City of Fort Lauderdale

Response to Request for Proposal #12109-885 for

Comprehensive Parking Demand Management System

Due: Wednesday, May 2, 2018 at 1:00 p. m. (ET)

ORIGINAL

Portions of this proposal contain valuable and protected information, ideas, know-how, concepts, processes and trade secrets that are the sole property of either SICE, Inc., CivicSmart, Inc. and its affiliate Duncan Parking Technologies, Inc., Duncan Solutions, Inc., Parking Logix, Inc., or Smarking, Inc. This protected data shall not be disclosed outside the proposal evaluation team and shall not be duplicated, used or disclosed in whole or in part for any purpose except the procurement process related to the subject Request for Proposals (RFP).

Release of confidential information may place these entities at serious and irreparable competitive disadvantage in future procurements by providing competitors with sensitive, confidential and proprietary information that would be unavailable to any third party but for the disclosure of this proposal. In the event that a third party makes a request for disclosure, please notify SICE, Inc. immediately in writing, so that we and our partners may have the opportunity to participate in any disclosure discussions and decisions.

May 2, 2018

Ms. Laurie Platkin
Procurement Specialist II
City of Fort Lauderdale
Procurement Services Division
100 North Andrews Avenue, Room 619
Fort Lauderdale, FL 33301

Subject: RFP #12109-885 for Comprehensive Parking Demand Management System

Dear Ms. Platkin:

SICE, Inc., is pleased to submit this proposal to the City of Fort Lauderdale to develop an innovative Comprehensive Parking Demand Management System. SICE is a multi-national technology integration company with nearly 100 years' experience in intelligent transportation, telecommunications, infrastructure and smart city technologies. We operate in 30 countries around the world and have six offices in Florida including our US headquarters in Miami. We have performed dozens of projects in the US and have been honored by the Governor of Florida and Mayors of Miami-Dade County and Coral Gables.

Local, relevant projects we have delivered include providing the dynamic pricing system to calculate congestion-based tolls on the I-595 express lanes, and the Intelligent Transportation Systems, SCADA and communications systems for the Port of Miami Tunnel, representing the first two P3 projects in Florida, both awarded in 2015, with top prizes at the America's Transportation Awards National Competition. We are also the prime contractor implementing two "Truck Parking Availability Systems" in Districts 5 and 7 for the Florida DOT. These projects include vehicle detection sensors, communications and guidance systems comparable to this project.

SICE is proud to declare that all projects undertaken in the US not only have been completed on schedule and within budget, but several significant projects have been completed well ahead of schedule achieving full incentives offered by FDOT for an early completion of the ITS portion of the I-75Segment E and I-595/I-75 REL Projects. Our ability and experience to deliver Projects with aggressive schedules will be instrumental to complete the installation and integration phase of this Project.

In order to deliver the full scope of this project, SICE sought out leading providers of the required technologies. Given the City's vision to be a pioneer with this project, we searched for proven yet innovative partners who shared our commitment to meeting the City's goals. We are delighted to be

working with CivicSmart, Inc., Duncan Solutions, Inc., Parking Logix, Inc., Smarking, Inc., Mad 4 Marketing, and AT&T to help deliver all the requirements in this RFP.

CivicSmart, Inc., through its wholly-owned subsidiary Duncan Parking Technologies, Inc. ("CivicSmart"), is a leading provider of vehicle detection sensors, handheld enforcement systems and smart parking meters. As a Smart Parking innovator with over 1,500 municipal clients including Chicago, Detroit, Atlanta, San Diego, New Orleans, El Paso, Raleigh, and Charleston, SC, the required integrations needed to deliver the City's programs are already in place between CivicSmart and the City's current vendors. CivicSmart's patented sensors have been tested and approved for the Florida DOT's Innovative Products List and are being deployed across several FDOT districts.

Duncan Solutions, Inc., is a leading provider of citation processing, collections, permitting, customer service and online payment and appeals portals for over 200 cities and toll authorities including Atlanta, New Orleans, Detroit, Miami-Dade County, Jacksonville, Milwaukee, San Diego and Sacramento. Recent system innovations have enhanced motorist convenience, improved city productivity, and increased compliance and payment rates to the highest in the industry.

Parking Logix, Inc., will provide their OpenSystem vehicle counting system to count the vehicles entering and exiting the garages in the City. Their system offers the City a highly accurate, simple to install, and cost effective smart-parking guidance system which will be integrated with the sensors in the City's on-street spaces and surface lots.

We have included Smarking's parking data analytics platform to assist City policymakers with data-driven decision making. In order to benchmark, monitor, and revise dynamic parking prices, the City needs a reporting tool that can ingest all of the parking occupancy and payment data across the City's different parking spaces and present it in a clear way to help City staff set proper rates and hours of operation. Smarking's platform has recently been implemented for the Miami Parking Authority among other municipal clients.

We recognize the importance of communicating the changes and benefits of this program to the community. Residents, businesses, motorists and visitors will all be impacted by this program in different ways and we need to work with the City to develop and deliver an effective communications campaign. To do so, we have partnered with Mad 4 Marketing, a Ft. Lauderdale-based, women-owned marketing and public relations firm with 26 years' experience including helping public sector clients such as the Florida's Turnpike and South Florida Commuter Services, as well as the Fort Lauderdale Chamber of Commerce.

Finally, we have included AT&T's "Smart City Operations Center" as an optional offering for the City of Fort Lauderdale. If the City of Fort Lauderdale expands its Smart City offerings beyond Smart Parking to verticals such as Public Safety, Lighting, Energy, Transportation and others, AT&T's SCOC aggregates all of this data into a centralized, holistic dashboard that can provide the Mayor and his executive staff with up-to-the-minute information about Citywide performance.

As requested, we have submitted one (1) original proposal, one (1) copy, and six (6) Flash Drives with electronic copies. We acknowledge receipt of the addenda and have completed all the required forms in Section G of our proposal.

The primary contact person at SICE for this project is:

Rafael Casasus
Vice President
Phone: +1 (512) 818-5330
Email: rcasasus@sice.com

I am authorized to submit this proposal for SICE, Inc. We appreciate your consideration of our Proposal and look forward to an opportunity to discuss the innovative products and services described in this document with you.

Sincerely,

Juan de la Hera
CFO

Table of Contents

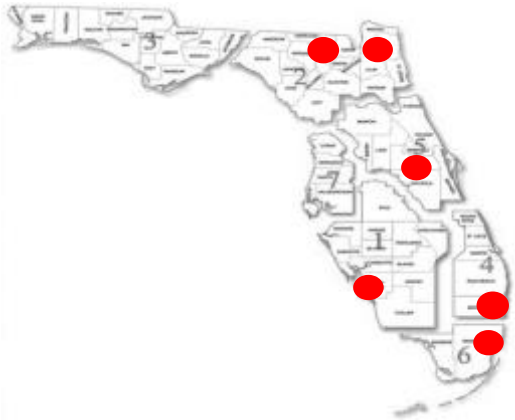
A: Executive Summary

SICE, Inc (SICE) is the USA subsidiary of Sociedad Iberica de Construction Electricas S.A, a century-old system integrator.

In 2007, SICE Inc. established its presence in the USA and in 2009 in South Florida. Since then, SICE's professionalism, knowledge and experience in the transportation industry has allowed the organization to grow in Florida (6 offices), as in the US with operations in Texas and Washington, surpassing 100 employees during the 11 years in the market.

STATE	ENGINEERS	ADMIN	SUPERVISORS/ TECHNICIANS	TOTAL
Florida	29	8	53	90
Seattle	12	1	2	15
Texas	7	1	4	12
TOTAL	**48**	**10**	**59**	**117**

SICE's success is evidenced by the outstanding completion of complex intelligent transportation projects, such as the I-595 Corridor Improvement Project awarded in 2009 and the Port of Miami Tunnel Project awarded in 2015, with top prizes at the America's Transportation Awards National Competition and working on other multiple projects with FDOT, TxDOT, CFX, WSDOT, etc.



The company has managed to create its own space in the American sector based on its professionalism and accuracy. Its nine (9) offices in the US and Canada, the project portfolio, and the team commitment are SICE's main assets to ensure continuity in such challenging market, proving steadiness and building trust.

SICE is **currently prequalified under rule 14-22 with the Florida Department of Transportation on Intelligent Transportation Systems**, Computerized Traffic Control, Traffic Signal, Roadway Signing, and SICE Inc is an **Electrical Contractor (License #: EC13007753**.

History and Organizational Structure

SICE (Sociedad Iberica de Construcciones Electricas, S.A) was founded in Bilbao on the 8th of January 1921, making SICE the oldest of all the companies within the ACS Group (www.grupoacs.com).
ACS Group is part of the top 10 largest construction's companies worldwide and one of the top concessionaires in the world. ACS has 140,000 employees and sales of $34,925M USD in 2015.

SICE has a clear international focus; since SICE started their expansion outside Spain's borders in the 1980's the strategy has been to reinforce and extend their global presence. This approach has resulted in a worldwide network with offices in 25 countries and has placed SICE as a versatile player in the way that we approach a new project, always with the support of SICE´s Technical Department located in Madrid, composed of more than 80 software engineers responsible for any in-house software development and customization needed to be performed.

In 2007 SICE opened a subsidiary company in USA (SICE Inc.). In 2009 SICE Inc. established its corporate office in Miami as a result of being awarded the contract for the design, supply, installation and start-up of the ITS systems for reversible lanes on the I-595 corridor in Florida. Currently, SICE Inc. has 9 offices with operations in 3 states, delivering multiple projects as a system integrator to the prime contractors or directly with public agencies.

This Smart Parking System project for the City of Fort Lauderdale will be managed from our corporate office in Fort Lauderdale located at 5401 NE 14th Ave, Fort Lauderdale, FL 33334. All key members and SICE's Project Executives (Jose Ignacio Garcia, President; Rafael Casasus, Overall Project Manager; and Bob Hernandez, Construction Manager) will be based in Fort Lauderdale.

Key Elements of Proposal

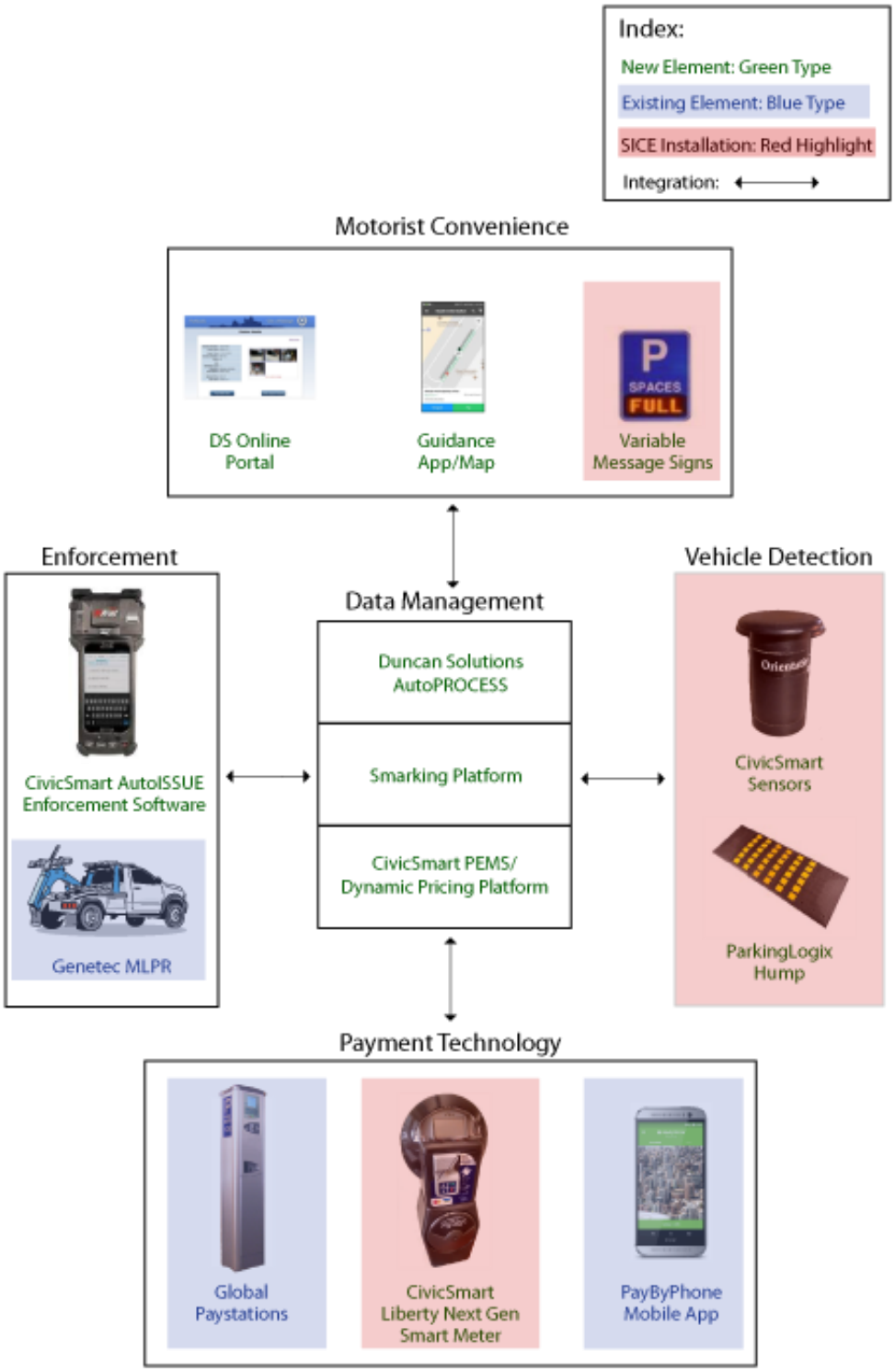
Our proposed solution leverages as much of the City's existing technology as possible while complementing it with innovative equipment and systems as noted below:

- **Global Parking Solutions "Metro" Paystations** – these **existing, connected paystations** provide real-time payment data for a significant number of on-street parking spaces. Global and CivicSmart are currently completing integration between Global's paystations and CivicSmart's enforcement system and sensor data for another client. This integration will ensure that paid status is visible on CivicSmart's enforcement handhelds and that occupancy data from CivicSmart's sensors can dynamically change meter rates on the Global paystations.
- **PaybyPhone Mobile Payment Service** – The City's **existing PaybyPhone system** already has a real-time payment interface with CivicSmart's enforcement system and this interface is being used by two clients in south Florida today. Upon expiration of PaybyPhone's contract on September 14, 2018, the City may want to invite other mobile payment providers to provide service in Fort Lauderdale in addition to PaybyPhone as CivicSmart's handheld software can support this. As a destination location, many visitors to Fort Lauderdale will use different mobile payment applications at home and by accepting multiple mobile payment services, the City will maximize convenience to its motorists.

- **Coin-only meter upgrade** – the City has approximately 1,700 coin-only parking meters. In order to implement a dynamic pricing system, these meters must be upgraded to communicate paid status. CivicSmart's new Liberty Next Gen (LNG) meter is extremely cost-effective and offers a number of new and innovative features including credit card acceptance, wireless connectivity, integration with CivicSmart's patented vehicle detection sensors, and displaying mobile payments (PaybyPhone) on the meter within a few seconds. SICE will install these.
- **Garage meter equipment** – Garage spaces are primarily managed by Global Metro paystations and the PaybyPhone mobile app. We will continue with these **existing payment methods** though the small number of coin-only meters will be upgrade to LNG smart meters.
- **Garage vehicle detection equipment** – SICE will install Parking Logix's OpenSystem counting equipment at each garage to count vehicle entry and exit and display the available spaces on Variable Message Signs which motorists can view from the street. The data will also be sent to a mobile app and interactive web map. Occupancy information from the counting equipment will be used by the dynamic pricing system to calculate rate changes.
- **On-street and parking lot sensors** – in order to monitor occupancy, SICE will install CivicSmart's vehicle detection sensors in every on-street parking space whether managed by Global's paystations or CivicSmart's smart meters. This patented radar-based technology is installed in the ground and vehicle movements are detected and transmitted to the management system within a few seconds. This data will be used by the dynamic pricing system to calculate rate changes and occupancy status will be published to a mobile app and interactive web map to notify motorists where they can find parking spaces.
- **Mobile app and interactive map** – real-time occupancy at the individual space level will be accessible from a customized City app and from the City's website. The app will be linked to the PaybyPhone so motorists who use the app to find a space can easily pay.
- **Variable message signs (VMS)** – SICE will install signs with up-to-the-minute information at each entrance to the City's four garages. Additionally, we propose as an option to install 10 VMS signs on major approaches to direct motorists to available spaces and inform them of current prices.
- **Handheld enforcement solution** – CivicSmart's latest AutoISSUE software has a map-based interface, GPS tracking, enhanced LPR engine, and real-time integration with the **City's existing Genetec MLPR system** as well as PaybyPhone, Duncan Solutions, Global, and Smarking to increase issuance productivity and accuracy.
- **Citation processing and permit management system** – we will replace T2 Flex with Duncan's AutoPROCESS system which will increase the efficiency of City staff, increase customer service through an online portal for payments, appeals, permits and fleet management, and increase revenues due to higher DMV hit rates. Required citation data, permit data and report formats from T2 will be converted to AutoPROCESS.
- **Data analytics platform and dynamic pricing engine** – Smarking's data analytics platform will aggregate the data from the disparate payment and occupancy systems to present the City with a comprehensive view of activity across all of its parking assets. This data will feed the pricing engine that will set rates based on City approved guidelines.

An overview of these components appears on the next page.

Proposed Elements of Comprehensive Parking Demand Management System



B. Experience and Qualifications

B.1 SICE

Areas of Expertise and Experience

SICE is a systems integration technology company dedicated to addressing and resolving market needs through the integration of a range of in-house and third party technologies and systems. Its key value lies in the technological know-how and professional experience of its more than 2,500 employees, along with almost 100 years in the industry.

SICE has successfully delivered and maintained hundreds of projects for public and private customers in a wide range of sectors and business areas, from intelligent traffic and transport systems (ITS), to smart cities and tolling systems, as well as environmental and energy efficiency services, communications infrastructure and safety and process control systems.

SICE is capable of dealing with all phases of a project, from design and conception, execution, engineering and preventive, corrective and evolutionary maintenance, to subsequent system operation support, always bearing full responsibility in delivering a turnkey system.

SICE counts many important references as a system integrator such as the projects developed in the **city of Madrid** that offer clear proof of its advanced technology and management capabilities as an integration company.

Through various contracts SICE delivered a **centralized traffic control system** with 500 intersections and SICE's in-house software system which allows the traffic adaptive control mode, as well as two Tunnel Management Control Centers and SCADA, driving force and nucleus allowing coordination, synchronization and full integration of **14 of Madrid's urban tunnels** (12 km) and **Calle 30 tunnel** (47 km), the latter being a unique project in terms of size and scope, as well as a large challenge in terms of schedule (delivered in 13 months).

In the lighting field, SICE is currently the majority member of the **LUZ Madrid** joint venture that is responsible for the overall and energy management of urban installations in Madrid, including public lighting (155,000 bulbs), 1450 intersections, 90 urban tunnels all over the city, and 430 ornamental water features, etc.

SICE also has delivered major international traffic management projects in the United States, Colombia, Chile, Australia, Canada, Mexico, Chile, Peru, Qatar, Russia, South Africa, Ecuador, Brazil, Spain, etc., which total more than 1,500 miles of roadway, 1500 traffic intersections and almost 100 miles of tunnels monitored and controlled by SICE's in-house software.

Some of these projects include:

- **Adaptive Traffic Control System in City of Moscow (Russia):** Traffic Engineering, Supply, installation and start-up of a centralized traffic control system with 500 traffic light controllers and implementation of SICE's software system which allows the traffic adaptive control mode.
- **Adaptive Traffic Control System in City of Metropolitan Lima (Peru):** Traffic Engineering, Supply, installation and start-up of a centralized traffic control system with 274 traffic light controllers and implementation of SICE's software system which allows the traffic adaptive control mode.
- **Port of Miami Tunnel (USA):** Control and communication systems package which covers two control Systems (ITS and SCADA), as well as two communication systems (network and telephone system) and the Control Center hardware of almost 1 mile of tunnel.
- **Low Voltage Systems for the SR99 Alaskan Way Tunnel (USA):** The project consists of the installation, testing, integration and 4 months of maintenance of ITS equipment and the control software through 2 miles of tunnel that crosses under downtown Seattle.
- **Advanced Traffic Management System for the Windsor-Essex Parkway Project (Canada):** Supply, installation, integration, commissioning and maintenance for two years of the surveillance, control and traffic monitoring ITS systems, including 6.8 miles of roadway and 13 tunnels.

SICE has developed Smart cities and applied Smart Parking technologies for years and has consolidated its reputation as a pioneering company in the Smart Mobility concept. The main goals are to guarantee sustainable development, increase quality of life for citizens, promote greater resource efficiency and support the timely dissemination of relevant information to the public.

SICE worked in the implementation of a Smart City management platform for the integrated management of smart parking systems, energy efficiency in municipal buildings, intelligent irrigation systems and light sensors in the City of Pozuelo de Alarcon, Spain. **The City received the Smart Cities 2015 Award granted by the Socinfo Foundation and the magazine "Sociedad de la Información"** in recognition of the Smart City project developed in the town.

SICE has also implemented several S**mart Parking** projects applying the latest technologies available. SICE has equipped and monitors around 23,000 parking spaces at several parking locations including Barcelona downtown, Madrid's International Airport, and Doha, Qatar.

Finally, it is important to note that innovation has been a constant feature within SICE which it is essential in our business industry. SICE has set up an **R&D department,** that has been actively working over the years, in order to stay on top of the most advanced technologies. As a result of our R&D efforts we have been able to recently deploy the following projects:

- **Public Transportation Prioritization System installed on Schultz-Mieres avenue in Gijon:** Geolocation and radio communications between buses and infrastructure devices, so that the public operators are favored by various traffic lights smart strategies.
- **Oasis (Operation of Safe, Smart and Sustainable Highways):** Definition, design, and implementation of the ITS communications architecture, which supports the deployment of cooperative services a development of an I2V Traffic Information Service
- **FOTSIS (European Field Operational Test on Safe, Intelligent and Sustainable Highway):** The purpose is the large-scale deployments of cooperative I2V-V2I services on highways in Portugal, Spain, Greece, and Germany.
- **Incident Communication System smartphone applications:** Brings the drivers the opportunity to know about all the incidents through a smartphone application
- **Android Application for Fleets:** Keep the synchronization between the central management software and the fleets, making fleet localization easier and faster

Ownership

SICE is a fully owned subsidiary of Sociedad Iberica de Construcciones Electricas S.A, SICE, (www.sice.com), carrying out its activities in the ACS Group's area of industrial services (www.grupoacs.com).

The ACS Group is a worldwide provider of construction and services activities; a group that is actively taking part in the development of key sectors for the economy, such as infrastructure and energy. We are a company committed to the social and economic progress of the countries in which we operate.

Capacity to Manage and Implement Project

SICE and its partners bring industry experts together to successfully design, deliver, maintain and operate this Project throughout the different phases identified in the RFP. Introduced below, all team members have proven experience in its areas of responsibility, which makes our team a reliable choice for a successful Project.

SICE's expertise, practical knowledge and qualified resources in all areas of transportation, combined with the extensive project management experience, constantly aligned with the best industry standards, allows the organization to bring excellent value to its customers. This is achieved by delivering quality and providing the ability to address and solve any challenges that a project might bring. The main competitive advantages that SICE offers throughout the effective execution of its project management principles and overall approach are:

1. **No gaps or gray areas.** SICE guarantees the delivery of a solution that will be 100% compliant with the RFP. SICE's experience and familiarity in the execution of this type of

Project allows it to offer a responsible and outstanding risk management process throughout the life cycle of the project whilst ensuring the delivery of satisfactory results.

