV protectant is overlaid to help prevent fading.

2.3 The "stand alone" kiosk should be weather proof. The display screen should be visible in harsh daylight and may be covered with a protective 'curtain' while not in use.

CityBase outdoor kiosks are weather proof and include HVAC. CityBase currently has outdoor kiosks located in some of the harshest warm weather climates like Las Vegas, NV and Montgomery, AL along with some of the coldest and snowiest locations such as Boston, MA and Milwaukee, WI. Outdoor kiosks include hi-bright touchscreen displays for ease of use in all lighting scenarios.

2.4 All components should be easily accessible and exchangeable by our vendor support staff, whether through the front or rear of the kiosks.

CityBase has several models of kiosk shells. Depending on the model, the kiosks can open from the front or the rear. CityBase typically conducts a site-visit to assist in picking the most efficient location for the kiosk. Part of this visit is determining which would be the best way to access the device. Once determined, our machines are built to order. Additionally, should the City utilize an armored car provider, the City may have keys to the external kiosk door providing access to the devices within; however, the

vault will be secured with a secondary Kaba Maas digital lock. Kaba Maas is industry standard and required by most ATM and armored car companies. This lock requires a one-time pin code which must be requested each time the vault is accessed and provides full audit capability.

2.5 The kiosk will be compliant with the Americans with Disabilities ACT (ADA). All computer and peripherals must be easily accessible by individuals with disabilities.

All kiosks are ADA compliant. Trackball and buttons keeps kiosk height comfortable while maintaining ADA compliance.

2.6 The kiosks' electrical and cooling must meet or exceed all electrical and cooling requirements necessary for computer components and enclosed hardware. It must use standard 110-120v.

CityBase kiosks meet all electrical and cooling requirements necessary for computer components and enclosed hardware. The kiosks use standard 110-120v.

2.7 The kiosk must meet the Underwriters Laboratories requirements (i.e. UL 291 certification for all 24-hour ATM's). The safe of this unit must also meet or exceed this legally required certification.

Slabb kiosks are built per all relevant regulations, in particular UL, CSA, CE, ADA and FCC.

Some of these regulations require self-certification (CE and ADA for example). All parts in our kiosks are (1) UL certified and (2) the kiosk has been built according to and in compliance with the UL specification. The UL certification (electrical requirements) requires a third party to test and investigate the kiosk. While Slabb kiosks are compliant, they are typically not certified for UL or UL-291 safe rated.

Recent changes in the UL regulations allows a kiosk to be certified in the field as an enclosure, as the new UL rule states that a kiosk is merely a cabinet.

- a. As long as ALL components are UL-certified and everything inside the kiosk is wired according to UL regulations, then the assembly plus cabinet can be field certified.
- b. It requires
 - i. List of all UL certifications of all components.
 - ii. Few hours of work by a UL certified engineer.
 - iii. A few hundred dollars.

CityBase is happy to provide a list of all UL certifications of all components if the City wishes to field certify our kiosks at the City's expense, outside the scope of this proposal.

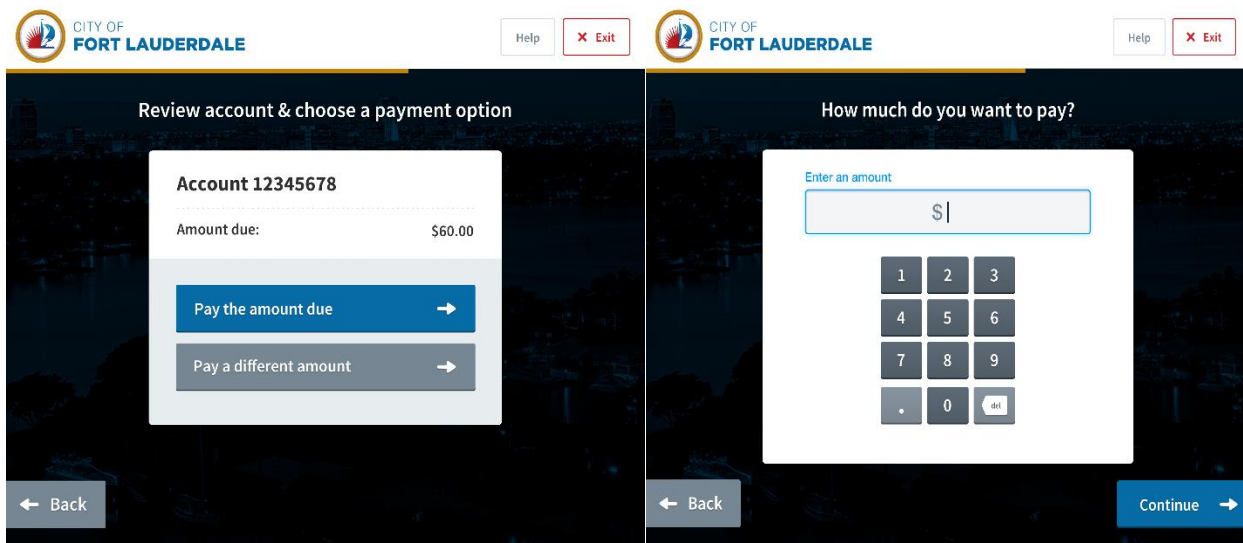
2.8 The kiosk is to be delivered with all display screens and logos already in place and ready for final testing by City staff. All screens should offer in Spanish and Creole.

CityBase acknowledges that the kiosks will be delivered with all display screens and logos already in place and ready for final testing.

Kiosks feature Spanish language by default and can easily accommodate additional languages. Citizen testing has shown the preferred and most logical method for language selection is to “toggle” the languages on and off from the Start screen. Clicking on “Español” on the CityBase start screen will change all language to Spanish instantly, even the “Touch here to start” splash page. Start screen toggle makes changing languages an intuitive and instant step, while not slowing down every user with a language selection. CityBase and the City can discuss other languages that may need to be added in the future. Should Creole be required, the City will be responsible for providing the required translations or incurring the additional expense of a translator.

2.9 Customers should be able to pay a different amount than the amount due. Explain how your system accommodates this.

The benefits of the CityBase platform include the ability to configure payment preferences per agency. While the databases and payment solutions are consolidated onto a single user-facing solution, the preferences set for each agency remain completely independent. This ultimately allows City of Fort Lauderdale to designate payment options for each agency including partial payments, full payments or virtually any other business rules requested by a specific agency.



Additional payment options that CityBase has implemented in the past include specifying payment amounts to resume service for disconnected utilities. The interface shows the total payment required in order to have services reconnected.

2.10 The kiosk should not allow cash only customers to pay with anything other than cash. Those customers will have alerts on their accounts, which will pass through the API.

CityBase can configure user restrictions to meet any needs of the City based on the available flags in your Cayenta CIS system. CityBase intends for the kiosk to provide a consistent user experience as your customers would receive paying over the Web, IVR or other in person payment channels.

2.11 Customer transactions that are not completed within a pre-determined time limit should be timed out or customer should be warned of time limit approaching.

CityBase monitors the abandonment rate from the credit card payment screen. Unlike an ATM where the first action is to insert a card into the ATM, the kiosk screens must be navigated before being prompted to insert a credit card. If multiple consecutive users were to have their transactions aborted at this stage, it may indicate the card reader needs to be serviced or inspected.

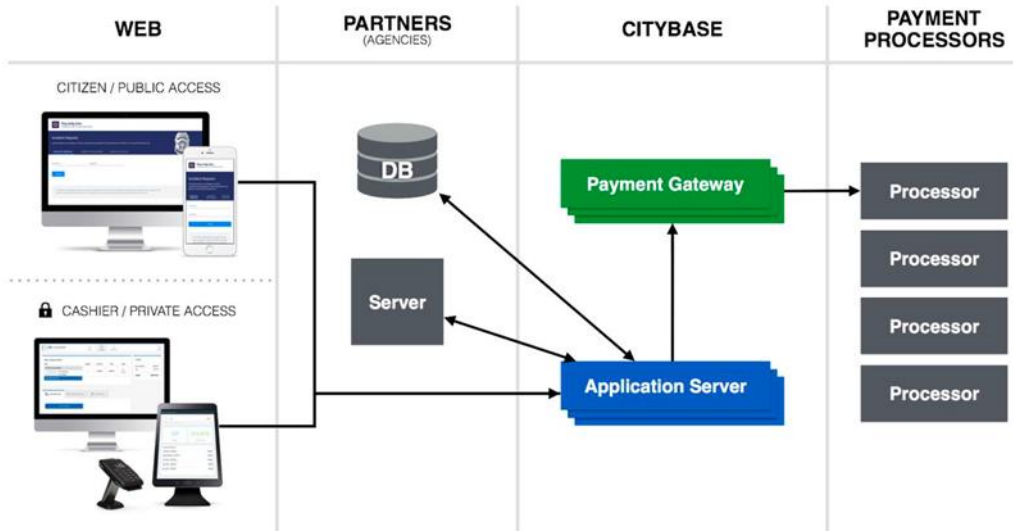
2.12 Customers should be able to access their account by using any of the following methods: 1) an account number, 2) a look up feature with either name or address using a verification of either a PIN or other personal identifying information associated with the account on record. Explain how your product will meet these needs. Ability to scan payment stubs at kiosk locations if desired, but not required.

CityBase kiosk screen flows and functionality optimized for City of Fort Lauderdale's customers including account search methods and functionality that can be accommodated by the data available. These may include, but are not limited to, development of a scannable symbol such as a QR code, phone number lookup, service address lookup, and Driver's License barcode scan for automated service address lookup.

2.13 Please describe the transactional data flows to and from clearing houses, bank accounts and the City, including estimated timing, for each of the activities listed below.

CityBase utilizes web services applications interfaces (API's) to communicate with your Cayenta CIS and your payment processor. The transactional data flows are as follows:

1. Account Lookup – the customer is identified via account number, address, phone number, or a variety of possible data elements and a real-time balance lookup is performed via the Cayenta lookup API.
 - a. Other misc payment types may perform lookup against a different host database
2. Customer Payment
 - a. The customer pays with Card or Check and the kiosk passes the encrypted transaction to the Payment Gateway and then receives confirmation or denial of payment in real-time
 - b. The customer pays in cash (which is an internal process to the kiosk)
3. Post Payment – The payment information including customer account, date, time, payment amount, etc. is routed back to the Cayenta CIS in real-time
 - a. Misc payment types may be routed back to a different host database



2.14 The ability for Kiosk to provide customers with change when the amount tendered exceeds the amount owed.

All CityBase kiosks can be equipped with a change-maker, if desired. The kiosks only offer paper currency as change, and any remaining funds are allocated to any outstanding balance or future bill. If no change maker is applied, all overage charged to the account is applied to outstanding balances or future bills. Given that CityBase kiosks do not provide coin change, all payments will be rounded to the nearest dollar amount with any remaining credits being posted to the customer's account balance, per City of Fort Lauderdale's business rules.

2.15 The ability for Kiosk to provide customers with a paper receipt, to display at a minimum, the utility account number, payment amount, date and time paid, form of payment, and location of the payment agency.

All kiosks are outfitted with a thermal printer that can provide any and all desired information requested by City of Fort Lauderdale, as long as the data is available on the host database. Additionally, SMS and email receipts can also be sent to the citizen, if desired. City of Fort Lauderdale branding, logos and messaging can be included on the receipts. Receipt format is entirely configurable.

Client Name
Date: 2/27/2016 0930
Payment ID: 123456
Kiosk Code: LEA01
Trans #: 778956

Account #: 1234561

Amount Paid: \$50.00
Convenience Fee: \$2.95
Total Transaction: \$52.95

CC Tendered: \$52.95
Confirm Code: 776543

Thank You for Your Payment!
WWW.CLIENTURL.COM
555-555-5555

2.16 Receipts must be issued and provide for functions that include but not limited to a presenter or retractor, variable ejection cut lengths (programmable), full and partial cut options, and alert sensors for jams and low paper warnings.

The CityBase platform is built to alert the City staff of any abnormalities or issues that arise from the day-to-day operation of the payment kiosks such as a stuck bill, lack of receipt paper, or cash boxes nearing capacity. These alerts can be sent by e-mail or SMS per the discretion of the City.

The platform may also have a client-facing option to alert a City attendant if the client has any issues while using the kiosks. All aspects of the kiosk interface and alerting system are configurable and can be modified at the request of City of Fort Lauderdale.

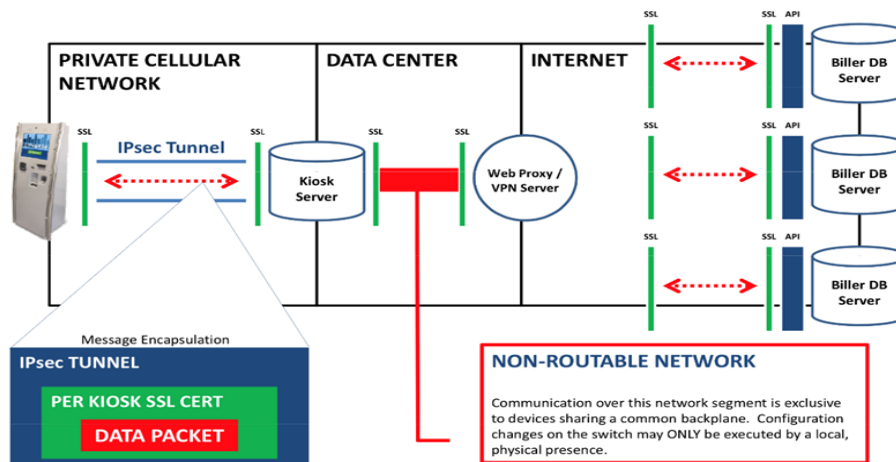
2.17 Checks may be processed via a reader scanner depositor for check 21 processing or through manually entering the bank routing number and bank account information. Either option will be considered.

The CityBase kiosk utilizes a check scanner so that the customer never needs to enter their bank account or routing number information. Scanning virtually eliminates user error and the check is converted to a one-time ACH draft, which provides faster funding for the City than a traditional paper check. The check is scanned and returned to the customer.

2.18 Summarize the process for posting payments to the City including data transmitted, transport methods and encryption. What methods are used to ensure this data is secured?

CityBase utilizes a secure VPN cellular connection which creates a non-routable network. CityBase manages and secures the communication end to end - from card swipe all the way to processor – reducing the City’s exposure to PCI responsibility. Additionally, CityBase will be installing EMV compliant card terminals to ensure the kiosks are a compliant solution now and for the future.

All data is encrypted to a level that exceeds industry standards and no information is stored on the kiosk at any time. Even during the transaction, the encrypted credit card information is being transmitted directly to the CityBase servers using a proprietary iteration of websockets technology. From the CityBase server, this same technology is used to securely communicate with selected payment processor.



2.19 Describe the level of redundancy that exists to ensure timely processing in the event of equipment breakdown. Specify if offer includes RAID on hard disk and UPS or other back up power supply.

Our database and transaction server are hosted in an Amazon Web Services (AWS) Cloud instance. AWS Cloud instances provide unlimited bandwidth, redundancy, storage and processing power that self-scales real-time in response to payment volume. CityBase links datasets from the host to the Cloud Instance via API, VPN or any required method. All functionality is executed on the Cloud Instance and even receipts are generated on the Cloud Instance before printing at a kiosk or POS device a split-second later. All interfaces for all payment channels communicate with the Cloud Instance in a standard language that can be thought of as an internal API.

2.20 Provide a list of outages over the previous 12-month period, including the date and time of the outage, whether they were scheduled or non-scheduled and the duration of the outage.

In the last twelve months, the CityBase system was unable to process payments for a couple hours due to a hardware outage of our cloud provider, Amazon Web Services. We subsequently created geographic redundancies at AWS.

2.21 Explain the administrative tools available for City employee access and provide samples of daily reports. Explain whether additional or custom reports can be requested.

The CityBase dashboard provides real-time data analytics for City of Fort Lauderdale on a comprehensive and customizable online dashboard. The dashboard can be made with any variety of unique fields given the data available from the City database such as client demographics and locations. The dashboard is capable of providing payment volumes by kiosk, payments by tender and capacity of cash boxes. Additional analytics can be developed to provide City of Fort Lauderdale with information crucial to improving the client experience and add additional features to the kiosk platform to encourage use of the system by their clients. Sample screenshot of the CityBase dashboard can be seen below.



2.22 It will be considered as an additional option if customers will have the ability to make a one-time donation to the "SHARE" fund (or various voluntary charitable organizations). Explain whether your product accommodates this and how this process works, from a customer interface to data output.

The kiosk application is capable of handling donations functionality. This could be configured as a separate payment type or added as a flat amount or percentage to a utility payment (like a service fee). We would need to understand if this requires a separate host database integration or if this donation is managed through the City's Cayenta CIS solution.

2.23 Explain the typical implementation process. In addition to estimated timelines and project milestones, we would like to know what data, interfaces and resources are required from the City.

The City of Fort Lauderdale will have a CityBase implementation team, including a dedicated project manager and relationship manager, to ensure timely implementation of the platform and consistent communication with City officials. This team is responsible for coordinating with City officials on the implementation of all hardware and software. Members of the implementation team will be on-site for key implementation activities and milestones to assist in areas such as kick-off meetings, requirements gathering, staff training, as well as product launch and support activities as agreed upon by the collaborative City and CityBase teams. With a dedicated project manager, the City of Fort Lauderdale can be assured that they will always have a contact at CityBase readily available at all stages of implementation.