2. **Software products readily available.** SICE's expertise and successful implementation of ITS, ATSC and Smart Parking projects world-wide has allowed the development, implementation and evolution of in-house software products and solutions perfectly adapted to the ITS and Smart Parking needs, which not only are mature, but also provide high levels of adaptability.
3. **Experience counts.** SICE has successfully deployed and maintained more than thirty ITS and Tolling projects worldwide, making the organization a world leader in traffic solutions. Our large experience and business knowledge play a key role in the successful implementation of a project and it also allows us to provide valued and well-appreciated concepts that can be used by the client as the drivers for the development of a robust set of business rules for the successful operations of the systems.
4. **More than a single company - A balanced team:** All members of our team present a great reputation within the industry, due largely in part to the number of success stories they have on their record. Each one has been allocated to a specific portion of the project package to ensure project objectives are achieved within budget and schedule.

B.2 CivicSmart

CivicSmart is a leading innovator of Smart Parking products, technologies, and services including handheld enforcement software and devices, vehicle detection sensors, smart parking meters, and comprehensive data management systems.

In 2015, CivicSmart, Inc., acquired Duncan Parking Technologies, Inc., which has provided innovative on-street parking equipment, services and systems to municipalities around the world for 82 years.

CivicSmart serves 1,500 cities and other clients with parking equipment and services including Chicago, Detroit, Miami-Dade County, Atlanta, San Diego, New Orleans, Jacksonville, El Paso, Raleigh, and Charleston, SC. CivicSmart's patented vehicle detection sensor can be configured.

B.3 Duncan Solutions

Duncan Solutions, Inc. (Duncan) has over 30 years of experience providing systems and services to support municipal parking systems across the United States. Duncan processes nearly 6 million parking citations each year collecting over $100 million for close to 200 municipal clients. This includes clients who issue over 250,000 citations each year, such as the cities of Detroit, Milwaukee, Atlanta, San Diego and Sacramento.

Duncan employs a comprehensive approach to the entire citation lifecycle, and this approach is designed specifically to deliver value to our clients. We employ technology at all key stages of the process to drive efficiency, with quality checkpoints defined throughout the process to ensure accuracy and process integrity.

B.4 Parking Logix

Parking Logix (PL) is a Montreal-based parking technology firm that has launched a new parking counting platform for parking owners and managers worldwide: OpenSpace™. The OpenSpace™ system uses wireless sensors embedded into recycled rubber safety humps to count cars, and then wirelessly communicates with a digital sign to show drivers the number of spaces available in real time. Through the use of SIM Cards in our signs, we are also able to share the real time occupancy of the data with the most popular in-car navigation and parking app platforms in order to provide the data on the most convenient medium.

Counting technology is used by cities worldwide to control and manage traffic flow to and from their facilities, and to enhance the driver experience. Adoption of this technology in North America hasn't gained momentum as most systems either have difficulty achieving ROI, or they are cheap and inaccurate. Leveraging the experience of our sister companies within the Logix Group of companies, we manufacture and design both the rubber speed humps and digital traffic signage right in our company warehouse, enabling Parking Logix to deliver the most cutting edge and cost effective solution in the market.

B.5 Smarking

Smarking is a San Francisco-based corporation with origins from MIT in Cambridge, MA. The company develops and provides advanced parking data analytics solutions to high-volume parking facility owners/operators with a focus in municipality, airport and private parking.

As a market leader in parking data analytics solutions & technologies, Smarking enables parking professionals including city managers, operators, and consultants to be 10-20 times more efficient and save hundreds of hours throughout the year. Increases in efficiency lead to increased revenue, yield, and customer satisfaction. Parking professionals leverage Smarking's cloud based software services to improve most aspects of daily operations:

- Oversee the entire parking space portfolio on one user-friendly platform, regardless of PARCS or meter vendor
- Eliminate manual car counts, pulling PARCS reports, manual entry into spreadsheets, and redundant emails
- Make instant data-driven decisions to set prices and maximize revenue
- Maintain exceptional customer service quality via real time monitoring
- Forecast revenues and match staffing needs to ensure monthly budget goals are met or exceeded.

The company has extensive experience with both public entities and private companies. Our client list includes the City of Santa Monica, the Miami Parking Authority, Brookfield Properties, Boston Properties, Boston Logan International Airport, the City of Walnut Creek, the City of Grand Rapids (MI), and the New Haven (CT) Parking Authority.

B.6 Mad 4 Marketing

Established in 1992, Mad 4 Marketing is an experienced Florida advertising agency with a history of providing clients with exceptional services. Agency principals have been long time South Florida residents and have been recognized for outstanding service to the community on numerous occasions. The company is comprised of 10 full-time employees and has been named on the South Florida Business Journal roster of *Largest Woman-Owned Businesses* and *Largest Advertising Agencies*.

Their public sector experience includes providing comprehensive research services, branding, strategic planning and communications, creative concepts and development, media buying and placement, interactive and social media, and full marketing and community relations services to organizations such as the Fort Lauderdale-Hollywood International Airport, Port Everglades, USA Parking, the Town of Cutler Bay, the City of Coral Springs, Broward Health and its Foundation, Broward College and the Broward College Foundation, and the Florida Department of Transportation including Florida's Turnpike and South Florida Commuter Services.

B.7 AT&T

AT&T is a world-leading communications and information technology provider that is committed to helping governments implement Smart City solutions. AT&T has partnered with thousands of companies and cities to bring best-in-class solutions to bear on the most challenging problems facing organizations today. AT&T's Smart City Operations Center dashboard pulls data from numerous city departments to provide executive decision-makers with insights and control that was previously unattainable. AT&T's SCOC dashboard has been deployed in the City of Miami as one of AT&T's Spotlight Cities. AT&T also is responsible for marketing GE's Smart Streetlight technology ("CityIQ Nodes") across the US. AT&T is working with GE and CivicSmart to deliver the Smart Parking component of the CityIQ Node offering to Atlanta and San Diego.

C. Approach to Scope of Work

C.1 Project Team

SICE and Mad 4 Marketing are local firms, CivicSmart, Duncan Solutions, and Smarking have performed projects in South Florida, and the key members of the organization chart have proven experience delivering complex and large similar projects in Florida.

Name	Role	Main Projects Delivered
Jose Ignacio Garcia	President	Jose Ignacio has comprehensive expertise in tolling and ITS projects. Autopista Central and Vespucio Norte (Chile) as Business Architect/ Integration-Testing manager, EastLink (Australia) as Project Executive, Managing Director of SICE's Tolling Competence Center for 3 years and finally CEO of SICE USA since 2011, where Jose Ignacio is overseeing of all SICE projects within USA and Canada.
Rafael Casasus	Overall Project Manager	FDOT D4. I-595 P3 Project (2009-2014). Budget: $26M FDOT D6. POMT P3 Project (2013-2014). Budget: $16M Eastlink Australia. Tolling Project (2005-2008). Project Manager for Roadside Equipment Subsystem (RSE). RSE Budget: $28M
Bob Hernandez	Construction Manager	FDOT D6.SR 826 / I-75 Express Lanes Project (2015 -2016). Budget: $15M FDOT D6 I-95 Managed Lanes– (2010 to 2012). Budget: $12M FDOT Turnpike, South Florida Part A ITS Improvements. (2007 to 2009). Budget: $19M

This is a strategic project for our team; top management of all organizations will monitor project performance against milestones and allocate resources to ensure successful delivery.

1. **System Integrator capabilities:** SICE, as System Integrator, is used to managing complex integration challenges in any project. SICE also merges system integration and operational background, and the combination of these two factors help us understand the customer operation and technological needs, and allows us to propose and refine business processes and identify any operational gaps that may create system issues early on. Our operational background gives us the capability to validate the end-to-end integrity and technical suitability of the system.
2. **Maintenance experience**. On our existing construction projects, we are responsible to maintain the existing and new ITS infrastructure, as in the I-95 Phase 3A-2, I-95 Phase 3B-1, SR 821 (HEFT), and I-75 segment E. Furthermore, on these projects SICE is also providing lighting maintenance, and ITS relocation/provisional works.
3. **Local presence**. SICE, Inc. has 6 operational offices around Florida. A dedicated office and team will be assembled for this Contract, the project dedicated team plus our operations in the state warranties the City with staff, resources and capabilities to exceed the contract obligations.
4. **In-house technical capabilities**. SICE already has a specialized and qualified local team to manage any ITS task such as certified electricians, ITS technicians, ITS engineers, and IT/Communications experts make the company independent of unknown third parties.

The reputation of each of the key team members, combined with the above factors make our team the perfect partner for the City of Fort Lauderdale. SICE is dedicated and committed to the successful execution of long-term projects and we intend to partner with City of Fort Lauderdale to foster an effective and prosperous relationship that is able to produce favorable results for both parties. We strongly believe that the balance between our technical solutions, the successful collaboration between the parties, the strategic allocation of a full-time and local management team and our previous experiences are impeccable attributes that will lead to a successful delivery of the project.

A complete list of project team members for all parties can be given to the City before implementation. We have listed the authorized representatives of each partner party below.

Company	Contact Name	Phone #	Email Address
SICE	Rafael Casasus, Vice President	512-818-5330	RCasasus@SICE.com
CivicSmart	Michael Nickolaus, President and CEO	202-841-0225	MNickolaus@CivicSmart.com
Duncan Solutions	Tim Wendler, President	414-847-3758	TWendler@DuncanSolutions.com
Parking Logix	Josh Eisen, President	647 609 4040	JEisen@parkinglogix.com
Smarking	Wen Sang, CEO	617-816-1666	Wen.Sang@Smarking.net
Mad 4 Marketing	Christine Madsen President	954-485-5448 x210	Chris@Mad4Marketing.com
AT&T	Ben Easterling, Smart City Strategic Alliances Lead	470-588-8893	Be688v@att.com

C.2 Current Operations and Locations

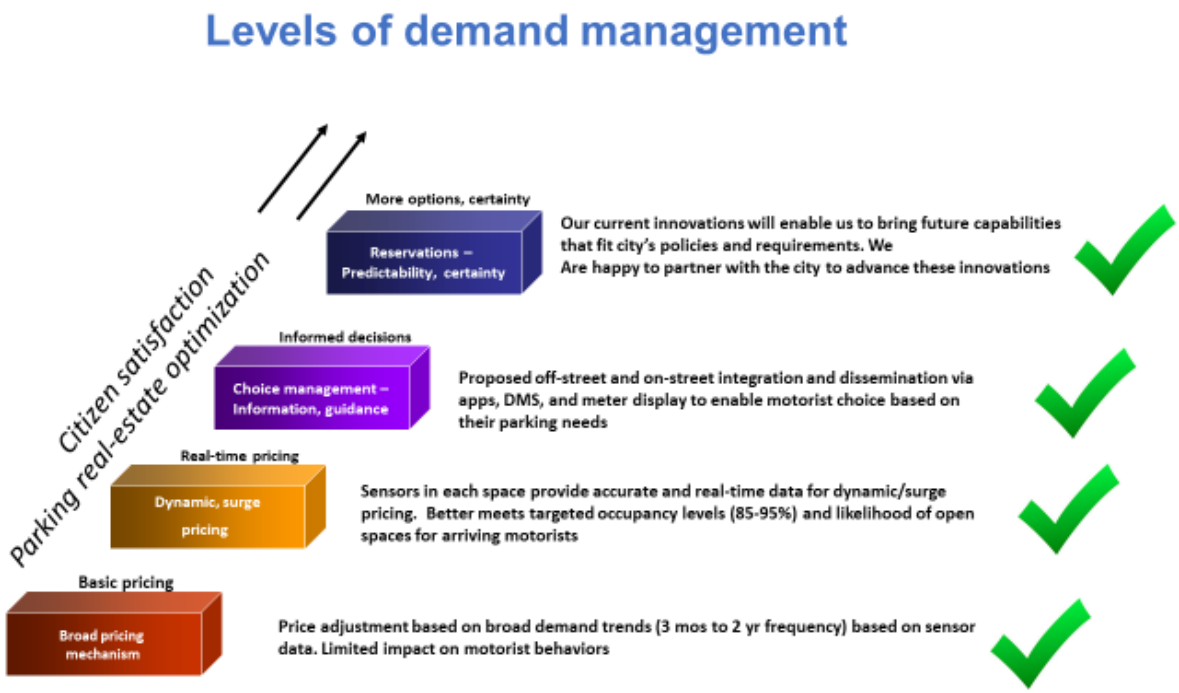
Company Name	SICE INC
Address	Miami 14350 NW 56 Ct, Suite 105 Miami Florida 33054
Name of Primary Proposing Contact	Rafael Casasus
Telephone Number	+1 (512) 818-5330
E-mail Address	rcasasus@sice.com
Company Website	www.sice.com
Branch Offices within the USA	Fort Lauderdale: 5401 NE 14th Ave Fort Lauderdale, FL 33334 Jacksonville: Blanding Business Center, 1027 Blanding Blvd, Unit 605, Orange Park , FL 32065 Orlando: 2721 Forsyth Road, Unit 400, Winter Park, FL 32792 Fort Myers: 13881 Plantation Rd, Unit 1, Ft Myers, 33912 Seattle: 569 Occidental Avenue, South, Seattle, WA 98134 Houston: 12 Greenway Plaza, Suite 1101, Houston, TX 77046

Office from which the project will be managed	Fort Lauderdale 5401 NE 14th Ave Fort Lauderdale, FL 33334
Form of ownership	Corporation
State of Residency or incorporation	Delaware
Number of Years in Business	11 years in the US; 97 years overall

C.3 Smart Parking Demand Management System

Our Smart Parking Demand Management System is a comprehensive yet cost-effective solution that will transform the City's parking program while increasing net revenues. It is an ambitious program will establish the City of Fort Lauderdale as the nation's leading Smart Parking innovator by overcoming the barriers faced by previous Smart Parking programs that limited their effectiveness.

The confluence of the City's vision and the development of new technologies allow the City to be the first to unveil a "Smart Parking 2.0" program that increases citizen satisfaction and parking optimization by enhancing demand management.



The foundation of a modern Smart Parking program is Demand Measurement. Cities must know in real-time what spaces are occupied because occupancy is so variable throughout the day and block-by-block that algorithms that attempt to "estimate" occupancy using general or historical models or other proxies (sampling, payments, etc.) are ineffective. As noted in this proposal, the literature/lessons learned from the early adopters of these "broad" parking mechanisms – Smart Parking 1.0 programs – amply demonstrates this variability.

Therefore, this program begins with a highly accurate sensor in each on-street and surface lot space.

This occupancy information will be shared with internal and external sources to determine how to price this parking asset. In conjunction with the City and using tools develop for the HOT lanes in South Florida, we will develop a Dynamic Pricing model that will change rates in real-time and communicate them to the Global Paystations, CivicSmart Smart Meters and PaybyPhone mobile payment system. Each of these payment methods will have a pre-determined number of rates (up to 5 for simplicity) that can be activated remotely. This information will be simultaneously pushed to the Mobile App, Interactive Map and Variable Message Signs to communicate the current rates to motorists.

Paid and unpaid occupancy information will be stored and analyzed so that the Dynamic Pricing algorithms can be adjusted to better deliver the desired outcomes. In addition to Dynamic Pricing changes, known special events can result in advanced rates being set to further modify motorist behavior.

Of course, meter rates only influence parking behavior if motorists comply with the parking regulations. In addition to occupancy information, placing a sensor in each space and gathering real-time payment information for that space allows guided enforcement of officers directly to vehicles parked in violation. It also ensures that enforcement is fair and equitable. Based on historical data, officer shifts can be efficiently scheduled.

An even higher level of demand management is discussed in Section C.5.5, Future Technologies, where we discuss how our system can support on-street and off-street reservations. CivicSmart is at the cutting edge of these programs and is currently piloting it in the UAE. While any such program must be consistent with the City's policy goals, it represents a higher level of demand management and would allow the City to premium rates for maximum convenience.

An overview of the components of our proposed program is shown in the Executive Summary above.

C.4 Main Drivers and Barriers of Smart Parking

There is growing global interest in Mobility and Smart Parking solutions driven by demographic, economic, and technological considerations. Time is a precious commodity and motorists in big cities are facing growing congestion. Whether it is through autonomous vehicles, ridesharing or in-car applications, citizens are seeking ways to reclaim time spent behind the wheel of a car. Cities are also trying to reshape their downtowns into more livable, walkable communities and shifting modes of transportation to minimize the need for and impact of parking is a piece of this. The emergence of "parklets" in cities of all sizes is an acknowledgement that the value of the curb lane in a vibrant downtown may not be best realized as an on-street parking space. Smart Parking is recognized as one way to do this with the benefits including:

- Reduced travel time
- Reduced traffic congestion
- Reduced vehicle emissions
- Increased business activity and economic development

This demand for Smart Parking will only grow as the percentage of the world's population living in urban areas explodes. In the last decade the percent of the world's population living in cities exceeded 50% for the first time in history and this figure will reach 60% by 2025.

In the US, recent parking reports and surveys have consistently identified the demand for Parking Guidance information as one of the top priorities among motorists. Just a few examples are:

- Atlanta, GA (2017) – SmartATL Community feedback about parking priorities overwhelmingly identified "Guidance to Available Parking Spaces" as #1 priority
- Poughkeepsie, NY (2018) – Report noted "ease of finding a space" as one of the top considerations for downtown motorists
- Bloomington, IN (2018) – Report noted 39% of respondents preferred "a website or smartphone application that reports real-time availability of parking spaces" (second only to "new construction of spaces")

Automotive companies recognize this too and have made significant investments in Smart Parking technologies from on-board parking inventory information to purchasing Smart Parking companies (e.g., BMW's acquisition of Parkmobile). This is good news for the industry and shows that the City of Fort Lauderdale is leading the way among US cities.

However, there are a number of barriers to the implementation of Smart Parking projects. Historically, "Smart Parking 1.0" had high costs and both San Francisco's and Los Angeles' pioneering Smart Parking programs were funded with substantial federal grants (~$20 million each). Despite the publicity around these programs, the cost-benefits of these early projects was underwhelming.

In San Francisco, after two years of periodic rate adjustments to drive occupancy between 60% and 80%, meter rates neared equilibrium with ~65% of blocks not requiring further adjustment. While occupancy was better balanced across blocks, meter revenues actually declined slightly (-4%) because lower priced blocks were used more frequently. While balance occupancy is a desirable policy outcome, once the sensor batteries died or stopped working, the SFMTA opted not to replace them because the limited capabilities of these sensors did not return benefits that justified the cost, absent federal funding. In contrast, the sensors proposed for Fort Lauderdale are accurate enough to deliver a range of benefits that will justify the cost.

In Los Angeles, the City also achieved target equilibrium (70%-90% occupancy) after several years of rate changes and saw overall meter revenue remain neutral. In contrast, the implementation of smart meters to accept credit cards and reduce downtime increased revenues by up to 50%. The value of sensors in Los Angeles is further minimized by disabled placard policies which have enabled ~12% of licensed drivers in California to receive placards, thereby allowing them to park at meters for free and insulating them from the influence of meter rate changes.

Another barrier is that meter rates must be sufficiently high to change behavior. Cities that feel constrained to keep meter rates in the $1.00-$1.50 range will not generate the desired outcomes and may not generate a positive ROI. In Los Angeles, the initial maximum rate increase allowed by the City Council was 50% of the "base rate". Even after that rate was reached in certain areas, occupancy rates

continued to climb in excess of 90%. Staff were able to persuade City officials to increase the max rate to 100% of the base rate and eventually up to $6.00 per hour yet occupancy is still high in certain areas.

As noted above in Los Angeles and in many other cities, the poor quality of most sensors (70%-90% accuracy) prevents cities from relying on them for enforcement, to grant free time on arrival, to zero out and resell time on departure, and to prevent meter feeding. In fact, the internet is full of stories of cities that turned off sensors because of zero-out errors that resulted in "bad" citations being issued. Fortunately, CivicSmart's patented radar-based sensors are accurate enough to enable these features.

Even for Parking Guidance, sensor accuracy cannot be understated. In general, if a person uses an app that fails to meet their expectations several times, they will stop using it. In the case of Parking Guidance this means that once a motorist finds data on a guidance app unreliable, they will no longer trust it. This is one of the reasons that a "predictive" model of occupancy based on past observations, payment history and algorithms will never be widely adopted.

In fact, in Donald Shoup's recently released book, "Parking and the City" (published in April 2018 as a follow-up to "The High Cost of Free Parking"), the chapter on SFPark notes that "the wide range of elasticity at the block level also suggests that the circumstances on individual blocks vary so greatly that planners will never be able to estimate an accurate elasticity to predict the prices needed to achieve the target occupancy for every block." Instead, SFMTA promotes a "trial-and-error" method to set prices. If price changes can't predict average occupancy with any accuracy, algorithms certainly can't estimate real-time occupancy with any confidence.

Another historical barrier is that closed systems made integration difficult. Oftentimes vendors offered proprietary systems leaving cities stuck to choose between inferior single-vendor systems or prohibitive integration costs among multiple vendors. It is not a coincidence that following San Francisco and Los Angeles, very few cities have embarked on ambitious Smart Parking projects. Only big cities backed by federal funding can afford to hire a systems integrator.

A final barrier is that parking is often "looked down upon" by senior officials so Parking Managers rarely have a seat at the table when cities are contemplating innovative Smart City initiatives. This is unfortunate because when done right, Smart Parking can deliver rapid, visible and financial benefits to City stakeholders. With this RFP, the Parking Professionals in Fort Lauderdale have a chance to push their city to the forefront of parking innovation and Smart City success.

If "average occupancy" equilibrium is the desired outcome of a Smart Parking program, a City does not need sensors to achieve it. Simply adjusting rates based on guesstimates of occupancy will achieve the same results after 4-6 iterations at far less cost. ("Based upon the experience in Los Angeles, demand patterns for parking during the week in downtown areas are very stable. This observation allows for demand-based prices to be set through sampling techniques; good results may be obtained without having to monitor parking occupancy for all spaces 24/7. The quality of the parking guidance will decline but may be adequate for most situations" (emphasis added), Shoup 2018).

We contend that such an approach will NOT be adequate and have proposed a solution that will knock down these barriers unlocking the potential for significant new benefits to be realized. Our "Smart Parking 2.0" proposal addresses how Fort Lauderdale can achieve them.

C.5 Smart Parking System Technologies

C.5.1 Enforcement

1. **Enhance the efficiency of enforcement through technology that provides street and space location of violations, types of violation, and efficient routes.**

CivicSmart has provided hundreds of cities with handheld enforcement solutions for over 3 decades. CivicSmart's latest version of its proven AutoISSUE solution creates dramatic new enforcement efficiencies while increasing accountability and fairness. In particular, the mobile AutoISSUE software is the most sophisticated handheld issuance solution in the market with the following features that will help the City improve their enforcement program:.

- It uses a map-based interface and GPS to orient the officer spatially, to display unpaid spaces, and to help direct them to vehicles parked in violation
- It has an Enhanced LPR Engine that automatically reads license plates and checks each plate against every system/file within 1-2 seconds
- It integrates in real-time with numerous mobile payment systems and meter systems to accurately reflect paid status for the officer
- It integrates with vehicle sensors to guide PEOs to spaces where vehicles are parked in violation thereby increasing officer productivity which promotes meter compliance
- It integrates with permit systems from multiple systems using our flexible API engine
- The software has a "reverse geo-code" function to capture and populate location (lat/long) information from the device's GPS into the citation record
- It uploads full citation data and images within seconds of the printing of the citation
- Mapped-based reports in PEMS allow management to view heat maps for route efficiency, and location and type of violations. For a full list of reporting capabilities, please refer to section C.6 Dynamic and Adaptive Reporting.