During implementation, CityBase defines objectives for success with stakeholders, performs qualitative and quantitative user research, and designs interfaces, features, and system processes to automate agency business processes.

CityBase also assigns a full development team to the project. The development team is essential in developing the custom-built API that presents the information from the City's database in one user-facing platform. A typical development team consists of a lead developer, senior engineer, and quality assurance manager in order to provide the entire scope of services requested by Fort Lauderdale. The development team will work under the direction of the CityBase project manager to meet project expectations and timelines, in accordance with the expectations agreed upon between CityBase and the City.

CityBase manages the entire project from start to finish, including conducting research, designing appropriate solutions, developing and testing software and hardware and training Fort Lauderdale staff on how to use it and support the citizen base.

2.24 What Firm-provided training or testing on a live demo site is included in your proposal for City employees?

The CityBase platform is designed to be user-friendly and intuitive; however, thorough training of City staff is essential for a quick adoption of the system. CityBase will provide a detailed training plan as part of our service deliverables as defined in the statement of work.

CityBase will also provide technical assistance, user documentation, and instructional materials. The user's handbook describes in detail the procedures for using all of the functionality provided in the application in terms understandable to the typical user.

Before the City of Fort Lauderdale "goes live" with CityBase, CityBase will offer multiple trainings to City employees during implementation. Upon delivery of the hardware, CityBase will stage the hardware and provide hands on training using the actual kiosks that will be deployed. In addition, CityBase will provide onsite support and close monitoring during "go live."

2.25 Successfully test all components to be implemented within 90 days from the contract effective date as directed by City of Fort Lauderdale and to its satisfaction. Vendor will not provide Walk-in Services until successful completion of test.

CityBase agrees to this requirement.

2.26 Provide local field support for Kiosk (hardware and software support).

The CityBase kiosk contract is written with all maintenance included. The only fees applied towards the City will be the transaction fees for the kiosk usage. Everything including hardware repairs, technical support and upgrades are included. All software upgrades can be applied remotely to the system with minimal downtime. The kiosk system can also be monitored via the cloud at all times.

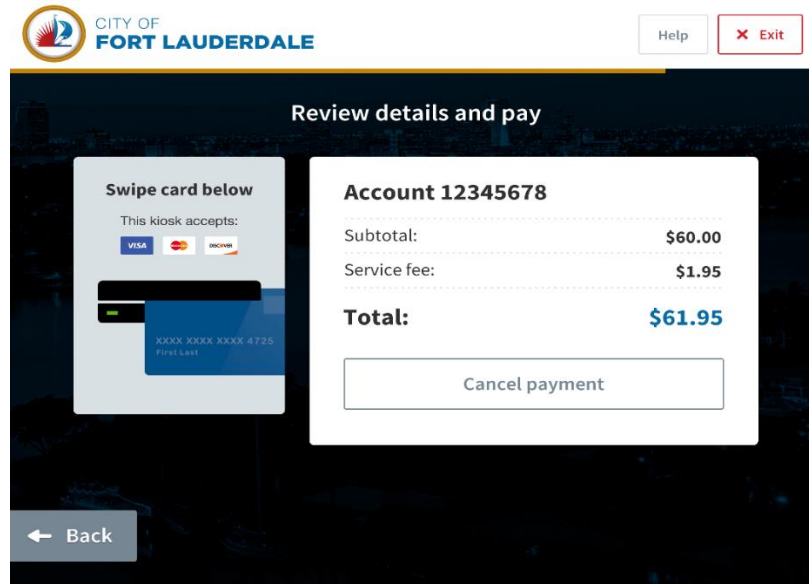
CityBase will train City personnel (and/or armored car vendor) on basic maintenance procedures such as changing receipt paper and end of day closeout process. CityBase has a help desk and a technician can be reached at virtually any hour of the day. CityBase does not require access to the City's network and in fact our only site requirement is power.

CityBase may choose to send employees onsite or at times utilize local contractors to provide hardware repair or maintenance.

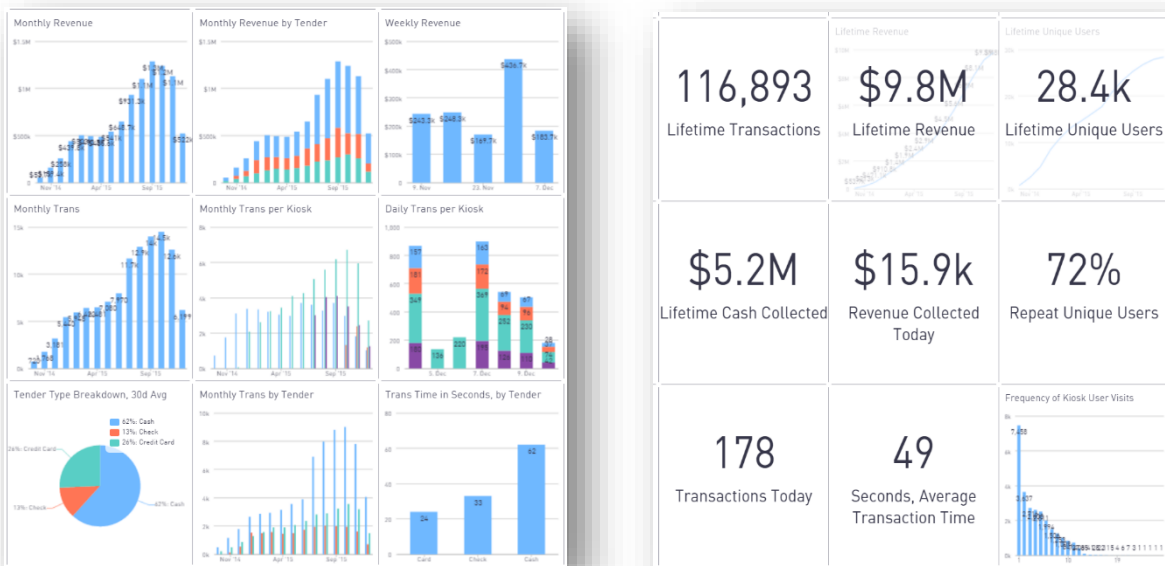
2.25 Collect a reasonable fee (to be specified in the proposal) from customers making payments to cover costs associated with accepting and processing payments (other than the initial set-up fees, which shall be paid by City of Fort Lauderdale). The fee must be stated and the customer must accept the fee before the payment is processed.

CityBase will collect a reasonable fee from customers making payments to cover costs associated with accepting and processing payments. CityBase will clearly state the fee and the citizen must accept the fee before payment is processed.

While a convenience fee or service fee may be assessed for card and check payments, CityBase's best practice recommendation is that the City absorb costs for Cash payments in order to drive adoption to the kiosks and assuming the goal is to automate payments and reduce walk-in traffic from your payment centers and cashiers.



2.28 Provide daily electronic reports of payment transactions of all Payment Kiosks (explain daily settlement process)



The CityBase dashboard provides real-time data analytics via a comprehensive and customizable online dashboard. The dashboard can be made with any variety of unique fields given the data available from the kiosk database such as client demographics and locations. The dashboard is capable of providing payment volumes by kiosk, payments by tender and capacity of cash boxes. Additional analytics can be developed to provide the City with information crucial to improving the client experience and add additional features to the kiosk platform to encourage use of the system by their clients. Sample screenshots of the CityBase dashboard can be seen above.

2.29 Support the production of system reports and the ability to export data in a standard format for custom reporting through an electronic remote query.

All data from the CityBase dashboards (see response to 2.28) can be exported at any time in a variety of formats. Custom report can be created by CityBase staff at any time to meet City of Fort Lauderdale's needs. Data export formats include CSV, PDF, HTML, etc. CityBase can support additional reports in any file format requested via automatic emails.

2.30 Accuracy and integrity of Payment Kiosks

CityBase utilizes the highest quality components such as gaming grade MEI cash acceptors, Honeywell scanners, Star Printer receipt printers and ELO touch screen monitors. We reconcile to the penny and provide training to City and/or armored car staff on the daily closeout and reconciliation process. Our real-time dashboards will allow the City to research payments and analyze data with ease.

2.31 Optional: provide digital image photography of customer completing transaction for security purposes with time and date recording.

The kiosks may be equipped with wireless cameras that can take pictures of each user accessing the kiosk screen. CityBase does not store any images on our platform, but we will gladly integrate with the City's security software or document management solution to transmit the images (with time, date, account number) of kiosk users.

2.31 The response shall include: Any and all fees to the customer; Any and all fees to the City of Fort Lauderdale such as start-up, annual maintenance and monthly costs.

CityBase agrees to list any and all fees to the customer and any and all fees to the City of Fort Lauderdale in the cost proposal.

2.32 The Kiosk will be compliant with the most current Payment Card Industry Data Security Standards (PCI-DSS) and vendor must provide certificate of compliance.

CityBase is compliant with the most current Payment Card Industry Data Security Standards. Please see certificate of compliance in Attachment B.

2.33 The City prefers for proposers to be registered and be awarded of NACHA rules and regulations.

CityBase acknowledges the City's preference for NACHA registration. It is our understanding that Third Party Sender Registration may be required beginning in September 2017 at the request of the ODFI and pending the City's selection of originating bank or other payment facilitator or processor.

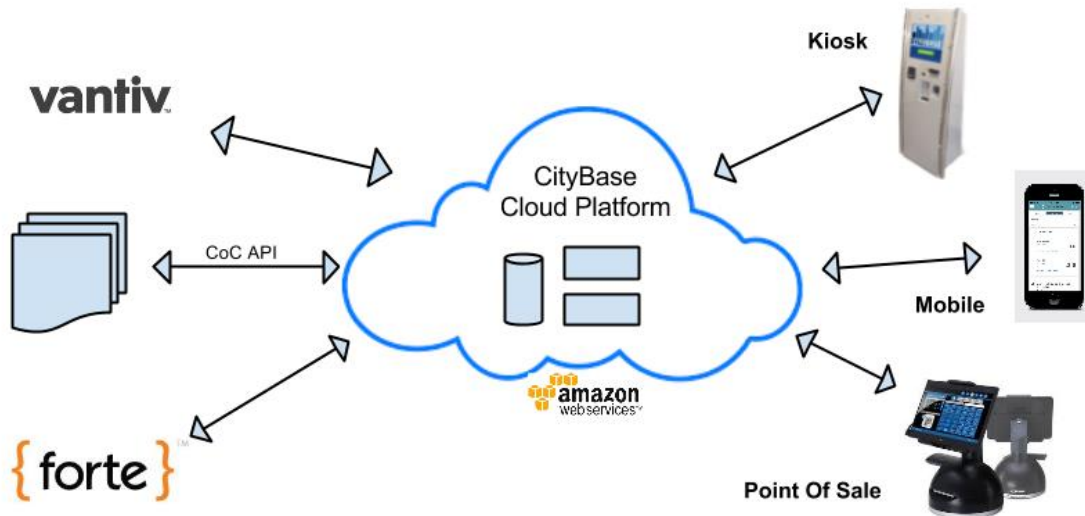
Section III (B) – Systems Information

3.1 Provide a description of the back end programming used to develop your interactive solutions. For example: How will kiosk payments interface with our billing/management software to ensure that payments are reflected on customer accounts in real time?

CityBase can access your Cayenta data directly via real-time API's or custom API if required. We have experience integrating to several CIS platforms including Cayenta and we are currently integrated with over 2 dozen payment gateways. Below is a high level overview of our cloud payment platform:

- Database and transaction server are hosted in an Amazon Web Services ("AWS") Cloud instance.
- AWS Cloud instances provide CityBase unlimited bandwidth, storage, and processing power that self-scales real-time in response to payment volume.
- CityBase links datasets such as Cayenta and any Payment Gateway, direct from the Cloud instance via API, VPN, or any required method.
- All functionality is executed on the Cloud instance – even receipts are generated on the Cloud Instance before printing at the kiosk a split-second later.
- All interfaces for all payment channels communicate with the Cloud Instance in a standard language that can be thought of like an API for internal CityBase use.

Cloud Platform Diagram



3.2 Describe security and encryption capabilities.

All data is encrypted to a level that exceeds industry standards and no information is stored on the kiosk at any time. Even during the transaction, the encrypted credit card information is being transmitted

directly to the CityBase servers using a proprietary iteration of websockets technology. From the CityBase server, this same technology is used to securely communicate with selected payment processor.

3.3 General description of internal hardware and software (processor speed, etc.).

CityBase partners with SLABB Kiosks, the second largest manufacturer of self-service POS hardware in the United States. SLABB utilizes the highest quality components such as MEI cash acceptors, Honeywell scanners, Star Printer receipt printers and ELO touch screen monitors. CityBase can provide free-standing indoor and outdoor kiosks, through-the-wall models and kiosks that are optimized for drive-thru. Aesthetic design and color will be applied to match client branding.

The internal PC utilizes RedHat Linux OS and the only software that resides on the kiosk PC are the Linux drivers that run the internal peripheral devices (touchscreen, cash acceptor, card reader, scanner, etc.).

3.4 Describe any reporting tools available to assist in our reconciliation process.

Yes, please see response to 2.28 above.

3.5 Describe capability of working within a network environment.

CityBase does not require access to the City's network as we utilize cellular connectivity to communicate between the kiosk and the Cloud. We communicate from the Cloud to the appropriate payment gateway and host database. All external communications to CIS or payment gateway originate from the CityBase server, and kiosks only communicate directly with the server, so a kiosk can host numerous payment applications and each can have its own business rules, screen flows, and behaviors. Each payment application exists as if it were alone, even though it uses shared hardware.

3.6 Describe how your proposed system is designed to be cost-effective and reliable.

CityBase provides "Infrastructure as a Service" ("IaaS") which includes all required hardware, interface development, integration, and secure communications. Clients need only supply electricity and citizens. It's cost effective for the City because there is zero up-front cost, no hardware or software to become obsolete, no maintenance or warranty concerns and all of this provided on a per transaction or fixed tiered pricing structure and invoiced monthly. It's reliable because of the cloud-based architecture, quality hardware components and Ruby on Rails technology. Kiosk automation will provide reliable and cost effective 24/7 in-person payment service with real-time control and reporting.

3.7 Describe how the system conducts self-diagnostic tests.

We continually monitor transaction data, collect user and staff feedback, and regularly make modifications and enhancements in order to find the right combination of features to drive usage and

accomplish our client's objectives. Our modular system design makes this type of configurable interface and feature development very fast and efficient for us to execute.

3.8 Describe any remote diagnostic capability.

Hardware monitoring

CityBase maintains a standard suite of hardware health monitoring including hard drive capacity, memory usage, CPU, cash acceptor capacity, state, and network status. Support notifications will be created in the event a predetermined threshold is breached.

Power loss

CityBase's kiosk contains a short-term uninterrupted power supply (UPS) that activates upon the loss of power. The UPS provides power to the kiosk to complete any critical task such as completing the execution of a transaction. Once all critical tasks are complete, the kiosk goes into low power mode until power is restored. While the kiosk and the devices will not be active in the event of a power the kiosk will return to normal functionality when power is restored.

Closeout Process

The closeout process typically requires the cash in the machine to be removed and safely deposited in the client's bank account. This can be done by the client's personnel or a bonded courier. The kiosk has secure instructions for performing the closeout function. The kiosk will print a closeout receipt that itemizes how much cash was retrieved from the cash vault and in what denominations.

Receipt paper

Armory services replenish paper on schedule specified by the client and based transaction volume.

Cash Jams

CityBase utilizes a 'casino grade' cash box system designed to accept notes with a predefined variance of quality (damp, crinkled or torn). This system minimizes the potential for cash jams while maintaining high note processing speed. In the event that a cash jam occurs, the armory provider for the kiosk is notified by the client to clear the jam.

3.9 Describe any experience and relationship in working with our CIS system, Cayenta Utilities.

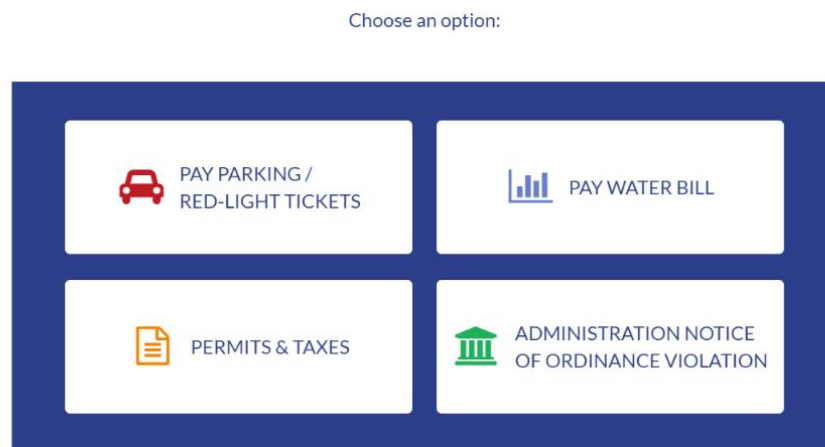
CityBase is a Harris partner and is actively working with Cayenta on multiple kiosk opportunities at this time. CityBase attends the annual Harris User Group meeting where we have a chance to meet Cayenta customers and interact with Cayenta staff. We have good working relationships with the Cayenta executive team.

3.10 Describe the expansion capabilities, if any, to incorporate additional City Functions in the future (i.e. accept payment and produce receipts/permits, traffic citations, request for building permits, employee payments, etc.).