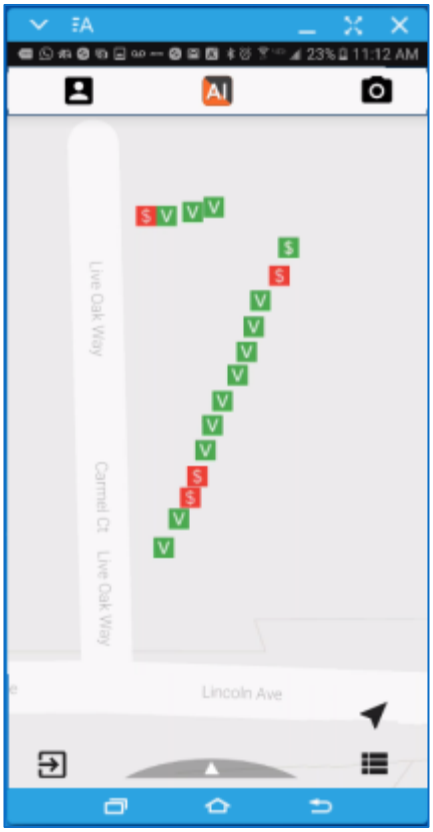
CivicSmart's web-based Parking Enterprise Management System (PEMS) integrates all citation and activity data into a powerful reporting, operational and analytic Enforcement Management tool with a GIS-platform. PEMS provides supervisors with real-time officer location on a web-based map, shows officer routes, shows heat maps of citations and other activity, provides hourly emails detailing enforcement productivity by officer, and sends email alerts throughout the City when a vehicle, condition or activity is identified that needs follow-up action (e.g., boot eligible vehicle, stolen vehicle, amber or silver alerts, etc.). PEMS has flexible APIs and export tools that share this information with City and third-party systems.

The status of a vehicle, payment or prior chalking activity is plotted on the AutoISSUE map and color-coded for easy reference:

Green – All Clear (so the Officer can move on)
Orange – Action May be Needed (so the Officer should investigate to see if a possible violation is occurring)
Red – Action Required (if the vehicle is present, enforcement activity should be initiated)

This allows the PEO to head directly to violations which increases productivity and accountability. Each icon also has a letter or symbol that provides more information about the vehicle or location including:

- V Vacant
- $ Paid
- M Marked & Valid
- E Exempt
- C Citation Issued
- P Valid Permit
- X Expired
- P Permit Violation
- A Abandoned Vehicle
- B Boot Eligible
- T Tow Eligible
- $ Occupied and Unpaid



When an Enforcement Officer selects one of the icons they will see the license plate (if pay by plate or paid the PaybyPhone app), the full power of our enhanced AutoISSUE is unlocked.

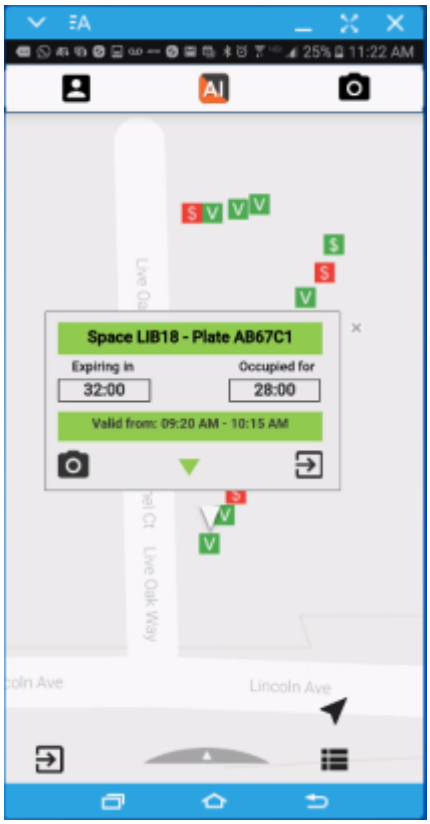
AutoISSUE interrogates every parking database to compile all available information about that space and vehicle including:

- Mobile payments
- Prior chalking activity
- Boot and tow eligibility
- Issued permits
- Prior citations issued that day (if the policy is to limit multiple, same day citations)
- Stolen vehicles (if accessible)

This information is presented to the Enforcement Officer in a clean "Card" including:

- Space and/or Plate Information (when available)
- How long a space has been occupied or paid for
- When paid time expires

The color of the card suggests if an enforcement action is due (if Green, it is unlikely).

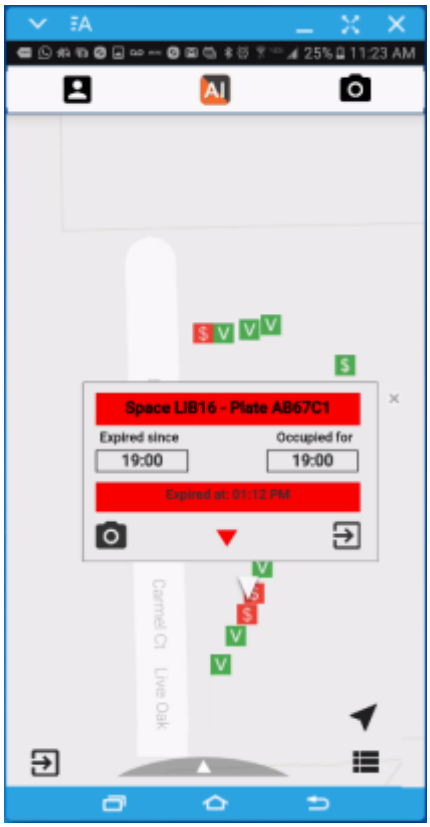


When a vehicle is parked in violation (or other activity is required), the "Card" will be Red to alert the Enforcement Officer that enforcement activity is required.

The Officer can easily press the icon to immediately begin issuing a citation with all relevant, available information pre-populated.

From this "Card", the Officer can also initiate an LPR read of the vehicle plate to capture the license plate with a date/time stamp, chalk the plate for future enforcement, or update the inquiry against various databases.

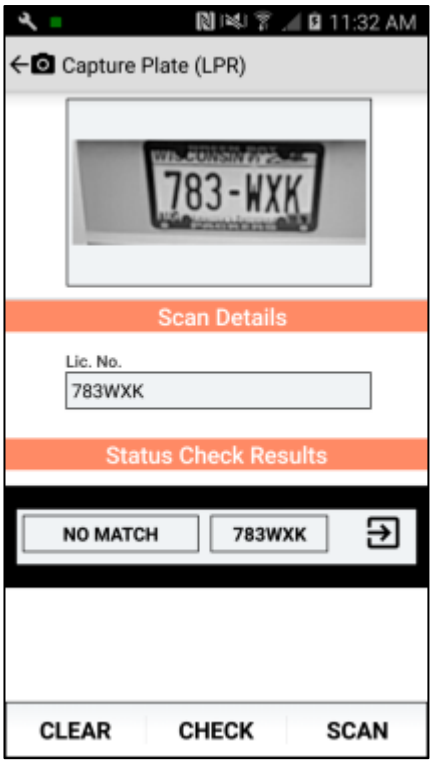
If a plate search finds that a vehicle is Boot Eligible or has been previously flagged as possibly Abandoned, the "Card" prominently notes this information in Red so the Officer can easily see and initiate the appropriate activity.



The LPR engine captures the plate and pre-populates it in the appropriate field once confirmed.

This function is context-sensitive. If the action occurs while issuing a ticket, it will enter the plate number in the "plate" field. If this action occurs in a standalone manner, the system will search all the appropriate databases and flags the result for the officer (e.g., "No Match", "Boot Eligible", etc.). Any search also stores an image of the plate for future reference and automatically "chalks" the plate, date, time and location using the handheld's GPS feature.

This capability generates a tremendous amount of information which can be stored, searched and reported on when evaluating enforcement efficiency.



The AutoISSUE Citation Issuance screens are easy to use, and intuitive. The data flow, lists, edit checks, auto-fill and anticipate features minimize the training required for PEOs to get up to speed.

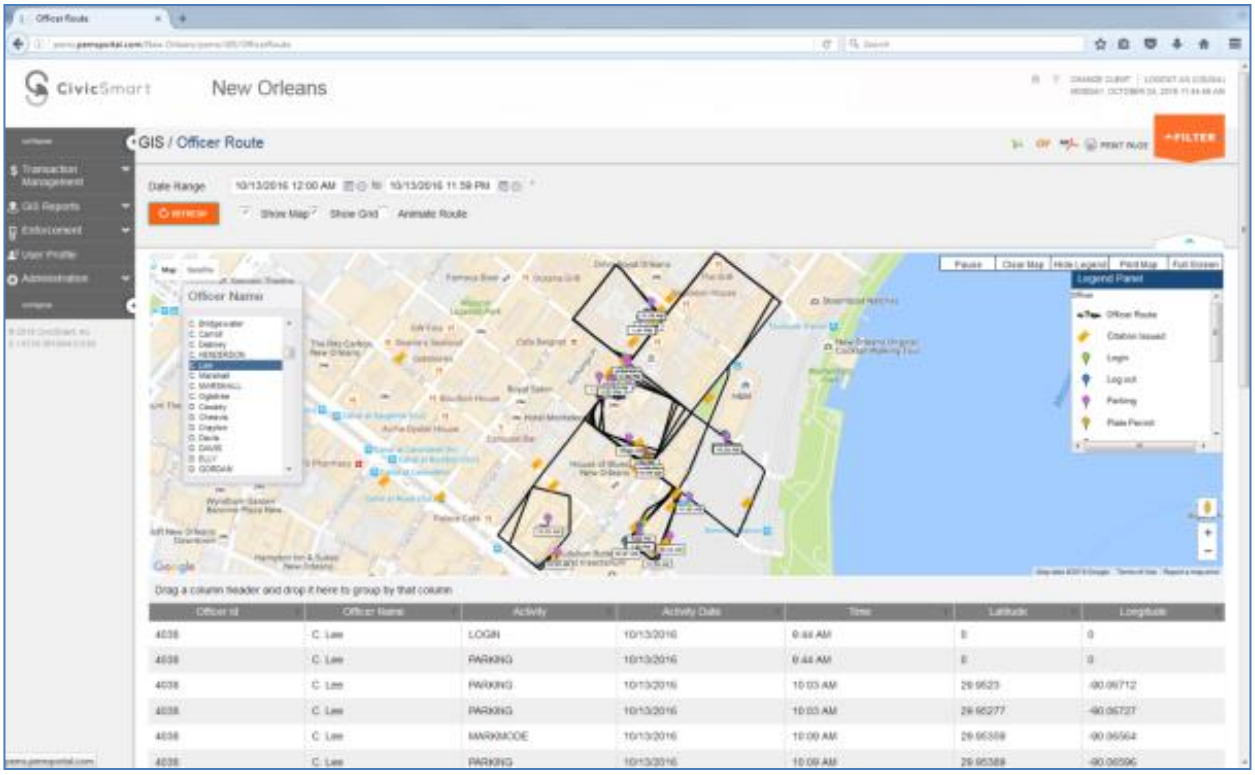
While completing the citation, PEOs can navigate and select entries using the 6 functions along the bottom of the screen:

- Move to the top of a list
- Move to the bottom of a list
- Exit a list
- Move to the prior field
- Move to the next field
- Accept a selection and confirm it is valid

Officers can view a map-based representation of where they traveled and what they did during their shift. This includes where and when they issued citations. This reporting feature includes a "bread crumb" trail which displays the route they took.

Providing this information to individual Officers correlates to an impact on productivity as they can see and hold themselves accountable for their activity.

Supervisors can access the Parking Enterprise Management System (PEMS) to track the routes and productivity of individual PEOs as well as run a wealth of reports.



2. Live real-time enforcement system providing accurate information of payment permits, violations and vehicle/customer history.

The enhanced AutoISSUE software reinvents the idea of issuance software by incorporating a range of real-time data into the app for officers and management to access. This information includes but is not limited to meter and mobile payment information, permits, violations, and vehicle/customer history. By presenting this information on a map that is centered on the officer's location (using GPS), each officer sees timely, accurate information that is relevant to where they are at that moment.

The advanced LPR system will further enhance efficiency as officers can scan a plate and be notified within seconds of paid, permit, hotlist or other status.

3. The ability to integrate with City's current software, equipment and payment options. Current software packages in use are POM Meter Manager, T2 Flex, Boss, Global, and Pay By Phone.

CivicSmart partners with "best-of-breed" parking providers and focuses on integrating systems to deliver exceptional services without comprising quality or experience. CivicSmart has nearly three dozen partners with whom it integrates its technologies and this flexibility offers the City of Fort Lauderdale a proven solution.

In addition to Duncan Solutions and Smarking who are partners in this proposal, CivicSmart has live integrations with T2, Pay-By-Phone and Genetec's mobile LPR system and is implementing an integration with Global for another client.

4. Provide point-of-transaction flexibility which will provide the ability to take credit card payments via citation device.

The RFP stated the City's preference for a **two-piece handheld solution**, and the Samsung Note 8, running Android OS, is a reliable, well-supported device that is widely available, proven and inexpensive. The Samsung Note 8 offers citation issuance efficiency through a compact form factor. The Samsung Note 8 features a crystal clear 5.7 inch Quad HD Super AMOLED display, a 16 MP rear-facing camera for attaching crisp images to a citation record, and a built-in S Pen Stylus for ease of navigation through the AutoISSUE software. The device will be enclosed in ALCLAP case with an extended battery which provides more durability and up to 125% longer operation between recharges.

In order to support credit card payments in the field, a credit card reader can be attached to the Note 8 smartphone via the headphone jack and linked to the City's bank account. The Square reader will work with the Note 8 and charge the City a flat fee of 2.75% (not included in our price proposa).

The Note 8 will integrate via Bluetooth to the Zebra ZQ510 printer, which offers best-in-class mobile printing (3" width) within a highly ruggedized form factor. The ZQ-510's military-grade design provides exceptional durability and reliability in the toughest environments and weather conditions. With the Zebra ZQ-510, the City can be assured that its mobile printers will not only withstand the elements, but will also have the power, connectivity, and reliability that officers need.

If the City prefers an integrated **point-of-sale credit card reader, CivicSmart offers a one-piece device** from Two Technologies. The N5Z1 handheld is a ruggedized handheld device with an integrated printer that is designed for demanding environments and will meet all of the City's listed requirements, including the ability to take credit card payment via a reader built into the device.

Rain, sleet, snow, mud and sand can't penetrate the MIL-STD 810G and IP65 certified exterior of the N5Z1 hardware. The standard N5Print is equipped with the powerful Android operating system, a digital camera with flash, a hot swappable battery, an integrated 3" thermal printer as well as a magnetic stripe and smart card reader.

The cornerstone of this device is a Samsung Note device. Samsung is among the most popular manufacturers of consumer Android mobile devices. The N5 Class of devices has become very popular with cities seeking a one-piece solution and hundreds of N5 devices run CivicSmart's AutoISSUE software today including in south Florida.

5. Incorporate Bluetooth technology and the latest cellular technology in the enforcement proposal.

The proposed solution uses Bluetooth technology to communicate between the Note 8 handheld device and the Zebra ZQ510 printer. Both the Note 8 and the N5Z1device use cellular technology to provide real-time enforcement. The AutoISSUE software uses the device's cellular connection to wirelessly check license plates, meter and mobile payments, Genetec LPR reads, and permit status and to upload citation data including photos, officer location and activity, and other relevant information to maximize efficiency.

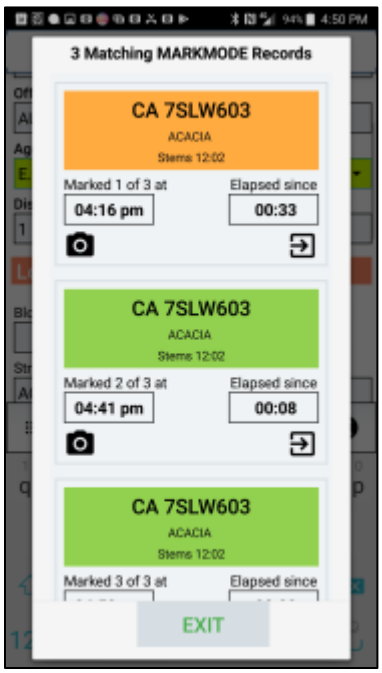
6. Provide citation devices that capture both pictures and video and can be attached to citation.

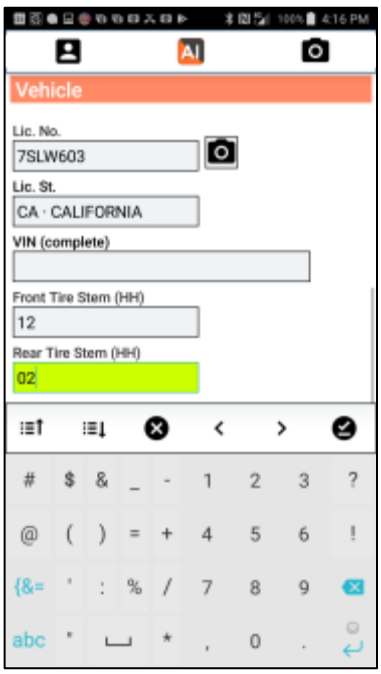
CivicSmart was one of the first handheld providers to integrate picture capturing in its enforcement. For over 10 years the City of Chicago has used the AutoISSUE software and CivicSmart hosts 8 million photos via a web portal so motorists can view the photos of their vehicles when cited. Both the Samsung Note 8 and the N5Z1 options proposed above are capable of capturing pictures and video. When an officer takes one or more pictures while issuing a citation, they are automatically attached to the citation record and are wirelessly transmitted to the processing system to assist with any investigations or appeals.

7. Provide citation devices that capture electronic valve stem chalking or wheel imaging.

With our advanced LPR system, electronic chalking is easier than ever. Officers will be able to scan a license plate using the device camera and a notification will alert the officer if that plate has been chalked by any other officer (below, left). Additionally, officers will be notified within seconds if the license plate is on hotlists such as stolen vehicles, scofflaw, or prior citations.

To prove that the vehicle has not moved, the officer can either take a picture of the wheel (below, middle) or they can enter the wheel stem locations (1-12 on a clockface) when marking the vehicle (below, right).





8. Have the ability to integrate with current License Plate Recognition system (Genetec)

CivicSmart's AutoISSUE enforcement software is already integrated with Genetec's mobile license plate recognition system for the City of Atlanta. The City of Atlanta's parking enforcement operation (ATLPlus) uses 55 N5Print handheld devices running the AutoISSUE software. ATLPlus also has 5 vehicles outfitted with Genetec MLPR systems. When an MLPR vehicle gets a "hit" on a license plate, the location and details of the hit are displayed on the AutoISSUE map to alert nearby enforcement officers where to find vehicles in violation. If the officer presses on the icon, an image of the license plate as captured by the Genetec system is displayed for the officer to confirm it is the same vehicle.

This real-time interface allows the vehicles (which are expensive to outfit and operate) to continue to search for hits without the driver having to find a legal parking space and walk back to the vehicle parked in violation. (Even worse is when an MLPR vehicle driver double-parks to issue citations; this results in unsafe driving and pedestrian conditions while causing increased traffic congestion.)

9. Provide thermal printers with high performance battery (batteries that last longer than eight hours on a single charge).

The Zebra ZQ-510 includes an extended battery pack which offers military-grade durability and maximum battery life. This battery pack delivers full shift performance and reliability. The N5Z1 handheld option uses a hot-swappable battery that allows the officer to change the battery in the field without losing any data. Our proposal includes a second, spare battery for the N5Z1 device and the charging station includes a separate cradle to charge the second battery.

C.5.2 Dynamic Pricing System

1. Improve parking utilization and customer awareness of parking availability through variable signage boards and mobile app notifications/interactive maps.

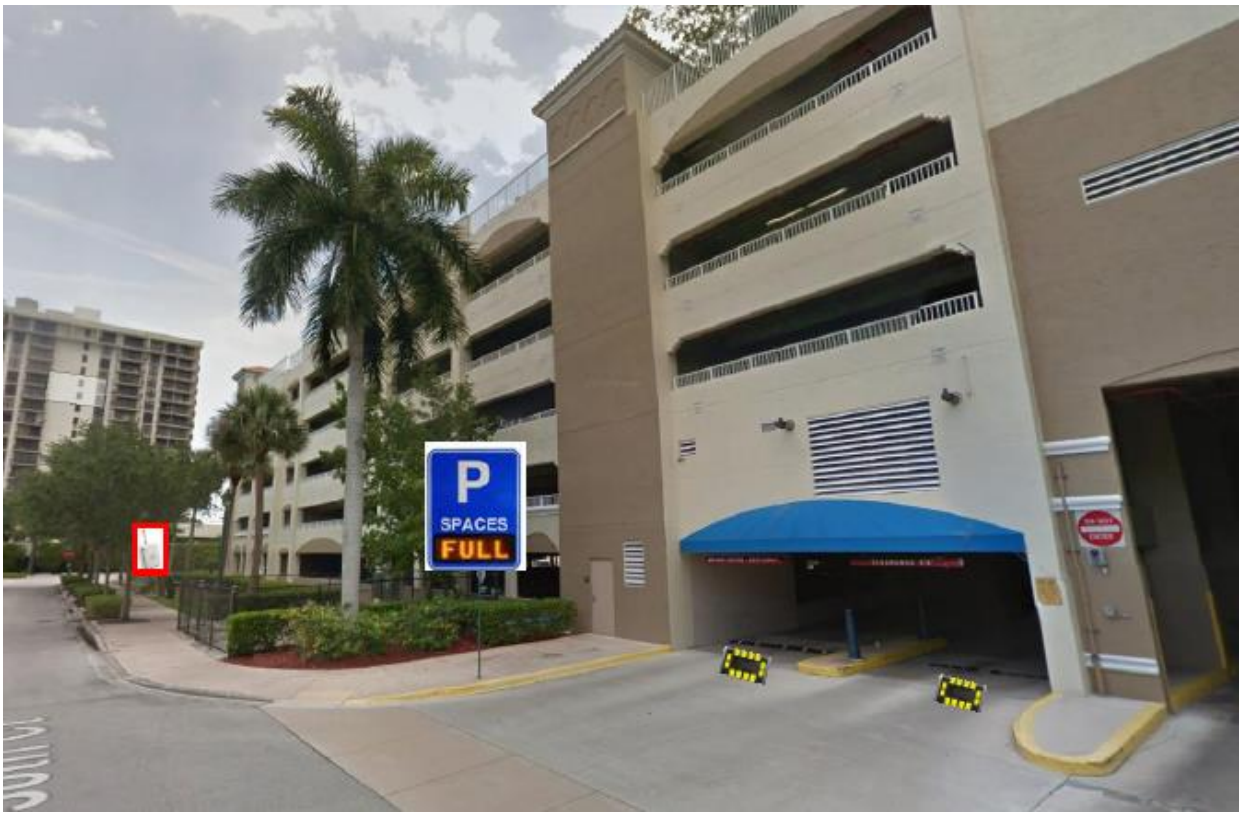
Our proposed solution for informing motorists where to find available parking uses: 1) Variable Message Signs (VMS) at the garages, 2) an Interactive Map accessible from the City's website, and 3) a Mobile App to provide motorists with real-time occupancy information. Additionally, we recommend installing 10 VMS signs on major approaches so as to direct motorists without the app to available spaces and inform

them of current prices (e.g., Ocean Blvd, 2 Open, $2.50/hr; Flagler Dr, 4 Open, $1.75/hr). Each of these elements are discussed below.

Variable Message Signs

Our proposal includes placing Variable Message Signs at the entrance to each of the four garages to inform motorists approaching the garage how many spaces are available. This count will be captured by Parking Logix's OpenSpace system which is discussed in more detail below. The photo below shows a mock-up of a VMS sign at the Bridge Place Garage.

If the City adopts the true Dynamic Pricing proposed here, it may be desirable to put on-street VMSs in areas where there are significant price changes. These signs will show on-street availability as well as prices for motorists without the app. We have included a priced option for these signs.



Interactive Map

Smarking's data platform integrates occupancy data from the garages, surface lots and on-street spaces. This information is visually displayed on an interactive dynamic parking availability map that can be embedded on the City's website via a widget which can be inserted in an iframe. The map can also be accessed through the Smarking web portal for authorized City users.

As an example, Smarking offers San Diego Airport a real-time occupancy map that allows motorists to view occupancy rates of lots around the airport. Similar to the on-street solution, the map can be accessed through the Smarking web-based module, or deployed on an external website via a widget.

<u>Mobile App</u>

We will provide the City of Fort Lauderdale a Mobile App, branded for the City, that provides real-time map-based guidance to public parking spaces including:

- On-street Spaces
- Surface Lots
- Garages

When a motorist uses the app to find a specific space, they can then link from the guidance app to the PaybyPhone mobile payment app to facilitate payment.

Data from CivicSmart sensors and Parking Logix counters included in this proposal are already integrated with guidance apps such as Parkopedia, however, in order to maximize the value to the City and its motorists, we propose to enhance this offering with a comprehensive app that serves as a source of all parking related information and transactions that would otherwise be performed in person or from the City's webpage. These additional features are described in detail in Section G.4.2.6 below and will include:

- Static maps of available public parking spaces and permit areas
- Maps of private parking lots and garages (if the City wants to publish this)
- Permit information, permit applications and Online Permit Purchases
- Online Citation Payments
- Online Citation Appeals
- Online Parking Accounts to receive alerts about enrolled vehicles
- Online Business Fleet Accounts so businesses can enroll and manage vehicle fleets
- Report broken meters and damaged signs
- Information about the City's Dynamic Pricing Program including:
- Answers to Frequently Asked Questions about the City's parking program
- Integration with Google Translate to support hundreds of languages

2. Identify the City's parking inventory and the utilization of that inventory through web based software.

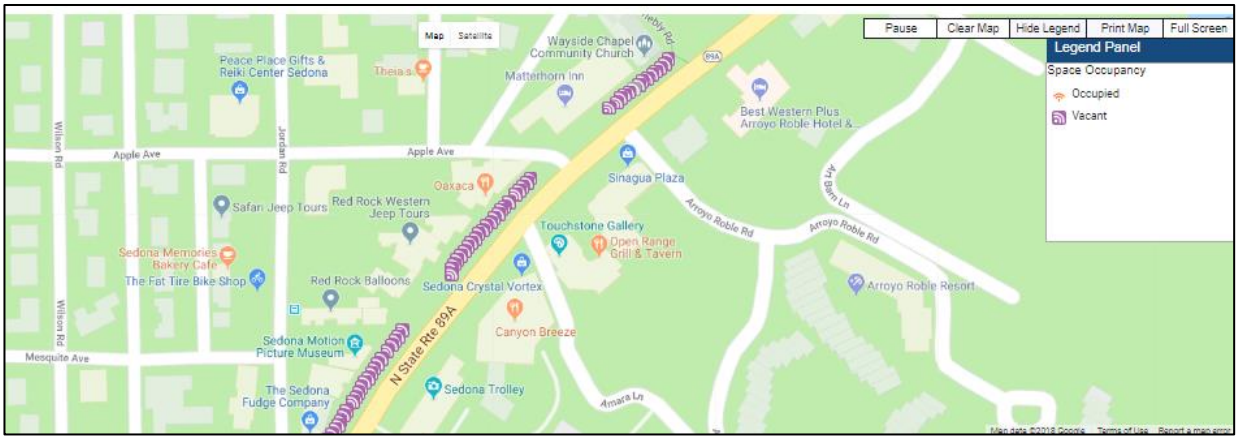
Some of the key occupancy reports that will drive Dynamic Pricing analysis and rate changes are shown below. These can all be accessed through a web-based portal by authorized users.

1. GIS Real Time View

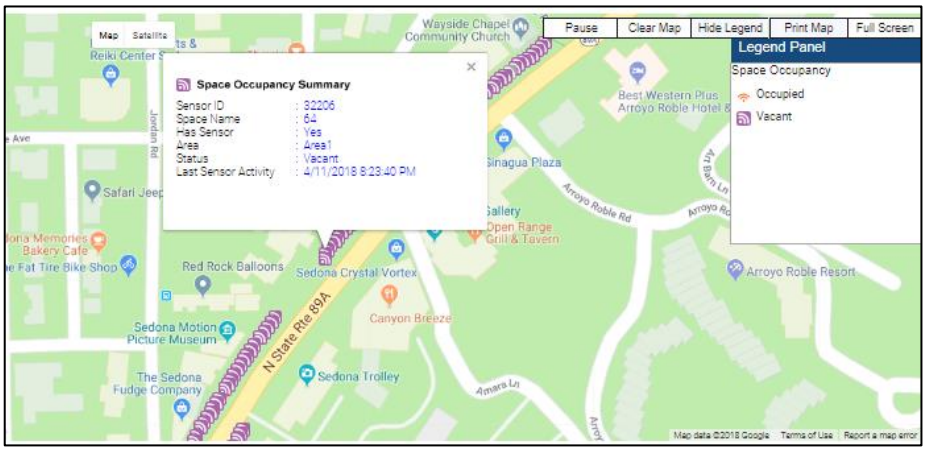
This report provides a real-time view of spaces by occupied or vacant status. The data can be visualized on a map and via a grid (table). The real-time space data can also be exported in excel, csv, and pdf format. The GIS Real Time View report has four sections – Filter Panel, Map View, Data Grid and Data Export.

Filter Panel: The data can be filtered based on Space Name, Street Name, and Zone.

Map View: GIS map view of spaces that are occupied and or vacant.



Clicking on an individual sensor will open a "Data Card" with additional details on the selected space including current status (Vacant/Occupied) and last sensor activity time (in format: MM/DD/YYYY HH:MM:SS AM/PM).



Data Grid: The detailed results of the query are shown in a table below the map.

Space ID	Asset ID	Asset Name	Asset Type	Asset Model	Street	Zone	Area	Latitude	Longitude	Space Status
1042110010320100001	32010	Meter-59	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	North			Vacant
1042110010320140001	32014	Meter-62	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	North			Occupied
1042110010320220001	32022	Meter-36	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	Central			Vacant
1042110010320250001	32025	Location-257	Liberty	Parking Space	N State Rte 89A	Agave	North			Vacant
1042110010320270001	32027	Meter-81	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	South			Vacant
1042110010320360001	32036	Location-248	Sensor Only Location	Parking Space	N State Rte 89A	Matterhorn	North			Vacant
1042110010320390001	32039	Meter-75	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	North			Vacant
1042110010320440001	32044	Location-245	Sensor Only Location	Parking Space	N State Rte 89A	Matterhorn	North			Vacant
1042110010320460001	32046	Meter-51	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	North			Occupied
1042110010320520001	32052	Meter-70	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	North			Occupied
1042110010320640001	32064	Location-244	Sensor Only Location	Parking Space	N State Rte 89A	Matterhorn	North			Occupied
1042110010320660001	32066	Meter-10	Sensor Only Location	Parking Space	N State Rte 89A	Zone1	South			Occupied

Data Export: Data can be exported into excel, csv, and pdf format from the top of the report screen. The data exported provides the current real time view of the space.

2. Sensor Session

This report provides a comprehensive view of all parking sessions for a given space/all spaces. It is designed to track everything that happens from when a car comes enters until it leaves. This includes arrival time, departure time, payments, compliance with regulations (for enforcement), etc. The report is compiled at the end of each business day and can be viewed by the user the following day. The Sensor Session report has three sections – Filter Panel, Data Grid and Data Export.

Filter Panel: The data can be filtered based on Asset Type, Asset ID, Asset Name, Operational Status, Location Type (Area/Zone/Street) along with an ability to filter both Historical and current data.

Data Grid: The detailed results of the query are shown in a table including Arrival and Departure Time, Duration Occupied, Space ID, Meter ID (if applicable), Operational Status and location details (Area, Street, Zone).

Arrival Time	Meter Name	Duration Occupied	Departure Time	Operational Status	Meter Id	Space Id	Area	Street	Zone
4/3/2018 12:00 AM	60	01:30:00	4/3/2018 1:30 AM	Operational	32214	104211001032214000 1	Area1	N State Rte 89A	Outlaw Grill
4/3/2018 12:00 AM	82	00:40:00	4/3/2018 12:40 AM	Operational	32142	104211001032142000 1	Area1	N State Rte 89A	Oaxaca
4/3/2018 12:20 AM	48	01:00:00	4/3/2018 1:20 AM	Operational	32233	104211001032233000 1	Area1	N State Rte 89A	Outlaw Grill
4/3/2018 12:40 AM	19	01:00:00	4/3/2018 1:40 AM	Operational	32203	104211001032203000 1	Area1	N State Rte 89A	Agave
4/3/2018 12:50 AM	58	01:00:00	4/3/2018 1:50 AM	Operational	32218	104211001032218000 1	Area1	N State Rte 89A	Outlaw Grill
4/3/2018 12:50 AM	59	01:00:00	4/3/2018 1:50 AM	Operational	32213	104211001032213000 1	Area1	N State Rte 89A	Outlaw Grill

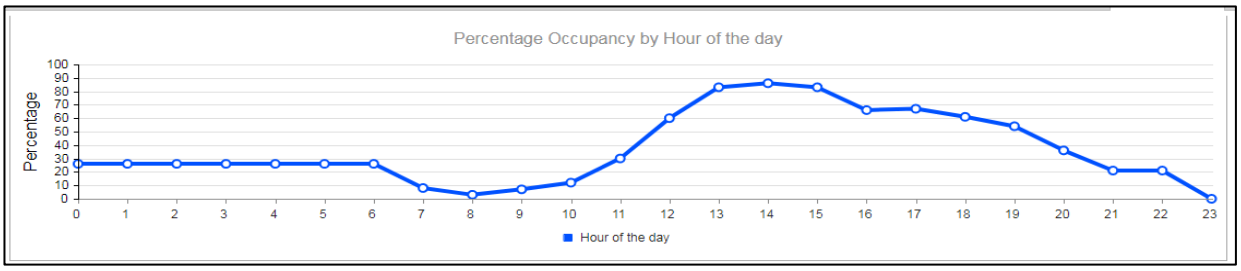
Data Export: All the data on the grid can be exported into excel, csv, and pdf format using the export function on top. The data exported includes all parking sessions for the given time period.

3. Occupancy by Hour

This analytical report is designed to visualize space occupancy percentage by hour of the day. The Occupancy by Hour report has four sections – Filter Panel, Chart, Data Grid and Data Export.

Filter Panel: The data can be filtered based on street names, zones, spaces, days, and day of the week.

Chart: The Chart displays the collective space occupancy percentage for every hour of the day/days grouped by the filter selection.



Data Grid: Detailed data is displayed by Arrival Date, Hour and Occupancy Percentage for the filter selection in chronological order by Arrival Date and Hour.

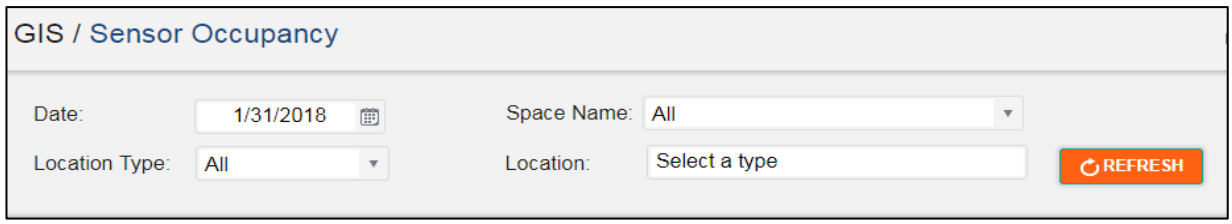
Arrival Date	Hour	Percentage
01/29/2018	0	26%
01/29/2018	1	26%
01/29/2018	2	26%
01/29/2018	3	26%
01/29/2018	4	26%
01/29/2018	5	26%
01/29/2018	6	26%
01/29/2018	7	8%
01/29/2018	8	3%
01/29/2018	9	7%
01/29/2018	10	12%
01/29/2018	11	30%
01/29/2018	12	60%

Data Export: All the data on the grid can be exported into excel, csv, and pdf format using the export function on top.

4. Sensor Occupancy Chart

This report is an end-of-the-day "Gantt-chart" type view of all the parking session for a day. The Sensor Occupancy Chart report has two sections – Filter Panel and Gantt Chart.

Filter Panel: The data can be filtered based on street names, zones, spaces, and day(s).



Gantt Chart: Parking sessions are shown with "Time of Day" on the horizontal axis (with a scroll bar) and "Space Name" on the vertical axis. Additional data is shown by hovering the cursor on each bar to display a popup with Space Name and In/Out Time for the session.

5. Average Session Occupancy

This report shows number of sessions and the average and total occupancy duration for selected spaces. The Average Session Occupancy report has three sections – Filter Panel, Data Grid and Data Export.

Filter Panel: The data can be filtered based on street names, zones, spaces, and day(s).

Data Grid: Occupancy data is displayed by Space Name, Number of Sessions, Average Session Duration (Hours) and Total Duration (Hours).

Space Name	Count of Sessions	Average Duration (Hours)	Total Duration (Hours)
1	5	2.63	13.7
2	6	2.31	13.86
3	6	3.39	20.37
4	4	4.1	16.4
5	7	2.1	14.7
6	5	3.29	16.45

Data Export: All the data on the grid can be exported into excel, csv, and pdf format using the export function on top.

3. Technology assessment of current parking meters and other hardware and specifications that will be used to determine utilization (sensors, cameras, existing revenue equipment, signage, etc.) as well as utilization accuracy and communication with current City's software and equipment.

The City will undoubtedly receive bids that take vastly different approaches to determining utilization.

Some vendors will claim that comparing historical parking payment data with occupancy samples enables them to create formulas to estimate future occupancy based on payment rates. However, as you know paid occupancy varies over time, by area, by day, by weather, by enforcement intensity, etc., and this approach is at best an educated guess – one which knnowledgeable City staff could just as easily make today with more accuracy at lower cost.

Other vendors will propose cameras to detect occupancy. However, there are numerous downsides with cameras including: the challenges of mounting hundreds of cameras especially on assets not owned by the City; the high cost of purchasing, installing and maintaining camera equipment; limited viewing range (cameras mounted on streetlights at a favorably high positon can only monitor 4-5 on-street spaces per camera); the cost of electricity including metering each power line if the camera is drawing power from a utility pole; the cost of downloading high-bandwidth streaming video and images; vehicle recognition accuracy during good conditions yet alone at night or in poor weather; obstruction of spaces by trees, trucks and shadows; and the impact on vehicle and pedestrian traffic when camera maintenance is required.

To compound these challenges, the majority of the City's paid parking spaces today are not managed by wireless meters capable of transmitting real-time payment data. Without this information, it is hopeless to expect to implement an effective and accurate dynamic pricing system.

Our proposed solution addresses these challenges by leveraging as much of the City's existing technology as possible while complementing it with new equipment as noted below:

- **Global Parking Solutions "Metro" Paystations** – these existing, connected paystations provide real-time payment data for a significant number of on-street parking spaces. Global and CivicSmart are currently completing integration between Global's paystations and CivicSmart's enforcement system and sensor data for another client. This integration will ensure that paid status is visible on CivicSmart's enforcement handhelds and that occupancy data from CivicSmart's sensors can dynamically change meter rates on the Global paystations. The current integration efforts and close working relationship between the companies reduces a significant risk for the City. As noted in a letter from Global in the Appendix, Global will not be charging the City or CivicSmart any fees for this integration.
- **PaybyPhone Mobile Payment Service** – increasingly motorists are comfortable using mobile payment apps to pay for parking. We see this trend increasing in the future. PaybyPhone already has a real-time payment data interface with CivicSmart's enforcement system and this interface is being used by two clients in south Florida today. Upon expiration of PaybyPhone's contract on September 14, 2018 (see Section C.5.5, Future Technologies, for more details), we recommend inviting other mobile payment providers to provide service in Fort Lauderdale in addition to retaining PaybyPhone. As a destination location, many visitors to Fort Lauderdale

will use different mobile payment applications at home and by accepting multiple mobile payment services, the City will maximize convenience to its motorists.

- **Coin-only meter upgrade** – the City has approximately 1,700 coin-only parking meters. In order to implement a dynamic pricing system, these meters must be upgraded. Fortunately, CivicSmart's new Liberty Next Gen (LNG) meter is extremely cost-effective and offers a number of new and innovative features including credit card acceptance, wireless connectivity, integration with CivicSmart's patented vehicle detection sensors, and displaying mobile payments (PaybyPhone) on the meter within a few seconds. Replacing coin-only meters with smart meters will reduce coin payments and the resulting cash handling and threat of theft. Credit card meters typically result in a 25%-35% revenue increase over coin-only meters. Additional information about the LNG Smart Meter is presented below.
- **Garage meter equipment** – As noted in the RFP answers to questions, the garages do not currently have any parking access and revenue control systems. Instead, the garage spaces are primarily managed by Global Metro paystations and the PaybyPhone mobile app. We propose to continue with these payment methods though the small number (~150) of coin-only meters will be upgrade to LNG smart meters.
- **Garage vehicle detection equipment** – we propose to install Parking Logix's OpenSystem counting equipment at each garage to count vehicle entry and exit and display the available spaces on variable message signs which motorists can view from the street. The data will also be sent to the "LauderPark" mobile app and interactive web map. Occupancy information from the counting equipment will be used by the dynamic pricing system to calculate rate changes which can be communicated to the Global Metro paystations. Additional information about Parking Logix's OpenSpace counting system is presented below.
- **On-street and parking lot sensors** – in order to monitor occupancy, we propose installing CivicSmart's vehicle detection sensors in every on-street parking space whether managed by Global's paystations or CivicSmart's LNG smart meters. CivicSmart's innovative radar-based technology allows the sensors to be installed in the ground for spaces managed by Global's paystations and either in the ground or on the pole for single-space meters. Vehicle movements are detected and transmitted from the sensor to a solar-powered communications gateway mounted nearby and then to the backend management system within a few seconds. This data will be used by the dynamic pricing system to calculate rate changes. Even more importantly, the occupancy status can be published to the mobile app and interactive web map to notify motorists where they can find parking spaces. If a vehicle leaves a parking space with additional time remaining on the meter, the sensor can zero-out the remaining time through a wireless connection with the meter. Reselling time that was zeroed out can result in a revenue increase of 10%-20% in busy areas. Additional information about CivicSmart's sensor is presented below.

Liberty Next Gen Smart Parking Meter

For the City's coin-only parking meter upgrade, CivicSmart is proposing the use of our next generation Liberty single-space meter mechanisms. The patented and patent pending "Liberty Next Gen" (LNG) meter is engineered with the future in mind and makes use of recent advances in communications, battery and security technologies, while being future-proof and supporting emerging technologies. Built to last, the Liberty Next Gen offers the durability and reliability that CivicSmart's clients have come to know and trust, with advanced technological features that make managing a parking program easier.

CivicSmart's Liberty Meter with Credit Card Acceptance

The Liberty Next Gen accepts payments through coin, debit cards, credit cards, smart card and pay-by-cell.

Liberty meters look and feel like traditional single-space parking meters, increasing motorist acceptance and adoption. However, the Liberty Next Gen goes above and beyond to offer expanded payment options and security when it comes to payment acceptance. The Liberty Next Gen meter PCI compliant and features card reader that can support mag-stripes from legacy credit cards and smart cards. It can be upgraded to an EMV compliant reader in the future. More importantly, mobile phone payment transactions will be immediately updated on the meter at no charge providing a consistent user and enforcement experience. CivicSmart also does not charge a credit card gateway fee if the City uses its preferred merchant processor who offers the lowest fees in the parking industry.

Key specifications of the LNG include:

- **Battery** – Lithium Ion fully rechargeable battery with 1 year time between charges. Guaranteed 5 year battery life prevents the hidden, high cost of purchasing replacement batteries that some smart meters require.
- **Payment acceptance** – Coins, smartcards, credit/debit cards, tokens and the display of mobile payments.
- **Communications** – Cellular, LoRa, WiFi, Bluetooth compatible. Upgradable to NB-LTE when available.
- **Accessibility** – ADA compliant, easily accessible by persons of all heights. The meter can also be configured for multi-lingual operation if desired.

Visibility – Crystal clear, backlit LCD display is visible in any light—or dark—condition. Programmable and customizable, the screen can display the information relevant to the motorists, and supports a variety of messages such as "Tow Away" and "No Parking".

Enforceability – Super bright green, yellow, and red LEDs clearly indicate valid parking time, meter fault, and expired meter time, respectively, that is visible from up to 85 feet away

Security – The Liberty Next Gen meter has a tilt sensor that reports an alarm if the meter is tampered with.

Quality – High manufacturing standards, including ISO 9001:2008 certification and a frame manufactured with only new materials ensures a quality product.

Sensor – Integrated with CivicSmart's highly accurate sensor.

From Sub-Zero Weather to the Scorching Sun

Our Liberty meter functions well in a wide variety of weather conditions. The display is still visible and the meter is functioning well, despite the sub-zero conditions or the sun beating down on the meter.

Just as important to the management of an efficient and effective parking program as the meters on the street is the system that supports them. The LNG thrives with the Parking Enterprise Management System (PEMS), the powerful web-based backend system that provides comprehensive, cloud-based management in a user-friendly environment. PEMS facilitates all aspects of on-street parking program management including:

- Real Time Meter Status Monitoring
- Meter Configuration Management
- Asset Maintenance
- Performance Management
- Revenue Management

Email and SMS text alerts are sent to City staff based on established criteria such as meter outages, coin jams, card jams, low battery, coin vault full, meter tampering/"tilts", and remote diagnostics.

PEMS provides City staff with the ability to effect changes to rates and rate structure and then remotely send changes to one or more meters. PEMS provides the ultimate management application, enabling users to access and report on multiple aspects of a parking program. With advanced reporting and auditing features, the City's parking program managers will be able to perform dynamic program analysis to create a smarter, more efficient parking management program. A list of our standard management reports is provided on the next page.

Parking Logix OpenSpace Counting System

Parking Logix has launched a new parking counting platform for parking owners and managers worldwide; OpenSpace™. The OpenSpace™ system uses wireless sensors embedded into recycled rubber safety humps to count cars, and then wirelessly communicates with a digital sign to show drivers the number of spaces available in real time. Through the use of SIM Cards in our signs, we are also able to share the real time occupancy of the data with the most popular in-car navigation and parking app platforms in order to provide the data on the most convenient medium.

Counting technology is used by cities worldwide to control and manage traffic flow to and from their facilities, and to enhance the driver experience. Adoption of this technology in North America hasn't gained momentum yet as most systems either have difficulty achieving a positive ROI, or they are cheap and inaccurate. In contrast, the OpenSpace solution is better than other counting systems because it is:

1. More Accurate: Traditional loop and infra-red counting systems can be upwards of 20% inaccurate and prone to interference from external sources.
2. Cost Effective: The OpenSpace system comes with NO ongoing maintenance costs and requires far less materials.
3. Faster to Install: Rather than taking days of contractors running cable and conduits throughout garages, our wireless system allows for a dramatic savings in time of installation. We predict that full installation on site will take no longer than a day.