CityBase will integrate multiple agency databases to our cloud-based platform that enables users to transact with the City of Fort Lauderdale for numerous payment types. The platform has the capabilities to make payments, search for records, apply for permits, or request status updates on applications in progress. We will work with agencies to discover their business processes and user needs in order to design interfaces whose functionality is sourced directly from the CityBase platform—ensuring comparable data and a consistent user experience.

Our technology is completely modular per payment application such that each individual payment application has its own data connections, payment gateways, and business rules. CityBase can add features and services to the City's kiosks expeditiously, and can also facilitate future cost-effective sharing of kiosks located in the community with other local utilities or municipal agencies as a convenience to citizens.

Below is an example of our City of Chicago kiosks providing payment options for multiple agencies.



3.11 Describe your approach to ensuring that data integrity is maintained within the databases of your proposed solution(s) and also the Jurisdiction's host database.

CityBase is uniquely positioned to provide our services based on the core competencies of our key personnel, experience in kiosk system design, and prior successful installations as evidenced by high usage rates. We are very accomplished API writers and data integrators and to provide full functionality, we commonly integrate numerous APIs for a single payment application. To minimize IT resource requirements for our clients, we try our best to reuse existing APIs first. We currently have over 100 active API integrations powering real-time data services and payment gateways for various clients.

We will creatively use existing APIs, direct database queries over VPN, or write a custom API for a database. If data exists in a system not well suited for integration, CityBase can advise, consult, or even host the data set. Each database integrated into the system provides another set of information that will improve and unify the citizen experience.

3.12 Describe how credit card numbers are stored & securely managed? (Currently Master Card, Visa, AMEX, Discover).

All data is encrypted to a level that exceeds industry standards and no information is stored on the kiosk at any time. Even during the transaction, the encrypted credit card information is being transmitted directly to the CityBase servers using a proprietary iteration of websockets technology. From the CityBase server, this same technology is used to securely communicate with the Payment Gateway. The gateway provider will be fully compliant with PCI and NACHA and and CityBase maintains an additional level of PCI compliance.

3.13 Provide information on the project implementation plan, including time line, intermediate objectives, tasks, project management details.

A sample implementation project plan for a single agency or application is included below. CityBase will give the agencies of Fort Lauderdale a high touch process and run multiple in parallel. Actual dates will vary based on the scope and requirements agreed upon with the client. The primary variable in time required for implementation is the number and ease of databases that need to be integrated into the CityBase platform.



CITYBASE

**PROJECT PLAN:
 Project Name**

Task Name	Duration	Due Date	Resource Name	Completion Date
Initiate	1 week		CityBase PM	
Onboarding Survey	2 days			
Project Plan	1 day			
Scope List	1 day			
Site Survey	1 day			
Kiosk Quote	1 day			
System Business Requirements	2 weeks		CityBase PM	
Specs	10 days			
Business Rules/Requirements	5 days			
UX wireframes				
UI design				
API design				
Kiosk Receipt Requirements				
Closeout Requirements				
Screen/Interface design	4 days		CityBase	
Screenflow Client Demo	1 day		CityBase, Client	
Final version/client approval	1 day		Client	
Wrap Design	4 days		Client	
Kiosk Hardware Integration	2 weeks		CityBase	
Device Integration	12 days			
Kiosk testing integration	2 days			
Software Development	4 weeks		CityBase R&D	
API Integration - Data Vendor	1 week			
API Integration - Merchant Processor	1 week			
API Tests	1 day			
Interface Development	15 days			
Kiosk System Integration	4 days			
System Test	1 day			
QA	5 days		CityBase QA	
Live Environment Prep	3 days			
Order Receipt Paper			Client	
Indoor Kiosk delivered to site	2 days		CityBase	
Outdoor Kiosk delivered to site	1 day		CityBase	
User Guide	1 day			
Armory Closeout Guide	1 day		CityBase	
Go-Live Indoor Kiosk	1 day			
Device Prep			CityBase	
UAT			CityBase	
Training			CityBase, Client	
Ongoing Support				

3.14 Explain the development/evaluation/acceptance testing periods, including duration.

See above response to 3.13. Typical timeline for a single agency kiosk implementation ranges from 90 – 150 days and multi-agency installations can take longer depending on the complexity.

3.15 Define the roles and responsibilities of the city staff and your company in the project implementation.

Our expectation is for the City to provide a dedicated Project Manager with the support of Technical Consultant and Business Consultant as required. We will also work with the City’s marketing/branding team to create the branding for the kiosk exterior. The CityBase roles and responsibilities are outlined below:

CityBase Team Structure		
Function	Roles	Responsibilities
Leadership	<ul style="list-style-type: none"> Relationship management team Project management team 	<ul style="list-style-type: none"> Set vision and strategy with client Manage project schedule and budget Serve as main CB POC
Design and strategy	<ul style="list-style-type: none"> Lead designer Lead developer User researchers Content strategist 	<ul style="list-style-type: none"> Conduct stakeholder interviews Survey existing users Analyze usage Create overall and agency-specific design
Development	<ul style="list-style-type: none"> Business analyst Developer Project manager Quality assurance manager 	<ul style="list-style-type: none"> Identify business needs by agency Develop platform and interfaces Conduct user testing

3.16 Provide a timeline for implementation with intermediate objectives defined.

See above response to 3.13. Typical timeline for a single agency kiosk implementation ranges from 90 – 150 days and multi-agency installations can take longer depending on the complexity.

3.17 Identify any third party relationships within the project implementation period.

CityBase will not be using any third party relationships within the project implementation period.

3.18 Describe the procedure for installing new software releases into a production environment.

We develop and host our technology in the cloud, which provides a single, central source for upgrades and new features. This method also ensures that the same information and functionality is accessible across any channel — while user interfaces are designed as appropriate to that channel. Through a network effect, our clients benefit from the latest technology developed at an economic scale; innovations developed for any city or agency can be remotely activated for the City. As CityBase develops new features and processes the City will benefit through regular kiosk and server upgrades deployed seamlessly.

3.19 Describe the capability to upgrade/install/add new internal hardware.

Since the hardware is provided as a service, CityBase will be responsible for keeping it in working order and this includes replacement or upgrades of the internal devices as required. CityBase will provide terms

for the City to add additional hardware based on additional monthly minimum transactions or fixed monthly fee per device.

3.20 Describe the city’s ongoing routine maintenance responsibilities.

CityBase will train City personnel (and/or armored car vendor) on basic maintenance procedures such as changing receipt paper and end of day closeout process. CityBase has an automated help desk and a technician can be reached at virtually any hour of the day. CityBase does not require access to the City’s network and in fact our only site requirement is power.

- **CLIENT** (or armored car designee) will provide regular maintenance on kiosks (Replacement of receipt paper, inspection of hardware as needed).
- CityBase will provide technical documentation and routine remote maintenance assistance.
- Service requests requiring onsite service are subject to availability of parts, equipment and technicians.
- **CLIENT** will designate 1-2 internal users as Point of Contact for service requests and coordination.

3.21 Describe any routine maintenance that requires the Kiosk be out of service.

Updates to the system typically require the machine to be off-line for a maximum of 15 minutes and these times will be scheduled during off hours. CityBase will notify the City of Fort Lauderdale whenever an update is going to be made that will affect the kiosks ability to make payments. We will also work with Fort Lauderdale to determine the times with the least traffic on the systems to perform the updates.

The machine will also be out of service during the cash closeout process. During this process, the machine will be open and the cash box emptied, so no users will be able to use the machine. This process typically takes less than 5 minutes to complete.

3.22 Describe the support options available to the City; include a copy of your standard warranty and maintenance contracts for our review.

Multi-tiered Support	<ol style="list-style-type: none"> 1. Tier 1 - initial support level responsible for basic customer issues to be provided by the CityBase partners with scripts and training provided by CityBase staff 2. Tiers 2 and above - provided by CityBase staff with other vendors’ support teams
Severity levels	<ol style="list-style-type: none"> 1. Support and maintenance response to be provided proportionate to level of incident severity
Multiple Contact Method	<ol style="list-style-type: none"> 1. Incident reporting can be done via: <ol style="list-style-type: none"> a. Web-portal

	<ul style="list-style-type: none"> b. Email c. Phone
First-tier Support Scripts	Scripts and training provided by CityBase staff
Helpdesk Availability SLAs	<ul style="list-style-type: none"> 1. Standard support available during normal business hours 2. Critical support for outages and severe incidents available 24/7 3. SLA reports - ticket open/acknowledged range
Response Time SLAs	<ul style="list-style-type: none"> 1. Business hours' non-critical incidents <ul style="list-style-type: none"> a. Web-portal - 2-hour response time b. Email - 3-hour response time c. Phone - 60-minute response time 2. Business hours' critical incidents <ul style="list-style-type: none"> a. 30-minute response time 3. After-hours critical incidents <ul style="list-style-type: none"> a. 60-minute response time 4. SLA reports - ticket open/acknowledged range

3.23 Identify the documentation, manuals, reference guides available for the kiosk.

CityBase performs a business requirements review as part of the implementation process which is used to derive wireframes and screen workflow documentation. We provide user guides on processes such as end of day closeout. Please refer to Attachment C for examples.