<u>Technology Overview</u>

The OpenSpace system is comprised of 3 major components: the OpenSpace humps, the digital Variable Message Signs (VMS), and OpenSpace software.

1. OpenSpace Humps

At each garage entry and exit point, a hump is fixed to the ground with either screws, or an adhesive compound for those facilities that have protective membranes. Each hump has an embedded sensor inside with a 3-5 year battery life and a transmitter to communicate the parking event (IN/OUT) with the digital VMS sign.

Figure 1: OpenSpace detection humps with sensor in middle segment

2. *OpenSpace Variable Messaging Signs*

A typical installation uses a standard universal parking sign design to indicate total available spaces in the facility. A sign will be placed at each entrance of the garage so motorists will be informed regardless of what direction they arrive from.

Figure 2: Example of Standard Signage

Customized faceplates can be provided for an additional cost.

Figure 3: Example of Custom Signage

Repeaters

In order for the signs to communicate with the humps over long distances, Parking Logix provides repeater boxes to extend the signal across the property. The boxes can be powered locally, with a solar panel, or with batteries.

Figure 4: OpenSpace repeater box

3. OpenSpace Software

To configure the system, Parking Logix has developed OpenSpace™ Pro, a software tool that enables the user to manage times of operation, display modes, and get statistics related to garage occupancy. The software runs on a tablet computer provided by Parking Logix and communicates locally with the VMS sign via Bluetooth, acting as a remote control if reset the system if needed.

Figure 5: OpenSpace Pro screen shots

However, for the City of Fort Lauderdale, we are proposing OpenSpace Cloud which uses a cellular modem in the Variable Message Sign to transmit real time occupancy through web-based software. This data is transferred into the Dynamic Map and Mobile App so motorists who have not yet arrived at the garage will be able to determine occupancy. OpenSpace Cloud offers:

- Full multi-lot dashboard reporting
- API Integration to show lot occupancy in the Smarking data platform and the City's website
- Integration with third-party parking aggregators such as Parkopedia (if desired)
- Full web maintenance and support.

Figure 6: OpenSpace Cloud Dashboard

Installation

The OpenSpace platform was designed to be the simplest to install with no specialized skills or tools required. We have reviewed the four garages and have preliminarily marked where the humps, signs and repeaters will be located in each. This information is included in Section H.3. We anticipate being able to install the systems in all four garages in 2-3 nights.

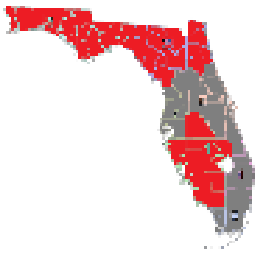
CivicSmart's Vehicle Detection Sensors

CivicSmart's patented highly accurate sensors integrate seamlessly with our PEMS system and are an excellent fit with the City's Smart Parking vision. Installing our sensors in our subterranean configuration would allow the City to achieve the following goals:

- Monitor the utilization of parking spaces in various lots and curbside locations throughout the City
- Provide a management system with a dashboard and reporting interface to allow the City to review real-time and historic occupancy information from a variety of devices including desktops, tablets, and smartphones, as well as produce standard and custom reports in a variety of formats
- Improve enforcement operations and management by combining real-time vehicle data with meter and mobile payment data to display real-time violation information via the Parking Enforcement Officers' new handheld solution

- Enhance motorist convenience by enabling the presentation of available parking space information via guidance apps, websites and variable message signs
- Increase City revenues by resetting the meter to zero upon departure of a vehicle
- Enhance the parking program's overall performance and reputation by leveraging innovative technology delivering industry-leading accuracy and durability.

Our sensors feature directional radar, which means that they can be installed anywhere near a parking space. Additionally, our sensors use radio waves to transmit data, which means that they are not affected by conditions that plague other sensor technologies (ambient light, color, weather, passing or adjacent vehicles, and electromagnetic interference). Our time-of-flight true radar continuously travels at the speed of light, which enables frequency bands to detect objects both large and small. This time-of-flight true radar provides an unambiguous range and presence indication.



CivicSmart's sensor has been tested by the Florida DOT and is an approved product on the State's Innovative Products List (IPL). CivicSmart sensors are being installed in approximately half of the state's public truck spaces as part of a national initiative to provide truckers with real-time information about where they can find available parking at the end of their shift.

CivicSmart's sensor is a key enabling technology in the project and methodologies used are similar to those proposed for the city. CivicSmart's sensors work with FDOT's SunGuide system for motorist guidance, including predictions based on real-time data. The system integrates with the state's 511 system, dynamic message signs and web applications, and real-time, accurate guidance information is disseminated through these multiple media. CivicSmart is working with the state's Traffic Engineering Research Laboratory and district teams for the project implementation.

Our vehicle detection sensors are specifically designed to enhance your parking sensor program. Fully integrated with our Parking Enterprise Management System (PEMS), our sensors lead to a number of advantages, including more effective parking program management through advanced data analysis, potential integration with wayfinding applications to help motorists find available parking spaces, more efficient parking violation enforcement, and increased revenue by zeroing out and reselling time when a vehicle leaves a parking space with meter time remaining.

Our sensors communicate wirelessly through solar-powered gateways that transmit sensor data back to our PEMS management system for analysis.

The benefits of our vehicle detection sensor solution for the City of Fort Lauderdale include:

- Provides motorists with real-time on-street parking availability through a mobile app (LauderPark) and the City's website
- Allows a wealth of real-time and historical data on occupancy and parking program performance
- Supports detailed parking program analysis through advanced data collection
- Informs parking program managers and policy makers through real-time and historical data
- Guides enforcement staff in real-time directly to vehicles in violation

As verified by video validation and shown in the table below, CivicSmart's sensors achieve nearly 100% accuracy for both occupancy and session accuracy.

Dates	Total Sessions	Occupancy Accuracy	Session Accuracy
September 2013	1,847	99.7%	***99.68%***
October 2014	1,202	99.89%	***99.67%***

Other vehicle detection sensor vendors typically utilize magnetic detection, which provides a 70%-90% rate of accuracy. CivicSmart's sensors are not magnetic. We use radar-sensing technology that is 99.5%+ accurate.

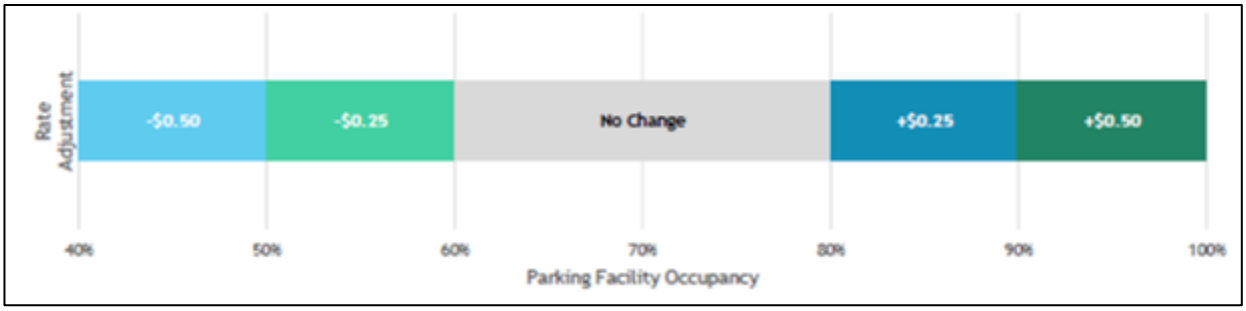
4. Develop a dynamic pricing policy which includes implementation and management

Based on our work with Dynamic Pricing on the Florida toll roads and elsewhere, we are well prepared to help the City establish a Dynamic Pricing policy that can be implemented based on the innovative Smart Parking technologies offered here. Our team has subject matter experts in Smart Parking with decades of experience, and they are leading some of the most innovative initiatives around the world. We have a local marketing partner who has delivered successful campaigns for transportation and mobility initiatives and understands how to effectively communicate these ideas in the local market.

As with the proposed rate structure in the following section and the implementation section elsewhere in this proposal, the development of a Dynamic Pricing policy will require close coordination with the City's elected officials. We recommend immediate outreach to these stakeholders upon contract execution to start to develop support for an innovative Smart Parking 2.0 program.

5. A proposed rate structure and rate setting policy, communication strategy, management and operation strategy, data management plan, and implementation strategy. This policy will be used to make the necessary ordinance changes to create a variable demand parking pricing structure.

The City has begun work on setting a rate structure with Kimley Horn's recent Parking Study that recommends a minimum hourly rate of $1.50, a maximum rate of $4.00, a target range of 60%-80% occupancy and incremental rate changes of +/-$0.25 and +/-$0.50 (excerpt from April 25, 2018, Public Meeting #2 presentation below.)



This is consistent with other US cities that have piloted demand based pricing in certain areas:

- San Francisco - $0.25 min/$6.00 max, 60%-80% occupancy target, +/-$0.25 increments
- Los Angeles - $0.25 min/$6.00 max, 70%-90% occupancy target, +/-$1.00 increments
- Seattle - $0.50 min/$5.00 max, 70%-85% occupancy target, +/-$0.50 increments
- Boston - $1.00 min/$4.00 max, 60%-80% occupancy target, +/-$0.50 increments
- Washington, DC - $1.50 min/$8.00 max (special events), 85%-90% occupancy target, various increments

These cities change rates every 3-12+ months though, over time as average equilibrium is achieved, the rate changes become less frequent. While, on average, this approach balances out occupancy across blocks by incentivizing motorists to find lower priced spaces, demand varies tremendously throughout a given day, week, month, etc. The lessons in these cities show that true dynamic pricing would deliver greater benefits but the sensor, meter and guidance technology to date to not support this leap.

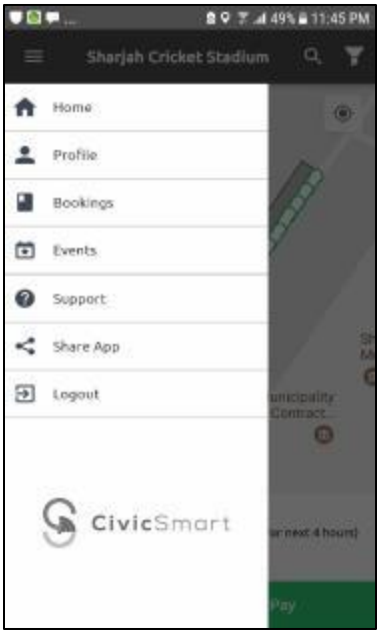
Our "Smart Parking 2.0" proposal delivers technology that will allow the City of Fort Lauderdale to take its Dynamic Pricing program to the next level by changing rates much more frequently and on a block-by-block basis including in response to special events or unanticipated

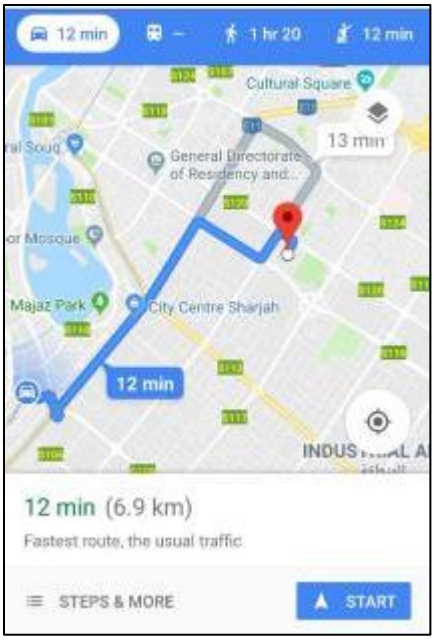
This localized rate information will be communicated to motorists through the Interactive Map, Mobile App and optional on-street Variable Message Signs.

6. Develop a mobile application for external customer to help identify available parking

The City of Fort Lauderdale has one of the most modern, interactive and useful municipal websites in the country. It has been repeatedly honored for excellence in digital government, and our proposed mobile application strives to live up to the City's high standards by offering not just a guidance app, but a full service parking application that will offer a host of mobile services to motorists who live, work and visit Ft. Lauderdale. The City's website offers information and interactive services for a number of parking-related topics (see right). The City has also launched a mobile app, "LauderServ" that allows citizens to report issues and receive information from the City's social media feeds.

Our intent is to work with the City of Ft. Lauderdale to complement the services available from the website today with additional parking services, and to also offer these services from a dedicated mobile parking app – "LauderPark" – which will be customized from an existing white label guidance app shown below.





If the City prefers these features to be integrated with LauderServ, we will be happy to do so. Among the parking features we propose to add to the City's website and deliver from the LauderPark mobile app are:

- Real-time map-based guidance app to public parking spaces including:
  - On-street Spaces
  - Surface Lots
  - Garages
- Link from the guidance app to the PaybyPhone mobile payment app to facilitate payment if a motorist uses the guidance app to find their parking space (When the City's contract with PaybyPhone expires in September 2018, we propose allowing any mobile payment provider to offer service in Ft. Lauderdale as long as they adhere to the City's parking payment policies and procedures. The guidance app feature would then link to each motorist's preferred payment app)
- Static maps of available public parking spaces (on-street, surface lots and garages) as well as permit areas throughout the City
- Maps of private parking lots and garages (if the City wants to publish the location of private facilities)
- Permit information, permit applications and Online Permit Purchases for the following permit types:
  - Residential Parking Permits
  - Residential Beach Parking Permits
  - Monthly Permits
  - Community Builder Permits

  - Valet Permits
- Online Citation Payments
- Online Citation Appeals
- Create an Online Parking Account which allows motorists, who may be frequent users (typically residents or employees), to establish an "account", enroll vehicles, and receive alerts when: citations are received; penalties are about to be applied; vehicles become eligible for increased sanctions (e.g., boot eligible); or permits are expiring and eligible for renewal. Motorists who sign up for an account will also receive parking updates, public service announcements, etc.
- Create an Online Business Fleet Account so local, regional, national and rental fleets can enroll and manage vehicles in an efficient way consistent with the City's fleet policies. This allows businesses to manage their own fleets, receive timely information about citations received, and avoid penalties and other sanctions if their drivers do not report citations to them
- Report broken meters and damaged signs
- Information about the City's Dynamic Pricing Program including:
  - Overview of Dynamic Pricing including benefits
  - City-approved Dynamic Pricing Policy and related ordinances
  - Process/frequency for changing rates
  - Notification of upcoming rate changes
  - History of rate changes
- Find answers to Frequently Asked Questions about the City's parking program
- Solicitation of feedback from motorists about the parking program including the Dynamic Pricing Policy
- Integrate with Google Translate so that the mobile app supports multiple languages

The objective of the "LauderPark" app will be to make all online parking resources available from a single app optimized for mobile viewing and to provide motorists with real-time guidance information. Throughout the contract term, we will work with Parking Services to add other valuable features to help the City communicate and deliver its parking management vision.

7. The mobile application must have the capability to connect to Pay by Phone and other payment technologies for seamless payment management. It will be the responsibility of the selected proposer to establish the necessary interfaces and connections with existing City vendors for data migration or payment options. The costs of these connections are not covered in the current vendor contracts and will have to be included in this proposal.

All the costs associated with connecting the mobile parking guidance application to the City's existing and proposed mobile payment service and meter equipment are included in our proposal. There will be no hidden fees or unpleasant surprises associated with delivering our proposed solution.

8. Develop marketing material to promote the program to the community and stake holders

Mad 4 Marketing is an experienced Florida advertising agency based in Fort Lauderdale with a history of working with local public sector and community clients including the Fort Lauderdale-Hollywood International Airport, the Florida Department of Transportation including Florida's Turnpike and South Florida Commuter Services, Port Everglades, USA Parking, the Town of Cutler Bay, the City of Coral

Springs, Broward Health and its' Foundation, Broward College and the Broward College Foundation, and the Greater Fort Lauderdale Chamber of Commerce.

Mad 4 Marketing provides comprehensive research services, branding, strategic planning and communications, creative concepts and development, media buying and placement, interactive and social media, and full marketing and community relations services.

For this project, Mad 4 Marketing will work closely with the City and the SICE team to ensure:

- Evidence-based planning
- Client and business-driven outcomes
- Top-notch client service

For this project, Mad 4 Marketing will conduct a strategic session with the City's stakeholders. This would include identification of the target audiences of the program and the best means or channels for reaching those audiences. Based on this Strategic Session, we will conduct a series of workshops with businesses, residents, employees and other motorists to explain the program and understand their questions and concerns.

Following that, we will develop a strategy and plan for promoting the program and building awareness of its benefits. This could include print collateral, video production, digital and/or print advertising, PSAs, etc. Mad 4 Marketing has reviewed the promotional campaigns used by similar Smart Parking programs and has begun drawing from these ideas and customizing them for the unique South Florida environment.

Parking is a very local experience and the marketing plan needs to reflect this local flavor and resonate with the community stakeholders. The plan will include the ability to track and measure all of the resulting initiatives in order to report on the ROI and optimize the program over time.

Particular consideration will be given to ways to reach tourists and out of state visitors who may be the least knowledgeable about local parking conditions but also the least likely to be aware of the parking guidance system. Examples of targeted outreach advertising include banner ads on the web, prominent displays on the City's website, signage and handouts at garages and lots, flyers on cars parked at meters, on-street ambassadors visiting local businesses and greeting motorists when they exit their cars, attendance at community meetings and events, local media coverage, and highway billboards.

9. Develop reports, graphics and dashboards for measuring and monitoring the performance of the City's parking operations. Current reports being used in T2 must be replicated in the new parking systems. Examples of new and existing reports are listed in the RFP.

We will provide the City with a wealth of reports, graphics and dashboards to display useful and easily-digestible information to City stakeholders with different data needs. For operational staff who need up to the minute alerts and transaction reports to perform their daily job functions, there are reporting packages available with that information.

For department directors and staff supervisors, there are productivity reports, real-time dashboards and historical trendlines that compare performance across geographic areas, staff and periods of time. These reports provide context to help improve daily operations.

For elected officials and policymakers, graphical summary data helps explain program performance across key metrics and highlights areas for improvement, investment and restructuring. Parking is a very visible and contention aspect in many communities and our systems are designed to provide accurate and timely information to help executives quickly and easily develop insights and take action. For parking program directors, being able to pull data from a dashboard on their web-based reporting system and send it to management in hours instead of days or weeks builds confidence in the program's leadership which results in better relationships and more credibility as parking professionals. Our reporting system is designed to support this. In particular:

- Each element of the city's current and proposed program has a reporting module customized for the users of that particular component – this includes reports from CivicSmart's PEMS system (meters, sensors and handhelds), Duncan Solutions' AutoPROCESS system (citation and permit processing), Parking Logix's OpenSpace system (garage counting)
- For those users who are familiar with those reports, we will continue to provide them or, in the case of the replacement of the T2 system, we will replicate them in our proposed system
- Data from these systems will be integrated into Smarking's parking data analytics platform (discussed in more detail below) to provide an executive dashboard summarizing parking activity and program performance for at-a-glance insights as well as supporting deep-dive analyses
- A subset of this data will be used by the Dynamic Pricing Engine to develop proposed rate changes, model the impact of these changes, prepare reports and maps to help communicate these changes to decision-makers and the public, and compare the actual results of the rate changes to the projected rate changes to refine the model
- Data from Smarking's platform can be exported to the City's current systems including its Open Data portal to allow external stakeholders to review relevant data
- The City could also use this data to promote "civic hackathons" and other initiatives so that local developers, creative thinkers, students and entrepreneurs can develop their own tools to unlock and enhance the value of the data
- If the City adds other applications beyond Smart Parking to its Smart City initiative, we have included AT&T's Smart City Operations Center as an option which can integrate and display data from multiple verticals to provide the Mayor and senior officials with increased visibility across departments.
- Sample reports from these systems are included in Section H.2

Smarking Management Platform

The web-based Smarking Management Platform will provide the City of Fort Lauderdale with real-time and predictive parking data for all paid on-street and off-street spaces by integrating and normalizing the data generated from the paystations, smart meters, mobile payment app, and other relevant parking data sources. The system will provide real time monitoring for each parking facility under analysis, projection of future demand, and analytics of the operations in varied time frames. The management system will be hosted on Smarking's servers and can be accessed by logging onto the Smarking web portal using any device with Internet access.

The Smarking Platform's 8-Major Features are:

1. Real-time Monitoring: Real time parking occupancy in each parking facility will be displayed in the dashboard of the management system, and will be updated in real time.
2. Oversell Analysis: Analyze the unique parking behavior associated with individual tenants/parking groups in an effort to make targeted oversell decisions based on each group's distinct usage patterns.
3. Online Rate Survey: Enables users to quickly ascertain how competitor locations are pricing parking on various online sales portals and set up email alerts around competitor price changes.
4. Daily Email Digest and Alerts: Users can sign up to receive daily and weekly email digests customized to highlight the metrics most relevant to their locations. Alerts and anomaly detection functionality can be configured to alert users via email or text based on specified occupancy levels.
5. Future Projection: The system will analyze historical and real-time data to make predictions about future occupancy and revenue for up to 30 days in advance.
6. Analytics: The Smarking analysis platform can be customized in a number of different ways and includes a host of functionality included but not limited to:
    a. Historical occupancy analysis
        i. occupancy over time
        ii. average occupancy
        iii. year over year analysis
    b. Revenue analysis
        i. by day, week, month or year
        ii. year over year analysis
        iii. validation and discount analysis (early bird, evening special, etc.)
        iv. transaction and price / ticket analysis
    c. Duration analysis
        i. duration by location
        ii. duration by day of week
        iii. duration by time of entry
        iv. year over year analysis
7. Management and Settings: Administrators can add, delete, and edit users for accessibility to the management system as well as their roles, privileges and access permissions to each page of the system.
8. The Smarking API: Technical administrators and affiliates of Fort Lauderdale can access the underlying API associated with the Smarking Management Platform to stream relevant parking information from Smarking onto third party applications.

C.5.3 Accounting/Customer Service Features/ Functionality

AutoPROCESS is Duncan Solutions' comprehensive hosted solution. It is a Windows-based, menu-driven, account-centric, citation processing system which has been designed specifically for processing parking, traffic, and municipal ordinance citations. AutoPROCESS has robust capabilities and Duncan's commitment to quality and continuous improvement ensures its continued evolution as a premier citation processing solution.

A primary benefit to AutoPROCESS is that it uses a modular approach to create a flexible, feature rich solution. Each module contributes key, individual benefits and combines with the rest to create a powerful service offering. This flexible and highly configurable system is designed to be tailor fit to the specific needs of each client. AutoPROCESS is augmented by a suite of back-office services to provide a comprehensive citation management program.

Specific modular applications will be utilized to align AutoPROCESS with the City's Comprehensive Parking Management System requirements. Another system advantage is that it also provides Fort Lauderdale with the flexibility to add functionality and system modules a la carte, if desired, to adjust to evolving needs of the City's program, now and in the future.

1. Electronic permit application and payment process

Permit Management in AutoPROCESS

Over the years, Duncan has continually enhanced its AutoPROCESS parking permit functionality to support the diverse set of rules and regulations of its clients. The solution fully supports physical and virtual plate-based permits in combination with a wide variety of zone definitions, durations, and constituencies such as annual, monthly, daily permits, student, visitor, motorcycle, residential, and property owner permits. The Duncan permit solution includes a hosted public web site that is used by clients including New Orleans, LA; San Diego, CA; Sacramento, CA; Milwaukee WI; and Glendale, CA to name a few. **Together, Duncan's permit management database manages over 350,000 permits annually** while maintaining the appropriate business rules pertaining to each individual parking permit issued to ensure strict compliance with program guidelines.

This permit solution resides in a module native to the AutoPROCESS parking management platform. As such, permit holder information is linked to all citation history information, resulting in a comprehensive database where City users and motorists alike are able to obtain all relevant on-street parking information with a single inquiry. This inherent data link also allows the configuration of permit eligibility requirements based on the number of outstanding citations, amount due, violation type, or any other citation related criteria.

This permit application will offer the following existing features of AutoPROCESS, configured to the City's business rules:

- Tracking the issuance of parking permits and related payments
- Storing customer information including name, address and vehicle information as well as permit information such as permit number, permit area, permit year, issue date, and expiration date
- Prohibiting the issuance of a parking permit if the vehicle has outstanding citations
- Initiating custom renewal notices and emails based on permit area and expiration
- Restricting permits to specific addresses within each defined area
- Storing and managing all addresses within City Residential Permit areas to ensure permits are issued accurately to valid addresses only
- Tracking and restricting permit issuance in accordance with City's business rules (such as a quantity limit, employee status, and address by area).

- Providing a Customer Portal for online permit purchase and renewal
- Email to customer-provided email address for alerts, updates, renewal emails etc. as part of the integrated Customer Account website
- The ability for customers to translate the permit site to a wide variety of the world's most commonly used languages through an embedded Google translate plug-in.

Duncan's AutoPROCESS Permit module also includes the following key features:

- Full integration with the AutoPROCESS parking ticket processing module, enabling the resolution of parking tickets issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking tickets
- Ability to inquire using a variety of search parameters, and to update permit data real-time
- Configurable to match existing permit data entry flow, for easy transition
- Ability to assign/allocate multiple permits to a single address
- Ability to limit the number of specific permits issued to an eligible address
- Ability to assign multiple vehicles to a single permit tag (carpools, multi-vehicle families)
- Allows permit types to be defined with flat-rate, prorated or tiered fee schedules
- Allows integration of vehicle owner information into ticket issuance database
- Ability to provide management reports pertaining to permits

A series of screens from AutoPROCESS Permit Issuance, Tracking and Management module are provided below.

The AutoPROCESS permit inquiry screen allows users to search for permits using all the necessary criteria, which include the following:

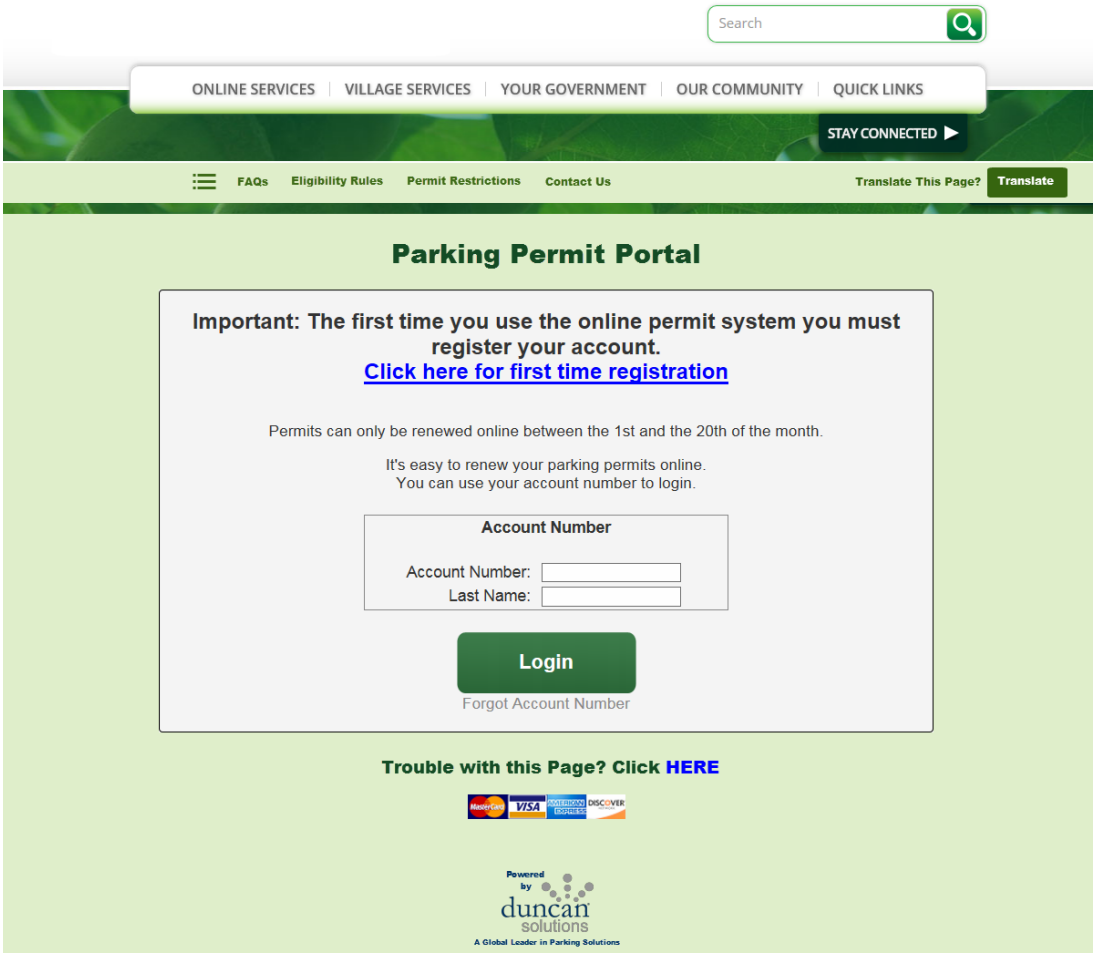
- Permit numbers (both residential and guest)
- State/plate
- VIN
- Name
- Street address
- Account number

Permit data is displayed in a concise and easy to understand format. Permits can be updated, including voiding/revoking, correcting data entry errors, or adding payments as well as reversing payments applied in error, or due to insufficient funds. Additionally, the integration with the parking ticket processing module makes it easy to see any tickets issued to the permit holder(s) or against the vehicle(s), along with any amounts due on these tickets. Any of these related parking tickets can be displayed in full detail without leaving the permit screen simply by clicking on their summary in the grid.

Permit Zone Maintenance

The AutoPROCESS parking permit module makes it easy to create, manage and maintain permit zones. Regulated streets and addresses for each zone are stored in the database and online tools are used to create new zones and maintain existing ones if street boundaries are changed to meet the evolving requirements of your parking program. We will work with the City to populate zone data via a City-provided file or spreadsheet.

Parking Permit Customer Portal



Duncan's parking permit system is accessible via a convenient online portal for customers including residents, businesses and visitors. Fort Lauderdale's site will be constructed using a white-label build approach with the end result being a cohesive City branded website that follows the same style guide already employed by www.fortlauderdale.gov.

Permit Waitlists

Duncan's permit system supports a convenient waitlists menu by type or permit zone depending on requirements. The waitlist management is structured by "earliest requested order" to ensure motorists are given a fair process.

Web-based Parking Permit Purchase and Workflow Processing

A well-designed online permit system allows citizens to complete the process from the comfort of their own home while still providing the documentation required to verify their eligibility for a specific parking permit. It also substantially streamlines the back-office processes for permit approval and fulfillment, and reduces the number of customer walk-in visits to City offices.

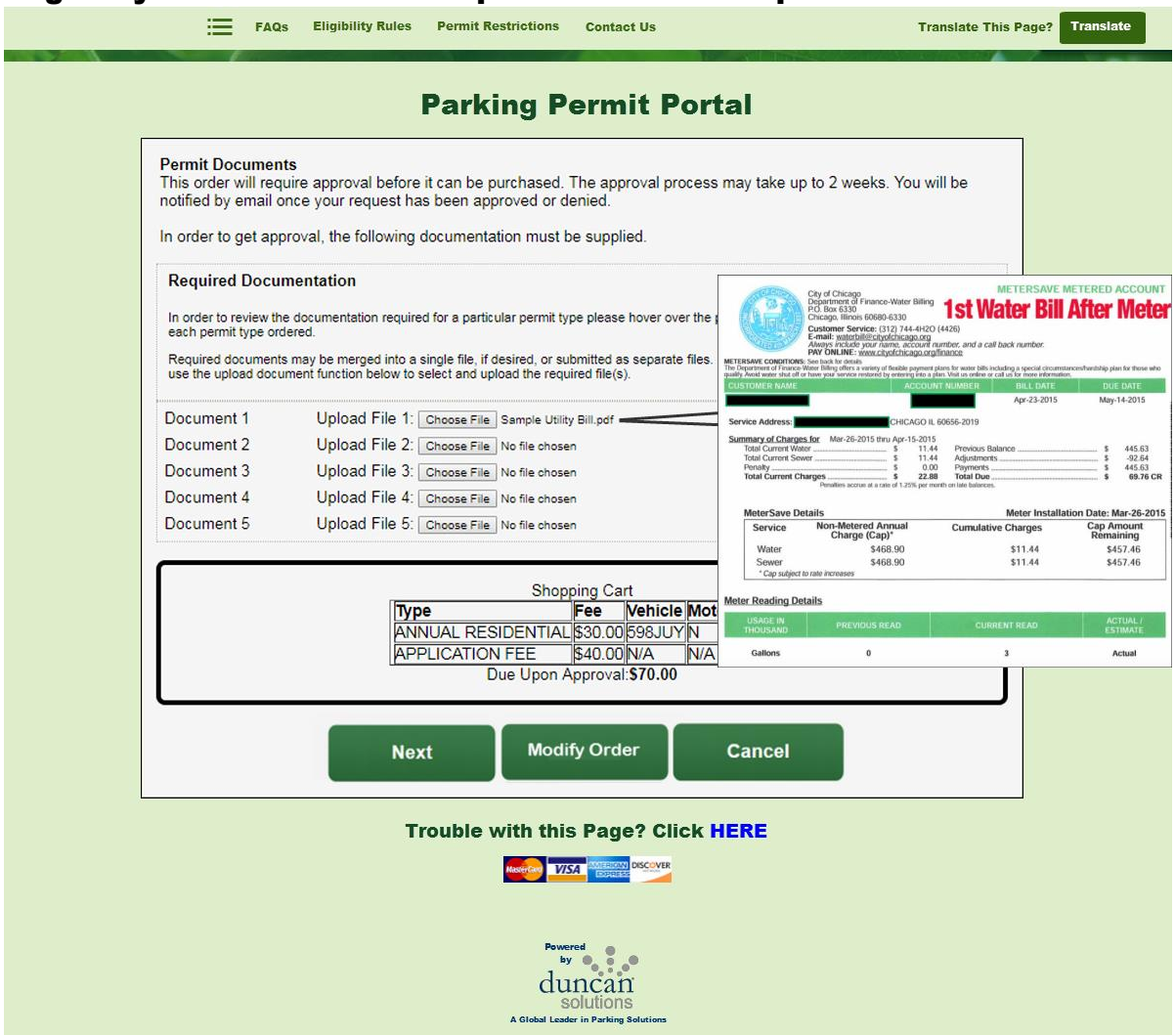
Account Registration

One of the challenges in rolling out a web-based parking permit application and renewal offering is designing and implementing an easy to understand and user-friendly process for citizens to register and create accounts in the system. The AutoPROCESS account-based structure makes this easier by allowing the web system to use the AutoPROCESS unique account number to link the web activity to the citizen's account in AutoPROCESS; and if the citizen does not have an account in AutoPROCESS, for one to be easily created.

Permit Order Request

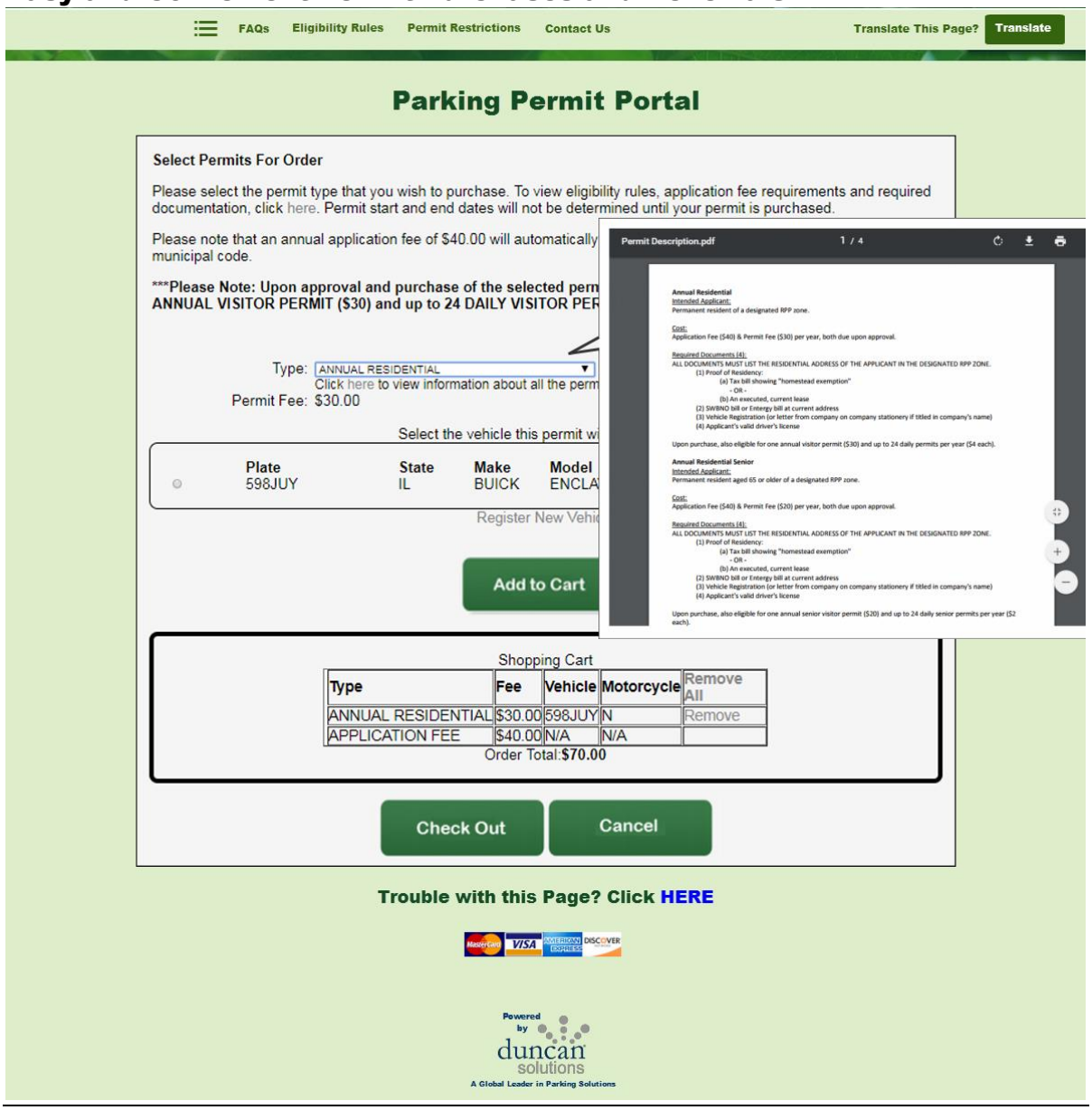
During the order process, the website requires the customer to upload required documentation and/or proof of residency based upon the selection made and the related business rules for each permit type.

Eligibility Determination – Simplified Document Uploads



Where required by eligibility requirements, documents demonstrating identity, residence, or employment can be submitted online, reducing transit times and ensuring all documentation is easily accessible to administrators.

Easy and Convenient Permit Purchases and Renewals



Because AutoPROCESS stores account information, renewing a permit is easy as logging into your account and paying for the next permit period, eliminating the need to re-apply or pay in person if allowed by the City's business rules.

Permit Review and Approval Process

At the completion of the permit order request, a confirmation email is sent to the customer advising them that their request will be reviewed for approval within the City's timeline. At the same time, the request is entered into the workflow queue for Permit Processing where City-designated staff are assigned to review the request and submitted documentation.

Email Notifications for Approved Permit Applications

Your application for a Residential Parking Permit in the City of Detroit has been approved! Before you begin parking in your zone, please **login-in** to complete your order and make a payment.

YOU MUST PAY THE TOTAL AMOUNT DUE TO ENSURE YOUR PLATE IS ELIGIBLE TO PARK IN YOUR ZONE(S).

You may click **here** to pay now.

Status	Permit Type	Vehicle Plate	Total Amount to be Paid
Approved	ANNUAL RESIDENTIAL SENIOR	WHITMAN	$20.00
Approved	ANNUAL VISITOR DEPENDENT SENIOR		$20.00
Approved	APPLICATION FEE		$40.00
Approved	DAILY PERMIT SENIOR		$.00
		Total Amount to be Paid	$80.00

Please do not reply to this message. It is not a monitored email account. If you have any questions please contact the City of Detroit at parking@detroit.gov or (313) 333-4444. You may also visit www.parkdetroit.us for more information.

Sincerely,
ParkDetroit
City of Detroit

To keep permit applicants informed, City approved emails are sent at all stages of the application and approval process.

2. Ability to retrieve registered owner information through DMV

Duncan is without equal in the acquisition of registered owner information and has a strong relationship with the Florida DMV and other DMVs around the nation. Duncan has perfected a number of techniques and services to obtain registered owner (RO) information including direct relationships with state DMVs, relationships with third-party information providers, and a strategic agreement with the National Law Enforcement Telecommunications System (Nlets), which has a direct connection to state DMVs. Active relationships with DMVs across the nation have led to Duncan personnel developing an in-depth knowledge of DMV rules and the methods to achieve efficient DMV interfaces and maximize request hit rates.

Through direct interfaces with DMVs and strategic partnerships with third-party providers, Duncan requests registered owner data for every citation that enters AutoPROCESS. Having a name and address for effective noticing is essential to maximize compliance and revenue. For nearly 30 years, Duncan has worked with DMVs across the nation to quickly obtain registered owner name and address information for the operation of parking citation processing programs. As such, Duncan continuously fine tunes its processes and technical approaches to ensure that their hit rates exceed industry standards. Duncan monitors and refines its success rate for name and address acquisitions through a formalized hit rate analysis process.

In-State Information

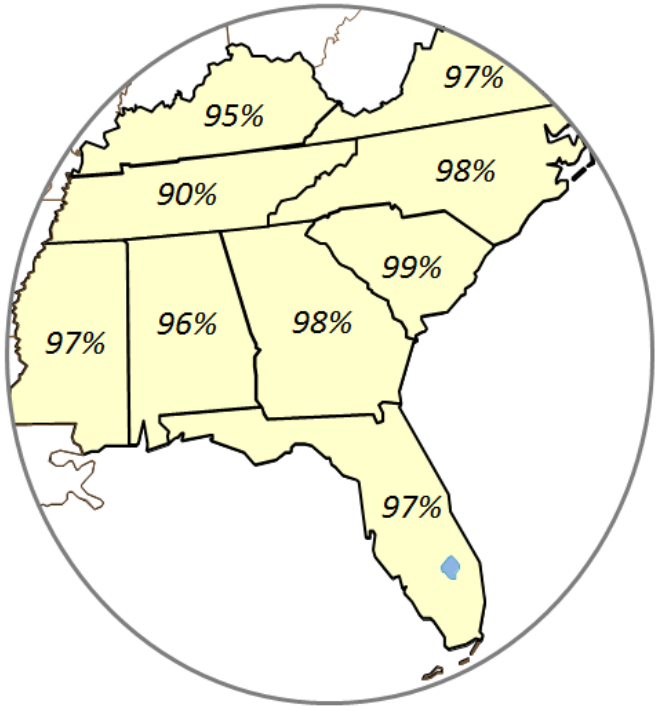
Duncan's direct interface with the Florida DMV—established in 2005—allows them to quickly obtain registered owner information and process registration holds and releases. Their in-state hit rate for Florida clients is over 97 percent—a figure far in excess of industry benchmarks for the state of Florida.

Out-of-State Information

Duncan has access to obtain registered owner (RO) data from all 51 state DMVs (including the District of Columbia) and Canadian provinces, where legal. They obtain RO data through these interfaces on a daily basis. In the course of their relationships with clients and DMVs across the country, Duncan takes its role as arbiters of this data very seriously, taking considerable measures to transfer and use the data securely and responsibly. Duncan commits that information obtained from DMVs shall only be used for collection of unpaid parking citation fines and not for any personal or commercial purpose.

Duncan makes every effort to ensure out-of-state information is obtained where legal and available. State DMV regulations change over time and can impact availability of DMV information. To that end, Duncan constantly monitors and advises its clients on those changes, including recommended actions for optimum results. For example, in some cases, sources may require the City to obtain approval directly from the DMV. Duncan is experienced at this and will assist the City as part of its ongoing program management services. Though their DMV hit rates are noteworthy in all parts of the country, the hit rates achieved in the Southeast are exceptional, as shown in the graphic to the right. This translates directly into increased revenue for the City of Fort Lauderdale.

Adjacent State Sampling



Duncan's hit rate in around Florida exceeds 97%

Nlets Information Access

The National Law Enforcement Telecommunications System (Nlets), which is owned by the States, is a 501c(3) not-for-profit organization, and was created by principal law enforcement agencies of the States. The user population is composed of all of the states/territories, every Federal agency with a justice component, and selected international agencies – all cooperatively exchanging data. The types of data being exchanged vary from motor vehicle and drivers' data, and Immigration and Naturalization Service ("INS") databases to state criminal history records.

Nlets is a direct connection to the DMVs. Duncan utilizes the Nlets interface in combination with direct DMV access as well as other DMV data sources. As with many DMVs, there can be unexpected downtime or system related issues that can prevent access to RO data. Nlets access provides Duncan clients with a primary, secondary or tertiary method to acquire DMV data. For instance, if there were access difficulties at the Nevada DMV, Duncan could redirect the requests originally staged for direct access to the DMV, to go to Nlets, therefore providing uninterrupted service to our clients.

Validation of Return Registered Owner Information

Upon return of DMV RO information, edit checks are run to compare Make and Model on the DMV record against the Make and Model recorded on the citation. Make match failures are handled carefully as vehicle ownership may be in dispute. Exception reports are run for mismatched citation vs. DMV records for additional research and either correction or rejection of the citation as issued. Duncan's system, DMVReqInfo, validates many other critical data fields present on the return records from DMVs. Beyond ensuring the presence of registered owner and address data, the DMV may return any or all of the following fields of which many are validated such as:

- Vehicle Make
- Vehicle Identification Number (VIN)
- Driver's License
- Date of Birth
- Effective date, title date or plate issue date
- Expiration date of the registration
- Registration plate type
- Special indicator (indicating the owner is a corporation or lessee)

DMV Hold/Release Processing

Duncan recognizes the importance that DMV registration holds play in the collection of outstanding debt and encouraging parking compliance. Duncan currently places DMV holds on behalf of our clients in all states that have that mechanism in place. Since they started facilitating DMV holds in the State of Florida for the City of Jacksonville on October 15, 2014, they have processed over 30,000 requests as of January 1, 2018.

Based on specific rules defined by the City and in accordance with the Florida Department of Transportation, Duncan will submit registration hold and release requests to the DMV for in-state registered vehicles. In general, identification of citations eligible for registration hold takes place after all batch payments and suspend actions are completed at the end of the processing day. This schedule ensures that holds are not placed erroneously in the middle of the day when batch payments received have not yet been uploaded to the citation database. Once citations are identified as being hold-eligible, the hold requests are sent to the DMV via a real-time interface. In addition, this solution provides the ability for authorized users to request individual DMV hold placements or releases outside of the normal processing stream by using an on-line real-time process. Once these requests are submitted to the DMV, the DMV has the ability to accept payments for those citations as well as any additional fees. Likewise, the AutoPROCESS system will submit the release hold request within 24 hours of when a citation debt is resolved or a citation is suspended.

For citations where all fines and fees are paid at the DMV, Duncan receives an End-of-Month (EOM) DMV activity file. Using this information file provided by the DMV, the AutoPROCESS citation database is updated with the payment, hold and release data.