3.24 Describe what training programs are available for implementation of the system.

The CityBase platform is designed to be user-friendly and intuitive; however, thorough training of City staff is essential for a quick adoption of the system. CityBase will provide a detailed training plan as part of our service deliverables as defined in the statement of work.

CityBase will also provide technical assistance, user documentation, and instructional materials. The user's handbook describes in detail the procedures for using all of the functionality provided in the application in terms understandable to the typical user.

Before the City "goes live" with CityBase, CityBase will offer multiple trainings to City employees during implementation. In addition, CityBase will provide onsite support and close monitoring during "go live."

3.25 Describe additional costs for follow up training after implementation of the system.

Ongoing or follow-up training can be quoted as requested at the current hourly rate plus travel expenses.

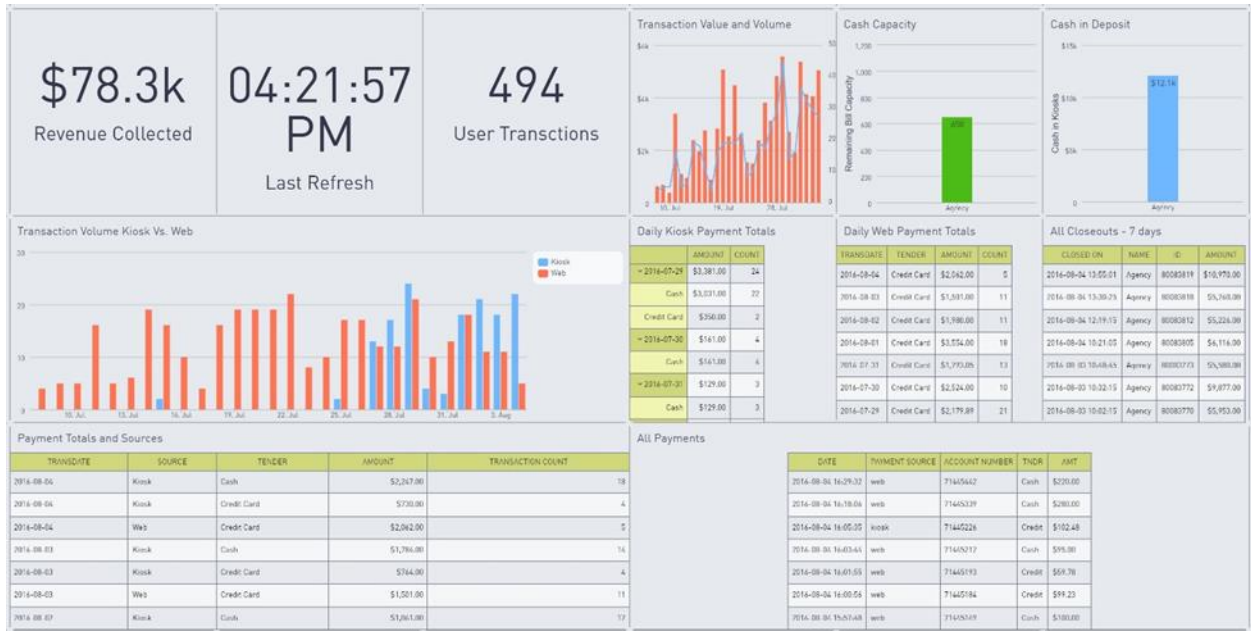
3.26 Provide additional costs of custom programming after implementation (Hourly Rate).

Custom programming requests will be quoted at the currently hourly rate (\$175) subject to annual increase.

3.27 Provide photos, drawings, etc. of possible kiosk solutions.

Please see Attachment A for photos of possible kiosk solutions.

3.28 Provide sample reports and system screen shots associated with the support of this application.





3.29 Provide additional functionality/features of the proposed solution that have not been defined within this RFP.

TBD based on requirements gathering.

References

Client Name: Decatur Utilities – 1002 Central Parkway SW Decatur, AL 35609

- Kim Baker, Customer Service Manager, (256) 552-1456, kbaker@decaturutilities.com
- Kiosk Project, Installed Indoor, Outdoor and Drive-Thru kiosks in parallel with Decatur's remodel of their customer service center.
- Completed in 2016
- Cost varies based on monthly transaction volume. No upfront cost.

Client Name: EPB Chattanooga – 10 West M.L. King Blvd Chattanooga, TN 37402

- Karen Thomas, Assistant VP Customer Service, (423) 653-7023, Thomaskj@epb.net
- Provide kiosk payment services by developing a configurable interface and integrate with the client's existing CIS vendor and merchant processor. Payment services were implemented for two utility types in which the kiosk interface provided account balance lookup and the ability to make a full, partial, or overpayments to the account. The kiosk was developed to accept the payment methods of credit card, ACH (electronic check), and cash.
- Completed in 2014
- Cost varies based on monthly transaction volume. No upfront cost.

Client Name: Montgomery Water Works – 22 Bibb Street Montgomery, AL 36104

- Jan Brunk, Director Information Technology, (334) 206-1682, jbrunk@mwwssb.com
- Provide kiosk payment solution for water utility bills. Integrate with data vendor and merchant processor. Developed for the installation of three indoor and one outdoor kiosk payment system. The kiosk provided the multiple options for account lookup and accepts the three major payment forms of credit card, ACH (e-check), and cash.
- Completed in 2014
- Cost varies based on monthly transaction volume. No upfront cost.

Minority/Women (M/WBE) Participation

Not applicable to the CityBase project (there is no upfront capital or services cost).

Subcontractors

If selected, CityBase will not be utilizing a subcontractor during the term of the contract.

Required Forms

- a) Proposal Certification - Please see Attachment D.
- b) Cost Proposal – Please see Attachment E.
- c) Non-Collusion Statement – This form is not applicable to CityBase; CityBase indicates that no such relationships exist.
- d) Local Business Preference (LBP) – Please see Attachment F.
- e) Contract Payment Method – Please see Attachment G.
- f) Sample Insurance Certificate – Please see Attachment H.
- g) Business License – If selected, CityBase will obtain a business license for the State of Florida.
- h) CityBase By Laws – (Attachment evidencing that individual submitting proposal, does in fact have the required authority stated.) Section 4.6 states Chief Executive Officer can execute contracts. Please see Attachment I.

Attachment A



CITYBASE

UNIFY THE CITIZEN EXPERIENCE

CityBase is a PCI compliant provider of custom payment and automation technology including kiosk, web, mobile web, mobile app, and point of sale solutions. CityBase currently provides and operates payment platforms for significant high-volume customers including the cities of Chicago, Milwaukee, Boston, Indianapolis and multiple utility-specific solutions. Many clients have multiple payment applications operating simultaneously on their kiosk hardware.

CONFIGURABLE KIOSK SOLUTIONS

CityBase provides custom comprehensive kiosk payment solutions for its customers. CityBase increases the efficiency of all payment processes and effectively eliminates the need for cashiers. The CityBase platform supports current initiatives such as prepaid metering and advanced workflows for disconnect/reconnect and other unique business processes.

CONSOLIDATING MULTIPLE AGENCIES

The CityBase platform is able to integrate data from multiple back-end databases:

Multiple agencies can accept payments on a single kiosk

Multiple payment applications can run on a single machine.

Seamless access to automated payment channels for various agencies

With a CityBase kiosk, **multiple agencies can accept** payments on a single device. Additional agencies can be added incrementally through our cloud-based application.

CLOUD-BASED

All CityBase kiosks are supported by an advanced cloud-based network that offers:

- Remote monitoring of the system
- Remote updates implemented quickly and seamlessly
- Additional functionality developed and implemented remotely
- No customer information or payment credentials stored on the hardware



Each kiosk is outfitted with a private cellular network, providing a **turnkey payment solution**. CityBase does not require access to your network keeping the burden of PCI compliance on us and removing any security concerns for your IT department. **Network Access is Not Required.**

NO UP-FRONT INVESTMENT

CityBase provides its solution through an **Infrastructure as a Service (IAAS)** model that includes:

- All hardware purchased, maintained and warrantied by CityBase
- No up-front fees
- No implementation fees
- Invoicing on a per-transaction, monthly basis

By invoicing on a per-transaction basis, **CityBase is committed to continually support, maintain and improve its systems** for all its customers. Our kiosks provide for over 99% uptime because the kiosks must be online in order for CityBase to recognize revenue.

REAL-TIME INTEGRATION

All payment and transaction data is uploaded in real-time to the reporting system.