Duncan currently files thousands of DMV registration hold transactions (hold and release placements, hold updates, etc.) every day and is well versed in DMV rules and requirements for this program. The

system logs all hold and release activity into citation processing activity history and it remains a permanent part of the citation record and visible life cycle process.

3. Online Citation Appeals application with capability for attachments

The City can streamline the hearing request process through the use of the AutoPROCESS Hearings and Scheduling modules. Duncan's adjudication support solution assists City staff to more effectively support adjudication hearings whether by mail or in person by providing a public facing web site, either to submit hearing requests or to request a hearing to be scheduled. The solution incorporates a streamlined workflow management-based adjudication process that reduces paper handling and enhances the user experience for motorists.

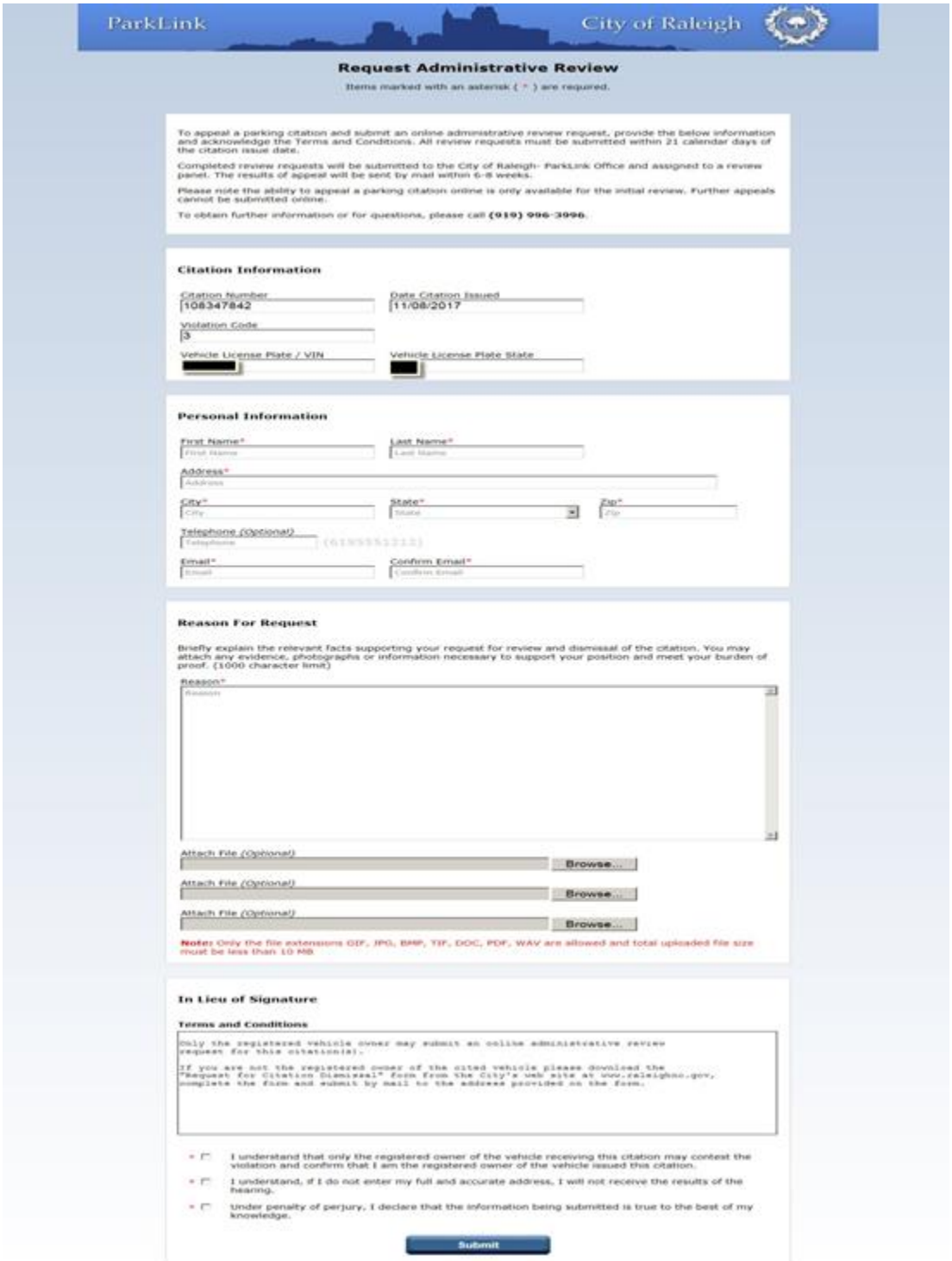
Duncan's online offering begins with the integrated AutoPROCESS Online Information Request Module which allows customers to view available citation information from the City's customized website. The panel displays basic citation and violation data and any photos captured at the time of the violation. The intent is that educating the customer about the violation and any photographic evidence will deter frivolous hearings. It also provides the ability for the customer to elect to pay the citation online rather than entering an appeal request. For privacy purposes, no sensitive personal information is displayed Duncan's. AutoPROCESS Online Citation Appeal Module is available and in use today at virtually all of Duncan's premier client sites including Raleigh, NC; Pittsburgh, PA; Milwaukee, WI; San Diego, CA; and Atlanta, GA to name a few. The online appeal request module allows customers to contest citations on-line by completing an online form and attaching evidence.

Citation Details and Online Appeal Request

Customers are able to review citations and attached documentation, and, if necessary, appeal parking citations.

Once the violator enters their information and clicks the "Online Appeal Request" button, the AutoPROCESS system automatically verifies the citation eligibility for a hearing or an appeal according to the City's business rules and prompts the user to enter required information for the hearing/appeals request as dictated by the City's requirements.

Citation Details and Online Appeal Request

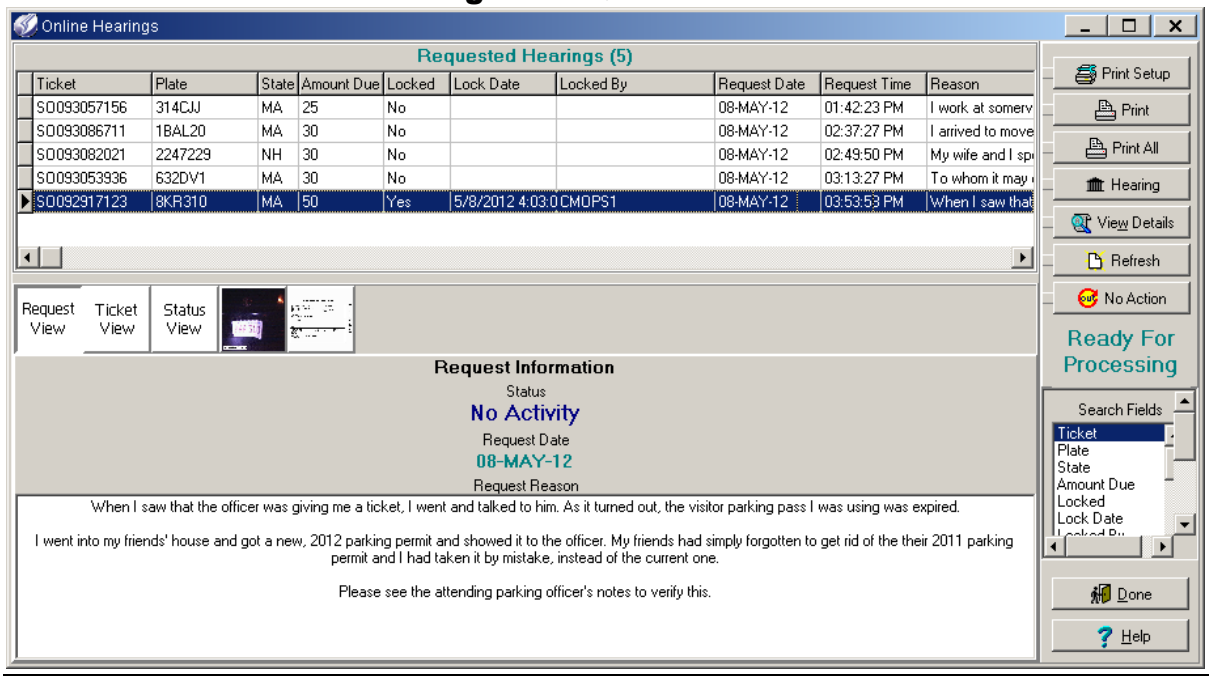


Once the request for an appeal is submitted through the web site, the system automatically generates an email to the requestor confirming receipt of the appeal and advising, according to City guidelines, the time anticipated until resolution. The system then enters the appeal request to AutoPROCESS and places it in the online appeals workflow queue.

To facilitate and support the hearing process, AutoPROCESS provides the ability to print detailed information such as the violation, any/all recorded notes, payment history, notice history, etc. A sample of the report package selection screen is included below.

Using the integrated AutoPROCESS system, the City's hearing examiners are able to review and decide on each request from an electronic work queue, as illustrated in the example screen below. This process significantly streamlines the City's hearing process. The workflow panel displays hearings in date and time order, and provides all related information about each request in a consolidated manner; request information, citation view, status view, and all images and/or photos (including any provided by the customer) are provided. Also, from within AutoPROCESS, the examiner may record the outcome and any notes.

AutoPROCESS Online Hearing Work Queue



The AutoPROCESS hearings work queue makes entering hearing outcomes easy, putting all citation details, violation photos, and motorist upload all in a single location.

Once the adjudicator has completed his/her review and determined if the citation is valid or not, he/she will click on the Hearing button and enter the review results. Once the outcome has been entered, the hearing system will automatically generate a response letter to the requestor advising him/her of the outcome of the review. While working the queue, the examiner can also elect to not complete the review if additional research is required. The examiner will enter an appropriate note and the review request will remain in the queue to be resolved when the required research is completed. And if the

citation had been paid or dismissed prior to the examiner deciding the case, he/she may simply press "No Action" and the request will be filed with the citation.

AutoPROCESS also allows the examiner to respond to customers via email, which provides for faster response times, while also allowing for a mailed response to fulfill any legal requirements to notify customers at their official address on file with the DMV.

4. Ability of system to connect with the driver's license plate number (also called virtual permitting) to the permit without having to have a physical decal or hangtag (thereby eliminate costs for decals, hangtags, placards, etc.)

In addition to improved customer convenience and the substantial reduction in City administrative burden offered by Duncan's online permit module, the system also supports—in conjunction with both the Genetec vehicle mounted MLPR and the AutoISSUE handheld LPR technology being employed—the issuance of permits based solely on vehicle license plate. This virtual permitting eliminates the need for the City to fulfill and mail permits upon purchase as well as the purchasers waiting period for purchased permits to arrive. Instead, a purchased permit becomes effective the day of purchase, allowing the purchaser to use the permit immediately.

Based on the advantages of virtual permitting, several Duncan customers have already make the change, leveraging LPR technology that was once used solely for hotlists to manage the entire permit programs. In light of this industry transition, Duncan has gained considerable experience providing the systems and integrations required to facilitate virtual permitting, managing hundreds of thousands of permits annually for cities such as Milwaukee, WI; New Orleans, LA; Rochester, MN; and Shorewood, WI.

5. Comprehensive online training module for new employees learning system use.

Duncan will have a one-time intensive training program for City of Fort Lauderdale personnel to ensure that the City has all of the essential tools at its disposal to run a successful parking management program. In order for that to happen, preparation and execution of a comprehensive and rigorous *training plan and testing strategy* are necessary. This will ensure that all features, functions, and procedures are working as designed, that the system outputs are produced as expected and that the City is properly trained. Trouble-shooting assistance will be available to the City for hardware and software. Duncan analysts as well as account representatives are ready and willing to go over any report details that the City desires and will provide practical use and interpretation scenarios. In addition to in-person training, AutoPROCESS has an online help feature that offers training for new employees and those requiring refresher training.

6. Ability to notify drivers of new citations via mail

Once the correct Registered Owner is successfully identified, the noticing process begins. Duncan will automatically generate and mail various notices of unpaid citations using the AutoPROCESS system according to criteria specified by Fort Lauderdale. Notices are mailed first class with return service requested, and include a return pre-addressed envelope. All letter mail notices generated from AutoPROCESS are single-sided and laser printed to ensure legibility. Notice files are created based on a predetermined schedule, printed, and mailed the next business day. The mail date and the name and address of the party to whom the notice was mailed are recorded as a permanent entry to the citation record in AutoPROCESS.

In addition to standard notice generation, the solution also identifies and processes special bulk correspondence runs such as partially paid tickets, NSF transactions, drive away letters, permit renewal notifications, and more.

Noticing – Printing & Mailing

Duncan sends approximately 9.4 million notices annually on behalf of its clients. To streamline the generation of outbound notices and correspondence, AutoPROCESS utilizes automated system routines which run daily to determine if citations are eligible for the generation and mailing of notices. The notice processing routines run automatically and will be based on the City of Fort Lauderdale's-approved rules, formats and content.

Any changes in the type, format, content or scheduling of the current notice/correspondence generation will be reviewed and approved by Fort Lauderdale prior to use. Additionally, Duncan will work closely with the City to help identify and manage any special noticing or correspondence runs during the course of our agreement. Duncan's notice generation services for this proposal include the following:

- Providing all forms, envelopes, notices, and pre-addressed, bar-coded return envelopes
- Storing of any required forms and envelopes
- Printing of citation information on notices and correspondence
- Stuffing and mailing notices and automatically generated correspondence
- Handling of initial postage
- Include a stub on the notice for the violator's record
- Including an optical character recognition (OCR) line on the notice which can be read and recognized automatically by remittance processing equipment in the lockbox facility
- Imaging of all notices and generated correspondence as well as attachment to their respective system record (account, citation, permit, etc.)

Duncan imports images of all processing notices into AutoPROCESS for a complete record of all citation activity. City users can view a citation's complete notice history (dates, status, addresses, etc.) by citation or license plate number.

7. Ability to notify drivers of late fees or other fees associated with not paying their citations within 30 days or more

AutoPROCESS can accommodate all required notices, such as those listed below, as well as additional custom notices and correspondence as required by Fort Lauderdale.

- 1st Notice (Late 1)
- 2nd Notice (Late 2)
- Collection Assignment
- Partial Payment Received/Balance Due

8. Ability to make manual adjustments to remove or reverse any possible fees

The ability for online voiding, dismissals, action suspensions, and due date extensions are standard AutoPROCESS features. These actions will be available to authorized users approved by the City;

however, a full audit trail is maintained for each action taken. A brief description of each action is provided below.

- Void Action – Void closes a citation that was written in error or is not valid on its face. When a citation is voided, any assessed fines and/or fees are credited in full so that if a payment has been received, a credit balance is created. Once a void has been processed, the status of the citation will show on the online inquiry screen as closed.
- Dismiss Action – Dismiss provides the ability to close a valid citation short of full payment for a valid administrative reason. When a citation is dismissed, any currently unpaid fines and/or fees are credited. Dismissals are frequently used to close citations where the original fine has been paid and an administrative decision has been made not to pursue any outstanding late fees. Once a dismissal has been processed, the citation will show as closed.
- Suspend Action – Suspend temporarily halts all actions on a citation including assessment of late fees, generation of late notices, forwarding to delinquent collection, and other automated system actions.
- Extend Action – Extend alters the due date for all actions on a citation including assessment of late fees, generation of late notices, and other automated system actions.
- Adjust Action – Adjust provides the ability to manually adjust or remove late fees as well as change the initial fine amount.

These capabilities are controlled by the individual user's security profile. An authorized user has the ability to void or dismiss an open citation and must select the reason for void or dismissal from a predetermined list of valid reasons. Standard system reports are available showing both detail and summary information related to the closing of citations.

C.5.4 IT Requirements

1. Cloud-Based System

The comprehensive solution for the City of Fort Lauderdale is cloud-based, offering a flexible and automatic partner-driven solution. This means that as the City's program expands to add additional partners or chooses to upgrade to newer technologies in the future, the transition can be done seamlessly with ease. Below is a brief description of the main components of each feature of the solution.

CivicSmart's Parking Enterprise Management System (PEMS) is a cloud-based backend management system that is accessible on all major internet browsers. Enforcement data from AutoISSUE and payment data from the LNG meters will be synced wireless to PEMS for real-time enforcement management. From PEMS, management will be able to oversee and manage their on-street meters; enforcement devices and software; and vehicle sensors; as well as view reports in real-time.

Duncan Solutions' AutoPROCESS is a windows-based, menu-driven, account-centric, citation processing system which has been designed specifically for processing parking citations and permits. A primary benefit of AutoPROCESS is that it uses a modular approach to combine innovation and integration. Each module contributes key, individual benefits and combines with the rest to create a powerful service offering.

Smarking offers a web-based software-as-a-service (SaaS) data analytics platform that retrieves, aggregates and reports on real time and historical transaction data from existing and any future parking systems for the City of Fort Lauderdale. Their solution includes: historical data extraction and cloud based storage, data query API development, consumer facing applications, and data on-boarding for City end-users.

Parking Logix offers a web-based system which shows real-time garage occupancy along with detailed vehicle "ins" and "outs".

The proposed solution for Fort Lauderdale includes integrating all of the relevant data from these systems as well as the existing systems the City has today to deliver an innovative parking program driven by data-based decisions.

2. Production and Test Environment

Fort Lauderdale will have both production and test environments so that enhancements can be fully tested before they go live in the production system. The test environment is the perfect place to test ideas for improving efficiency, assessing the impact of dynamic pricing changes, and adding new business rules. This is where the ramifications can be seen without affecting real operations. The test system will be available at any time for the City to test, verify and approve system modifications before they are released to the production system.

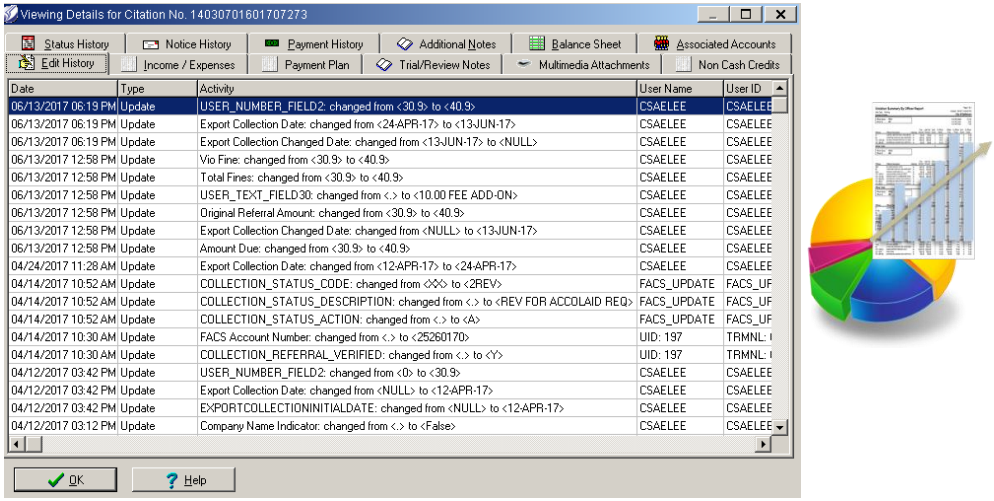
3. PCI Compliance for Payment

Protecting cardholder data is essential. Both Duncan Solutions and CivicSmart handle credit card transactions for online citation payments and meter payments. Both companies maintain full Leval I PCI Certifications. Copies of all PCI Certifications are attached in Section H.1.

4. Detailed Audit Trail

Duncan's AutoPROCESS system records full audit trails of all actions taken within the system (payments, dispositions, date edits, correspondence, notices, etc.). The system captures the date/time stamp, user, and terminal ID for every transaction as well as the details of the transaction. The details captured include the value of each data element before the transaction and the value after the transaction. A full record of actions taken on a particular ticket, including the audit trail information, can be viewed online by authorized users and printed as required.

An example of an online audit trail follows.



Duncan's AutoPROCESS system records full audit trails of all actions taken within the system.

5. Mobile Technology

CivicSmart's AutoISSUE Enforcement Software is a mobile-based application that can be run on any Android-based phone, specifically the Samsung Note 8 and N5Print proposed here.

From a motorist perspective, Duncan's mobile citation payment site is in use across the nation, accepting Visa, MasterCard, Discover, and American Express. This user-friendly payment website is fully and seamlessly integrated with the AutoPROCESS citation management system in real-time, allowing users to locate and make payment for a single citation or all citations associated with a specific license plate number. The payment website has been designed to work on a wide variety of devices, making payment possible through virtually any internet-connected device.

Fort Lauderdale's payment site will be customized to include the City banner and configured to its business rules, including the ability to notify violators of all outstanding accounts based on a single citation inquiry. Furthermore, because Duncan's payment site is linked directly to AutoPROCESS, violators will always have the option to pay all of their open citations, not just the one they have in front of them.

Customized Payment Website

6. *Integration with ERP System*

In support of its public sector clients, Duncan designed AutoPROCESS with an open architecture to interface with unlimited third-party systems. Duncan has considerable experience in developing interfaces with third-party systems including financial systems and cashiering systems. Although Duncan is not currently integrated with Infor's ERP system, AutoPROCESS is integrated with ERP and financial systems from:

- **SAP**
- **Tyler Technologies**
- **iNovah**
- **JD Edwards**
- **New World Systems**
- **Manatron**

These integrations between AutoPROCESS and financial software and revenue management systems streamline end-of-day close out processing and cross-system reconciliation.

7. *Accounting/Financial Interface File/Format*

Duncan Solutions' and CivicSmart's payment systems are very integration friendly, as proven by dozens of industry interfaces. Both systems can export data in flexible formats and at a frequency required by the City's Accounting and Financial systems.

In particular, Duncan Solutions has extensive experience integrating its AutoPROCESS system with various cities' cashiering/accounting systems to allow seamless payments for citations and permits. They will work with the City Finance Department to ensure the required data is available for exchange with the City's systems.

8. *Ad Hoc Reporting Environment/Business Intelligence (BI) Module/Dashboards*

The proposed solution includes an enhanced reporting function that includes a portfolio of standard management reports, ad-hoc reporting capabilities, and GIS-based mapping and officer tracking. In support of the City's program, the project management team will also support City reporting requirements by building additional requested reports and providing report generation training for City users. For a more detailed discussion of the reporting solution, please refer to proposal Section C.6 on Dynamic and Adaptive Reporting.

9. *Integration with Existing LPR System*

CivicSmart and Duncan each have existing integrations with Genetec's Mobile LPR system for multiple clients and will be able to easily meet the City's requirements including:

- Sending permit and scofflaw (boot and tow eligible) plate information from Duncan's AutoPROCESS citation management system to Genetec's LPR system. This is in place today for

six clients: Detroit MI; Atlanta, GA; New Orleans, LA; Fargo, ND; Milwaukee, WI; and Spokane, WA.

- Real-time marks and hits between Genetec's LPR system and CivicSmart's handheld enforcement system – as described more fully in Section C.5.1(8), electronic chalks and hits in Atlanta are shared in real-time between the systems so that parking enforcement officers can enforce vehicles identified by the LPR vehicles without the LPR vehicles having to stop and either block traffic or find a legal parking spot and walk back to the vehicle.

10. Compatible with Latest Browsers

The systems proposed here are compatible with the latest internet browsers, including Microsoft Internet Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, and Apple Safari.

C.5.5 Future Technologies

We have carefully considered Fort Lauderdale's unique parking situation; emerging trends in Smart Parking from around the globe including projects in Europe, the Middle East, Asia and Africa that our team has been involved in; and advances in innovative technology to identify future technologies and strategies that could benefit the City of Fort Lauderdale prior to the end of this contract.