- Payments are processed in real-time
- Real-time reporting, analytics and dashboards
- Integration with other channels on the CityBase platform (POS, Mobile, Web)

Real-time integration ensures **faster receipt of funds by each agency.**



CONSTANT INNOVATION

CityBase services don't stop when the product is completed. After implementation CityBase:

- Collects and analyzes transaction data
- Consults with agency representatives to:
 - Develop new payment applications and solutions
 - Implement additional payment channels
 - Streamline workflows and business processes

At CityBase, our strong customer relationships are the foundation that ensures **continued innovation for all of our products** and **maximizes your return on investment.**

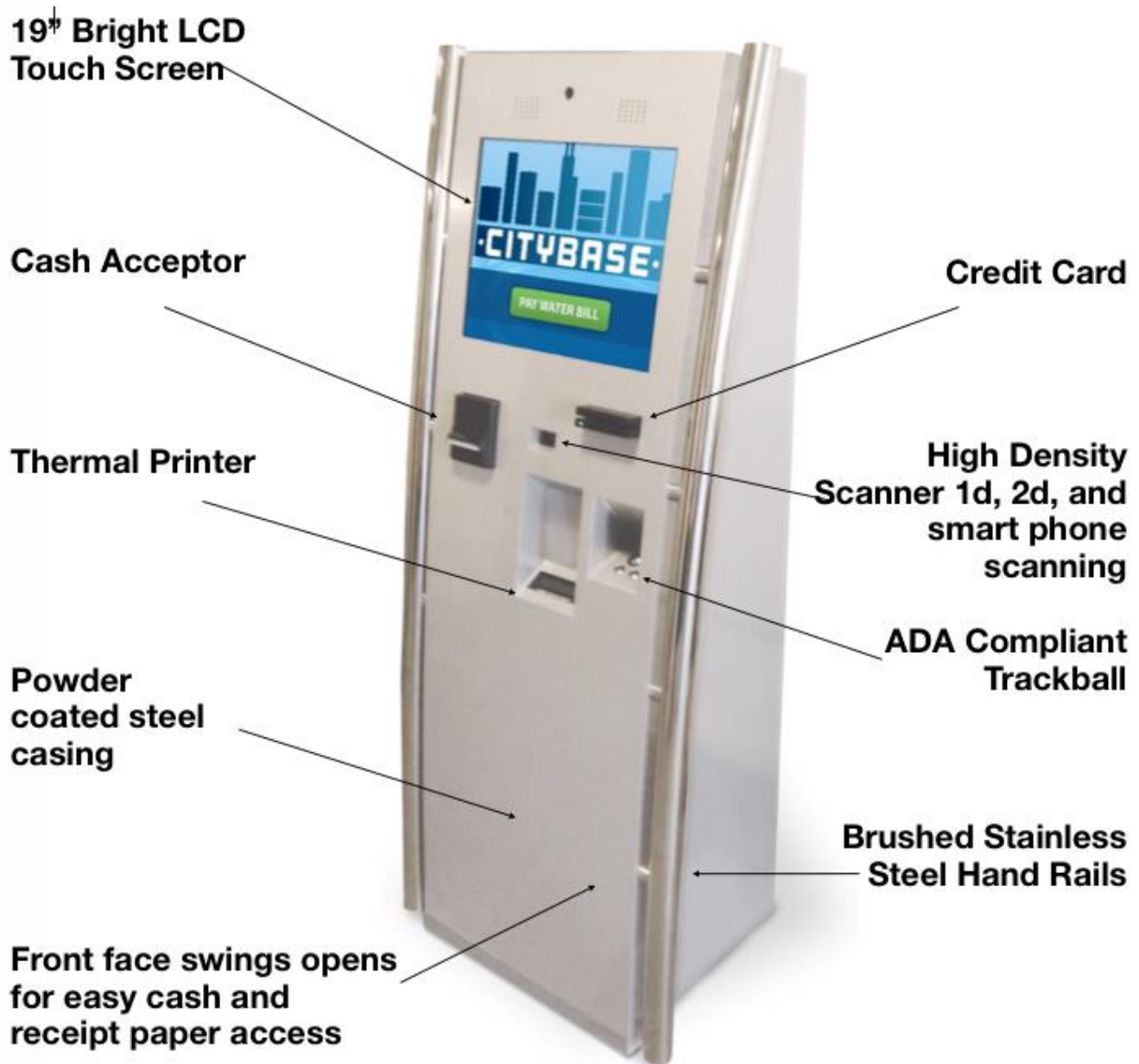
All kiosk models are designed specifically for CityBase by SLABB Kiosks, Inc. located in Nevada, USA.

<http://www.slabbkiosks.com/index.php>

MODEL 1 - FULL SERVICE INDOOR KIOSK

CASH/CHECK/CREDIT; APPROX. 5.0' HEIGHT, 2.0' X 2.0' FOOTPRINT

INDOOR KIOSKS MAY BE EQUIPPED TO MAKE CHANGE IF SUPPORTED BY WALK-IN CASH PAYMENT VOLUMES



MODEL 2 - FULL SERVICE FREE-STANDING OUTDOOR KIOSK

CASH/CHECK/CREDIT; APPROX 5.5' HEIGHT, 2.5' X 2.5' FOOTPRINT

Outdoor Hardware: freestanding outdoor kiosk

Includes all features and devices as indoor kiosk plus HVAC and weather-proofing for all-season usage.

Aesthetic design and color will be applied to match Customer branding.



MODEL 3 - FULL SERVICE THRU-WALL OUTDOOR KIOSK

CASH/CHECK/CREDIT; CUSTOM DIMENTIONS

Thru-Wall Hardware: built-in outdoor kiosk:

Includes all features and devices as indoor kiosk plus HVAC and weather-proofing for all-season usage.

Aesthetic design and color will be applied to match Customer branding.



KIOSK SPECIFICATIONS

Kiosk Enclosure	Robust Floor Standing Kiosk. Powder coated steel body. Stainless Steel Poles. Outdoor kiosk adds HVAC, weather gaskets, heavy steel enclosure, and fixture for securing to concrete below.
Touch Screen	19" Touch screen with tempered protecting glass. USB Controller. Outdoor includes hi-bright touchscreen display for ease of use in all lighting scenarios.
Cash Acceptor	MEI cash acceptor, 1,200 or 2,200 note capacity. Outdoor cash acceptor is weather proofed and sealed.
Check Reader	MagTek MICR check scanner for initiating ACH transaction.
Credit Card	Mini USB Swipe Reader (Dual Head, USB, Keyboard Emulation and Tracks 1, 2 and 3) Or EMV Reader (model TBD)
Receipt Printer	Internal Black & White Thermal POS printer; 203 DPI Resolution; Width 80mm standard; 82.5 and 58mm with paper guide; Auto Cutter; Speed 250mm/sec.
Scanner	1D, PDF and 2D bar codes, from any media, including smart phones. Decode Capability Reads standard 1D, PDF, 2D, Postal and OCR symbols.
ADA Compliance	Trackball and buttons keeps kiosk height comfortable while maintaining ADA compliance.

ATTACHMENT B

CityBase PCI Compliance



Certificate of Compliance

Payment Card Industry Data Security Standard Report On Compliance 3.1

This is to certify that CityBase, Inc. has been assessed by Specialized Security Services, Inc. and were found to be compliant to the PCI Data Security Standards Report On Compliance 3.1

CITYBASE, INC.
www.thecitybase.com
Certification Category: Service Provider
Validation Date: October 17, 2016

Acceptance Criteria:
Specialized Security Services, Inc. certifies that CityBase, Inc. has performed the PCI Security Assessment Report On Compliance v3.1 and has met the compliance criteria and requirements as of October 17, 2016. Specialized Security Services, Inc. cannot guarantee continued compliance. This certificate is good for one year from the date of issue.

W. Khanlou October 17, 2016
Signature Date

 **Specialized Security Services, Inc**
Providing the keys to lock your company's assets
<http://www.s3security.com>

Attachment C

Closeout Process

The closeout and cash collection process is intended for users with access to closeout mode and the ability to unlock and open the kiosk. Always complete the closeout process before removing the cash.

- 1) Access Closeout Mode
 - a) Select the “Pay Bill Here” button
 - b) Click “Accept” on the Terms of Use screen
 - c) Scan the QR code on the Access Card
 - i) The system will navigate to the Closeout Mode
 - d) Retrieve the Test Receipt with access code from the receipt printer
 - i) If the Test Receipt does not print open the kiosk and check the receipt paper. Replace the receipt paper with a new roll. Disregard the access code if one prints after inserting a new roll. Close the kiosk door and repeat steps a-d.
 - ii) If receipt paper is tinted or shows a low paper amount indicator remember to check and replace the receipt paper when performing the cash collection.
 - e) Enter User Name
 - f) Enter Password
 - g) Enter Access Code (located on the test receipt)
 - h) Click Submit
 - i) The Closeout Process Completes
 - i) The Cash Summary receipt will print
 - j) The Confirmation screen appears

Cash Collection Process

- 1) Complete the closeout process
- 2) Open the Kiosk and Collect Cash
 - a) Using the key unlock and open the kiosk
 - b) Unlock the cash box
 - c) Remove the cash box from the cash acceptor
- 3) Replace the Cash Box
 - a) Insert an empty cash box
 - b) Lock the cash box
- 4) Check Receipt Paper
 - a) Open the printer and confirm adequate paper exists
- 5) Close Kiosk
 - a) Close the kiosk door
 - b) Lock the kiosk

Supplier Response Form

BID/PROPOSAL CERTIFICATION

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration)

Address:

City: State: Zip:

Telephone No. FAX No. Email:

Delivery: Calendar days after receipt of Purchase Order (**section 1.02 of General Conditions**):

Total Bid Discount (**section 1.05 of General Conditions**):

Does your firm qualify for MBE or WBE status (**section 1.09 of General Conditions**): MBE WBE

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. **If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.**

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars

(\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Michael Duffy
Name (printed)


Signature

01/18/2017
Date:

Chief Executive Officer
Title

Attachment E

SECTION VI - COST PROPOSAL PAGE

Proposer Name: CityBase Option 1 – Transactional Pricing Model

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:

Attach a breakdown of costs including but not limited to labor, equipment, materials and parts.

	Number of kiosks	Cost per item	Total Cost
Purchase and Installation of Payment Kiosk	4	\$N/A	\$N/A
Year 3 Optional Extended Warranty	4	\$Included	\$Included
Year 4 Optional Extended Warranty	4	\$Included	\$Included
Year 5 Optional Extended Warranty	4	\$Included	\$Included
Software integration fee		\$Included	\$Included
Additional Fees (If applicable)	Transaction Fees* 4 kiosks = 4,500 minimum transactions**	\$1.50	\$6,750 Monthly Min
Total Project Cost		\$	\$

*Transaction fees will be assessed at \$1.50 per kiosk transaction with a monthly minimum of 1,500 transactions for the first kiosk and 1,000 transactions per each additional kiosk deployed. The actual transactions will be invoiced monthly when in excess of the monthly minimum.

**Travel costs will be invoiced as incurred, per the City’s guidelines, CityBase estimates 4 person trips @\$1,500 each for this project.

Submitted by:

Michael Duffy
Name (printed)

01/18/2017

Date



Signature

CEO

Title

Attachment E

SECTION VI - COST PROPOSAL PAGE

Proposer Name: CityBase Option II Fixed Tiered Pricing

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor must quote firm, fixed, costs for all services/products identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:

Attach a breakdown of costs including but not limited to labor, equipment, materials and parts.

	Number of kiosks	Cost per item	Total Cost	
Purchase and Installation of Payment Kiosk	4	\$N/A	\$N/A	
Year 3 Optional Extended Warranty	4	\$Included	\$Included	
Year 4 Optional Extended Warranty	4	\$Included	\$Included	
Year 5 Optional Extended Warranty	4	\$Included	\$Included	
Software integration fee		\$Included	\$Included	
Additional Fees (If applicable)	<u>Volume</u> <u>Flat Monthly Fee</u>	\$Tiered	\$7,500 Monthly	
	First 6,000			\$7,500
	6,001 –9,000			\$9,900
	9,001-12,000			\$12,000
	12,001-15,000+			\$13,500
	**Travel Costs as incurred			
Total Project Cost		\$Tiered	\$7,500 Monthly	

Under this tiered pricing model, CityBase will provide up to (4) kiosks, any combination of Indoor or Outdoor models.

**Travel costs will be invoiced as incurred, per the City’s guidelines, CityBase estimates 4 person trips @\$1,500 each for this project.

Submitted by:

 Michael Duffy
 Name (printed)


 Signature

01/18/2017

 Date

CEO

 Title

Supplier Response Form

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

(1)
Business Name
is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(2)
Business Name
is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(3)
Business Name
is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

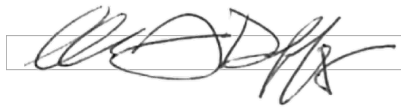
(4)
Business Name
requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5)
Business Name
requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(6)
Business Name
is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

BIDDER'S COMPANY:

AUTHORIZED COMPANY PERSON:



NAME

SIGNATURE

DATE

**Supplier Response Form
CONTRACT PAYMENT METHOD BY P-CARD**

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

Master Card

Visa Card

Company Name:

Name (Printed)

Signature

Date:

Title



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/15/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Assurance Agency, Ltd 1750 E Golf Road Suite 1100 Schaumburg IL 60173	CONTACT NAME: Select Commercial PHONE (A/C. No. Ext): (847) 797-5700 FAX (A/C. No): (847) 440-9133 E-MAIL ADDRESS: select@assuranceagency.com
INSURED CityBase, LLC 820 W. Jackson Blvd, Suite 200 Chicago IL 60607	INSURER(S) AFFORDING COVERAGE NAIC # INSURER A : Gemini Ins. Co. 10833 INSURER B : Citizens Insurance Company of Ameri INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES **CERTIFICATE NUMBER: 1500752255** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			OBCA81397600	12/27/2015	12/27/2016	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$Included GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$Included EPL \$25,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS			OBCA81397600	12/27/2015	12/27/2016	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			OBCA81397600	12/27/2015	12/27/2016	EACH OCCURRENCE \$2,000,000 AGGREGATE \$2,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / <input checked="" type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Errors and Omissions Cyber Liability			VPPL009323	12/27/2015	12/27/2016	E&O Claim/Aggregate \$2,000,000 Cyber Claim/Aggregate \$1,000,000 Cyber Deductible \$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Proof of Insurance Only

CERTIFICATE HOLDER

CANCELLATION

Invoice Cloud, Inc. 30 Braintree Hill Office Park Suite 303 Braintree MA 02184	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
---	---

Corporation, or either individually with the secretary, any assistant secretary or any other officer hereunto authorized by the Board, according to the requirements of the form of the instrument.

Section 4.6 Chief Executive Officer. Unless otherwise designated by the Board, the chief executive officer shall be the chief executive officer and chief operating officer of the Corporation. Subject to the direction and control of the Board, the chief executive officer shall have general charge of the business of the Corporation; he shall see that the resolutions and directions of the Board are carried into effect, except in those instances in which that responsibility is specifically assigned to some other person by the Board; and in general, he shall discharge all duties incident to the office of chief executive officer and such other duties as may be prescribed by the Board from time to time. Except in those instances in which the authority to execute is expressly delegated to another officer or agent of the Corporation, or a different mode of execution is expressly prescribed by the Board or these Bylaws, he may execute for the Corporation certificates for its shares and any contracts, deeds, mortgages, bonds or other instruments which the Board have authorized to be executed, and he may accomplish such execution either under or without the seal of the Corporation, or either individually or with the secretary, any assistant secretary or any other officer hereunto authorized by the Board, according to the requirements of the form of the instrument. He may vote all securities which the Corporation is entitled to vote, except as and to the extent such authority shall be vested by the Board in a different officer or agent of the Corporation.

Section 4.7 Vice President. The vice president (or in the event there be more than one vice president, each of the vice presidents), if one shall be elected, shall assist the chief executive officer in the discharge of his duties, as the chief executive officer may direct and shall perform such other duties as from time to time may be assigned to him by the executive chairman, chief executive officer or by the Board. In the absence of the chief executive officer or in the event of his inability or refusal to act, the vice president (or in the event there be more than one vice president, the vice presidents in the order designated by the Board, or by the chief executive officer if the Board have not made such a designation, or in the absence of any designation, then in the order of seniority of tenure as vice president) shall perform the duties of the chief executive officer, and when so acting, shall have the powers of and be subject to all the restrictions upon the chief executive officer. Except in those instances in which the authority to execute is expressly delegated to another officer or agent of the Corporation, or a different mode of execution is expressly prescribed by the Board or these Bylaws, the vice president (or each of them if there are more than one) may execute for the Corporation certificates for its shares and any contracts, deeds, mortgages, bonds or other instruments which the Board have authorized to be executed, and he may accomplish such execution either under or without the seal of the Corporation, and either individually or with the secretary, any assistant secretary or any other officer hereunto authorized by the Board, according to the requirements of the form of the instrument.

Section 4.8 Treasurer. The treasurer, if any, shall be the principal accounting and chief financial officer of the Corporation. The treasurer shall: (i) have charge of and be responsible for the maintenance of the adequate books and records for the Corporation; (ii) have charge and custody of all funds and securities of the Corporation, and be responsible therefore and for the receipt and disbursement thereof; and (iii) perform all the duties incident to the office of treasurer and such other duties as from time to time may be assigned to him by the executive