While some of these could technically be implemented today, because they are "out-of-the-box" and require discussions and, in some instances, policy or even ordinance changes, we have not included the costs for these offerings in our Cost Proposal. If the City is interested in implementing any of these at the beginning of this contract, we would be happy to accelerate the negotiation of them with the City.

Accepting Multiple Mobile Payment Providers

Ten years ago when mobile parking payment services first emerged in the US, motorists were unfamiliar with them, there were few cities using them, the learning curve for motorists was steep, cities were uncertain about the adoption rates, and integration of the mobile payments with enforcement systems was challenging. For these reasons, a logical model emerged whereby cities conducted procurements to select a provider who was given a "monopoly" for mobile payments in that City. In exchange for the exclusive right to process mobile parking payments in a city, the provider funded all of the signs and stickers, paid for advertising, covered some or all of the city's credit card fees, developed custom integration with the city's enforcement system, and hoped that the adoption rate would be high enough to cover their costs.

Fortunately for the providers and the cities, the past 10 years have proven that mobile parking payments are desired by a significant enough portion of the public that the programs are sustainable, a dozen or more providers have entered the market, and programs have grown to cover thousands of US cities, universities and private facilities.

However, the opportunity exists today for the City of Fort Lauderdale to take a leadership role in the emergence of a new mobile payment paradigm that will emerge in the next 3 to 5 years. Ten years ago, certain merchants may not have accepted credit cards or may not have accepted American Express because of higher fees, but today, that is a thing of the past. When you decide where you want to eat, drink, or shop, you do not have to worry that a merchant will only accept one type of credit card.

However, cities are essentially doing that by having a single mobile payment service. Motorists who haven't downloaded and configured that app on their smartphone cannot make a mobile payment and must use a credit card or, if credit cards aren't accepted at the meter, must search for change or risk a citation.

Today, as mobile parking payments have become more widespread and handheld enforcement systems have become more flexible with integrations (at least the AutoISSUE system that is proposed here), cities can now offer expanded convenience to their motorists.

The current PaybyPhone contract expires September 14, 2018, and after that we recommend that the City of Fort Lauderdale join Montgomery County, MD, as the second US jurisdiction to allow mobile payments from multiple mobile payment providers. In fact, Fort Lauderdale can go further and rather than just adding a second provider, they can open up the service to any mobile payment provider willing to abide by the City's business rules regarding customer terms and conditions, payment deposit frequency and procedures, and integration APIs with the AutoISSUE enforcement software. Because CivicSmart already integrates payment data from virtually all the prominent mobile payment providers, and has a system that can integrate with multiple systems simultaneously, new providers can be implemented very quickly and at low cost. When a new provider is introduced, they will be authorized to place their own sticker on the meter housing similar to what you see for credit cards on the windows of restaurants, businesses and taxicabs.

As a tourism and resort destination, thousands of visitors each year visit Fort Lauderdale from cities that use a different mobile payment service than PaybyPhone. By opening up to these additional services, the City will increase meter compliance and revenues by offering more ways to pay. This, along with the replacement of the City's coin-only meters, will reduce coin handling and the risk of theft.

Motorists will also benefit directly if the City introduces competition because providers will strive to differentiate themselves and attract customers by offering lower convenience fees, coupons, discounts, loyalty programs and other perks. In FY2017, the City of Ft. Lauderdale accepted 1.3 million mobile payment transactions. If competition resulted in a reduction in the average convenience fee of $0.10, that would result in an annual benefit to Fort Lauderdale motorists of $130,000 – money that can be reinvested in the community.

Finally, in addition to an enhanced reputation for civic innovation and customer service, this decision would open up the City to accept payments from emerging payment platforms including those being developed by automakers as well as technology and financial providers such as Apple Pay, Google Wallet, PayPal, Venmo, Zelle, and others. Because the AutoISSUE software can integrate payments from multiple systems, your parking enforcement officers will have the information needed to efficiently enforce.

Accepting Premium Parking Reservations for Public Parking Spaces

While private parking operators have selectively allowed motorists to reserve parking spaces for the last 5-10 years, US cities have been slow to consider reservations for public parking spaces, especially on-street spaces. There is a perception that this is inequitable and, in any case, the technology didn't support the practical deployment of such a program.

However, with the technology available today (that is already going to be installed in Fort Lauderdale as part of this program) and the growing acceptance of demand-based pricing, we are offering the City the opportunity to not just use demand-based pricing to set a different rate across an area of the City, but to set premium prices for a select number of short-term on-street and parking lot spaces in the City. CivicSmart is already piloting reserved parking in the United Arab Emirates with the same technology that is being deployed here. In summary, a reserved parking program would operate as follows:

1. CivicSmart is already installing Subterranean Sensors in each parking lot and on-street parking space in the City. Certain of these would be designated Reserved Parking Areas and the individual spaces in each area would be uniquely numbered.
2. Instructional signs will be posted at each Reserved Parking Area informing motorists not to park in these spaces unless they have booked a reservation through the LauderPark app.
3. When a motorist wants to reserve a parking space, they will open the LauderPark app Reservation feature, find a Parking Area convenient to their destination, and determine if there is an available space for the time they need to park. The app will be integrated with CivicSmart's sensor data to confirm availability.
4. If there is an available space, the motorist can book a reservation for up to 24 hours or the maximum limits set by policy. The motorist will begin paying for the space immediately when the reservation is booked though they may not arrive for some time.
5. When a space is reserved, the system will adjust its available inventory. The total inventory for each Reserved Parking Area will include a buffer or flex spaces to accommodate violations and exceptions. This buffer will be adjusted over time based on actual experience.
6. When the motorist arrives at the Reserved Parking Area, they will find their reserved space and park in it.
7. When the sensor detects a reserved space as occupied, the system will proactively send a push notification to the motorist asking them to confirm their parking. The motorist will confirm via the app and in case there is no confirmation, exception handling processes including manual verification, enforcement and assigning an alternate reserved spaces will kick in.
8. When the vehicle departs the space, the sensor will communicate the vacancy to the management system which will halt the billing process and calculate the time/cost from when the reservation was booked until the vehicle departed.
9. Payment transactions will be processed by the motorist's preferred mobile payment app (if the City accepts multiple ones) from the LauderPark app and deposited to the City's account as with any other mobile payment. Transaction information will be sent to CivicSmart's management system for reporting and reconciliation.
10. If a motorist needs to cancel a reservation, they will be able to do so through the app. When they do so, the motorist will be billed from the time the reservation was made until it was cancelled.
11. If a motorist makes a reservation and does not show up or cancel it, they will be charged the daily rate after 24 hours have elapsed since the time of the booking.
12. Reserved Parking is designed to be used for short-term parking. The app and signs will remind the motorist that parking is limited to 24 hours from the time they booked the reservation. If a vehicle is parked in a space for more than 24 hours, the system will send an alert to the parking enforcement officer's AutoISSUE handheld software showing the location of the overtime vehicle on a map. When the officer arrives to issue the citation, the system will pre-populate the citation with information from the sensor and the app to simplify issuance. The system can also

automatically dispatch a tow truck when a vehicle overstays the time limit or the tow truck can be dispatched after the officer issues the citation.

13. If a vehicle parks in a Reserved Parking Area and does not enter a space number to link their vehicle with a reservation, the sensor will detect the vehicle and the management system will recognize that this vehicle is parked without a corresponding reservation. The management system will immediately send an alert to an enforcement officer to issue a citation and/or the towing operation, depending on the Enforcement Rules.
14. As with the larger Dynamic Pricing program, the system will provide a suite of reports on a regular basis to calculate paid occupancy, vacancies, violations, duration of parking, cancellations and other program statistics that can be used to revise rates. As with "surge pricing" with mobility apps (Uber, Lyft, etc.), reservation rates can increase or decrease based on demand associated with special events or congestion.

Given the high demand for parking in certain areas at certain times of the day, week or year, premium reserved prices could generate significant additional revenue for the City. All of the components needed to implement this program are in place other than additional signage and some integrations which are easy to accommodate with the flexible systems in place in this proposal.

Electronic Permits with RFID Chips

The City has a number of parking permits including:

- Residential Parking Permits
- Residential Beach Parking Permits
- Monthly Permits
- Community Builder Permits
- Valet Permits

A unique capability of CivicSmart's radar-based sensor is that it can read a unique electronic chip embedded in a parking permit. This enables tamper-proof permits for the above permits as well as government, handicapped, EV, or other special vehicles. These electronic permits can be integrated with the proposed permit system provided by Duncan Solutions and can accommodate the City's diverse permit rules.

When a vehicle carrying a chip-based permit enters a sensored space, the sensor will automatically detect the unique identification of the vehicle, the motorist will receive an in-car audio and visual identifier, and the permit system will confirm if this specific vehicle has credentials for this space. In the case of restricted parking, if a vehicle is not allowed to be in the space or overstays the time limit, the system will send the information to the AutoISSUE enforcement system. This will reduce placard fraud, better manage special privileges and even monitor handicapped access.

C.6 Dynamic and Adaptive Reporting

The City will have access to a comprehensive portfolio of reports, including all of the reports required by the RFP, plus additional ad-hoc reports.

Standard Reports

- Current Open Citations Reports
- Duplicate Citations Report
- Citation Aging Report
- Payments Received Report
- Hotsheet Report
- Violations with Credit Balances
- Permits Issued Summary Report
- Violation Summary Report
- Violation Summary Report by Officer
- Violation Summary Report by Area
- Single Violation Detail Print-Out (with photo images)
- Voided Reason Report
- Officer Activity Log
- Officer Productivity
- Disposition Code Report
- Citation Audit Trail
- Damaged Sign Report
- Device Sync Status Report
- Device Usage Report
- Handheld Usage Report
- Mark Mode Report
- Meter Status Report

In addition to standard reports, managers will be able to view enhanced reports including GIS maps and Data Analytics insights. These reports include:

- Officer location
- Officer route
- Heat Maps to guide supervision and deployments
    - "Activity" Maps- Show where officers patrol based on GIS data
    - "Yield" Maps- Show where violations are issues, scofflaws are located, etc.
- Mobile payment latency
- Transaction level details

Expanded Supervisory Tools

There are a number of other features that PEMS provides to parking enforcement managers and officers including:

- Hourly, daily, weekly, and/or monthly issuance emails
- Officer Zone Change emails
- A reconciliation feature that compares incoming mobile/meter payments to issued citations and if payment delays resulted in invalid citations. It can then recommend a citation void.
- Predictive analytics, including routing

- PEOs are able to self-monitor their productivity within the app

For additional parking metrics, Smarking will provide reports that allow users to explore and analyze relevant parking statistics for each location – on or off street. The web-based reports can be accessed by multiple users (at the client's discretion) and can be accessed by any computer device with an Internet connection. Smarking's current software is optimized to run on Google's Chrome browser.

The accessible items include:

- Dashboard: displays aggregated parking data for all facilities loaded into the Smarking dashboard. Users are allowed to navigate between facilities.
- Occupancy: analyze historical occupancy, real time occupancies, average occupancies, peak occupancies
- Revenue: analyze historical revenue, real time revenue, revenue segmentation by parker type or
- Dynamic / variable pricing: analyze areas over and under used parking inventory to identify opportunities for variable and dynamic pricing
- Duration Report: displays average parking duration for cars entered at specific day and/or time

All Smarking reports can be manipulated in terms of time period of analysis and can be adjusted for granularity (hourly, daily, monthly, or annual). All charts including Occupancy, Revenue, and Duration reports can be exported into XLS or CSV for further analysis.

We will train authorized Fort Lauderdale staff on how to use the reporting module and the integrated Ad-hoc report writing tool, and will provide initial assistance in the creation of Ad-hoc reports.

Examples of these reports can be found in section H.2.

C.7 Maintenance, Accuracy and Warranty

As part of our standard maintenance and support program, we will provide the City with a toll-free number for our Service Center operation, which is staffed with Technical Support Specialists to take live calls between the hours of 8 a.m. to 5 p.m., Monday through Friday. This Help Desk will be the first point of contact. Outside of these hours, calls are answered by a live after-hours help desk that log issues and will escalate those that require immediate attention.

If issues cannot be resolved through our Service Center, our support personnel will escalate the issues to the appropriate second tier resource in our organization. Our Service Center personnel have full access to the entire CivicSmart team, meaning that if the issue calls for it, they are able to reach out to anyone, up to C-level staff.

The City can also log and track issues within our JIRA portal. When an issue is brought to our attention, it will be assigned to a support staff member by a dispatcher, who will also categorize the issue as one of the following:

- Critical (1st Priority)
- Urgent (2nd Priority)
- Important (3rd Priority)

- RMA

From there, the City will be able to track the entire life of the issue until it has been resolved. Upon implementation, we will provide to the City unique JIRA login identification information and instructions and training, as needed.

Contacting Support

As part of our standard maintenance and support program, we have a structured process and support organization to help ensure smooth and effective resolution of program anomalies. Our standard support and maintenance services program includes the following:

- Initial tracking of support calls or acknowledgement of receipt of emails by our Support Service Center
- Assessment of the reported issue(s) and immediate resolution if possible
- Initiation and tracking of Return Materials Authorization (RMAs), as required, for equipment-related issues
- Priority assignment of issue severity
- Routing of issues for which follow-up is required
- Monitoring, tracking and reporting on open issues throughout the resolution process
- Configuration Management includes obtaining/reviewing required new hardware/equipment; re-configuring system software components; revising templates where required; revising/developing interfaces and critical reports; refining the overall upgrade transition plan; addressing any site related requirements; and refining issuance, processing, and special collection procedures as well as user documentation.

Our Service Center is the first point of contact for any and all customer reported issues. The Support Service Center is staffed by employees who are skilled in our various products, application system components and general program services.

Accuracy

We commit to a highly accurate system and all parties involved with implementation have extensive experience in implementing successful sophisticated parking programs. The City will be able to monitor the accuracy of our solution through a plethora of reports provided by CivicSmart, Duncan Solutions, and Smarking.

AutoISSUE is an extremely user-friendly citation issuance application that was created to increase officer accuracy and efficiency. Accuracy is guaranteed with location-based autofill fields, enhanced LPR system, and real-time wireless transfer of all citation data.

Electronic tickets will be automatically entered into AutoPROCESS through real-time data transfer. With real-time transfer, instantly after a citation is issued, the ticket, photos and related files are uploaded into AutoPROCESS. Wireless handheld capabilities will also allow real-time validation of scofflaw enforcement lists for improved enforcement accuracy. Real-time ticket upload allows citizens instant visibility to their ticket information and also affords them the ability to immediately pay for their ticket using our mobile friendly payment website.

Warranty

CivicSmart's standard warranty provides for the diagnosis, repair, and/or replacement of all hardware and software for a period of twelve (12) months, which commences with the date of installation. This warranty covers material and workmanship defects under normal operating conditions, and does not cover damage due to abuse, neglect, mishandling or improper use. Use of paper products other than from CivicSmart is not covered. Third-party hardware warranties are provided under the manufacturers' terms.

AutoPROCESS is fully hosted by Duncan Solutions, so the City can benefit from 99.98% uptime and high system responsiveness without needing to invest in the infrastructure that would be required for a self-hosted solution. As a part of a hosted model, also called System as a Service (SaaS), a system warranty is not applicable. However, Duncan maintains the infrastructure required to support the parking programs of all of our clients, including secure storage of parking violation data. Duncan will provide the software, services, required integrations, system functionality, maintenance, and support to the City, throughout the life of the contract.

Parking Logix warrants its equipment for 2 years from purchase.

For both CivicSmart and Parking Logix's hardware offerings, this proposal includes extended warranties for the full three year contract term.

C.8 Global Smart Parking Market

The global Smart Parking market has been developing for the last ~15 years but only recently, aligned with the growing acknowledgement of the importance of Smart City technologies, has the pace of growth really accelerated.

A February 2017 report by MarketsandMarkets™ estimated the Smart Parking market was growing at 18% per year and would reach $5.25 billion by 2021. In August 2017, WiseGuy Research Consultants estimated the Smart Parking to reach $6.2 billion by the end of 2024 after growing at 10.9% during the forecast period. In March 2018, Technavio published a Smart Parking report that also estimated annual growth at 18% and noted the Key Trend in this growth through 2022 would be the increased use of data analytics to optimize parking. In January 2018, Research and Markets estimated the Smart Parking market at $13.1 billion in 2016 and, at 17% annual growth through 2022, would reach $35.3 billion by then.

While the exact market size is difficult to pin down, the growth rate is clearly exploding. The technologies that enable Smart Parking have exited the early, risky stages and are seeing increased adoption around the US and the world. With this RFP, Fort Lauderdale recognizes this evolution and is poised to be a leader in deploying these technologies to benefit motorists, visitors, residents, businesses and City stakeholders.

We are keen to partner with the City and help implement its vision. As a significant destination location, Fort Lauderdale's innovative Smart Parking program will be seen by millions of motorists over the next decade, will be recognized as a pioneer, and will help grow the global market for these services.

C.9 Financing Models

There are various financial models that have emerged to support the procurement of Smart Parking and Intelligent Transportation System (ITS) technologies. SITE, Inc., is a leader in Public-Private Partnerships including mobility related ones in Florida.

The table below lists common models that have been used for Smart Parking projects in the US. Please note that these are not discrete, mutually exclusive options but can be blended and modified to meet the City's specific needs. In fact, one of the benefits of the evolution of these models is the ability to meet each government's unique requirements flexibly and cost-effectively.

Financial Model ***(including representative parking examples)***	**Benefits**	**Downside**
Traditional equipment purchase *Example: Most enforcement handheld and parking meter contracts (e.g., Ft. Lauderdale contract with Global Parking Solutions for paystations)*	• Familiar to cities • Relatively quick to procure and implement • Relative cost certainty	• Upfront capital cost • City responsible for operations and outcomes
Lease/finance arrangement *Example: City of Reno (NV) parring meters, City of San Francisco parking meters, City of Elizabeth (NJ) parking meters*	• Eliminate or reduce upfront cost • Relative cost certainty • Allows project to be paid over time by proceeds from the project	• Lease/debt may require additional City approvals • Financing charges may increase cost
Revenue share *Example: City of Newport Beach (CA)*	• Reduced upfront cost • Downside risk is shared with vendor	• Higher project cost • Upside return is shared with vendor • More operational and policy restrictions limit City flexibility
Short-term Public-Private Partnership (PPP) (5-10 years) *Example: City of Atlanta On-street Parking Management Program, City of Cincinnati On-street Parking*	• Likely eliminate all out of pocket costs • May be able to receive upfront payment from PPP to fund other City needs • Typically involves outsourcing of certain functions which can reduce City operating costs • Ability to hold PPP accountable for performance • Faster implementation of program to accelerate public benefits	• Longer negotiations to agree on strict contractual terms • May require new ordinances and significant policy discussions • Significant loss of City operational and policy control • Higher project costs to compensate PPP for added risk • Higher cost of contract management including potential dispute resolution • Outsourcing of City jobs may cause labor issues

		• Potential for public, media and political scrutiny and criticism • Potential for state intervention/interference
Long-term Concession (30-75 years) *Example: City of Chicago Parking Meter Concession, Ohio State University Parking Concession, City of Harrisburg (PA) Parking Concession*	• Eliminate all out of pocket costs • Large upfront payment to the City • Outsourcing of significant operational functions and related costs • Ability to hold PPP accountable for performance • Faster implementation of program to accelerate public benefits	• Much higher City procurement costs due to legal due diligence requirements • Much longer negotiations to agree on strict contractual terms • Requires new ordinances and significant policy discussions • Significant loss of City operational and policy control • Higher project costs to compensate PPP for added risk • Higher cost of contract management including potential dispute resolution • Outsourcing of City jobs may cause labor issues • Potential for significant public, media and political scrutiny and criticism • Potential for state intervention/interference

It should be noted that moving down the list of options, there is an increase in cost, time, political risk and stakeholder criticism. While the benefits to the City may be worth all of these, our Team's collective experience is that the City should be informed of these trade-offs as soon as possible. It also informs our preference for the financing and operating options we've presented in the section below.

C.10 Financial/Operational Interest

We have identified several financing and operational models for the City's consideration. However, these do not represent the universe of options, rather a starting point for discussions with the City to structure a contract that best meets its requirements.

Our baseline proposal is a traditional equipment purchase/system integration of the technologies required to deliver the program scoped by the City. These costs are presented on the Cost Proposal Page in Section G.2. In summary, this baseline proposal includes an upfront purchase price with recurring monthly fees across a three-year contract term.

Because of deal complexities, high legal and due diligence costs, and the long timeline needed to procure and negotiate a PPP or Concession (typically 12-24 months), we have not prepared a proposal for these options. However, if the City is interested in exploring an option like that, we'd be happy to discuss it.

We have financial partners with the interest and capital to provide the City with a substantial upfront payment in exchange for privatizing portions of the City's parking program.

For example, in order to reduce the upfront costs associated with this program, we are also offering an equipment leasing option for the handhelds, sensors, counting equipment and smart meters from KS State Bank. Based on a preliminary quote, the City would be able to pay for $1.8 million of the upfront equipment in this proposal over a five-year period via a flat monthly fee of ~$33,000 at very attractive interest rates (3.84% for a Bank Qualified Rate; 3.99% for a Non-Bank Qualified Rate depending on the amount of tax exempt debt issued by the City this year). If the City is interested in this option, we will work with KS State Bank and the City to finalize the details and paperwork. A copy of the lease quote is included in Section G.2, Cost Proposal.

C.11 Financial Capability

SICE Inc. maintains active surety programs with an aggregate capacity of $300 million with the following four licensed and U.S Treasury listed surety companies:

- Aspen Insurance Company
- Westchester Fire Insurance Company
- Nationwide Mutual Insurance Company
- OneBeacon Insurance Group

The following tables depict Projects ($15 Million or larger) where SICE, Inc. and SICE have been working in the recent years:

Technological Projects of $15 Million or larger by SICE, Inc.	
	I-595 Corridor Roadway Improvements Location: Davie, USA Main Figures: • 10,7 Miles • Dynamic Pricing System • ITS Equipment Contract Value: 25.4M USD
Control and Communication Systems for the Port of Miami Tunnel Location: Miami, USA Main Figures: • 0,75 Miles • ITS and SCADA • Network and Telephone System Contract Value: 16M USD	
	Low Voltage Systems for the SR99 Alaskan Way Tunnel Location: Seattle, USA Main Figures: • 2 Miles • ITS and SCADA Contract Value: 22M USD
SH288 Toll Lanes Project Location: Houston, USA Main Figures: • 10,3 Miles • 11 Toll Plazas and Toll Operational BackOffice • ITS and Video Management SW Contract Value: 27M USD	
	Intelligent Transportation System, lighting, signalization and signing of the I-95, phase 3A-2 Location: Miami, USA Main Figures: • 7.3 Miles Contract Value: 26.6M USD

Technological Projects of $15 Million or larger by SICE	
	Urban Traffic Control System in City of Madrid Location: Madrid (Spain) Main Figures: • 500 intersections • Urban Traffic SACADA • Adaptive control mode Contract Value: $30M USD

Madrid Calle 30
Location: Madrid, Spain
Main Figures:

- 29.3 Miles
- ITS and SCADA
- Control Center

Contract Value: $63.508M USD

Adaptive Traffic Control System in City of Metropolitan Lima
Location: Lima (Peru)
Main Figures:

- 274 traffic light controllers
- Urban Traffic SCADA
- Adaptive control mode

Contract Value: 21M EUR

Advanced Traffic Management System for the Windsor-Essex Parkway Project
Location: Ontario, Canada
Main Figures:

- 12 Miles
- 13 Tunnels (1.13 Miles)
- ITS

Contract Value: 15.5M USD

C.12 Implementation Timeframe

A normal handheld, sensor, parking meter and citation processing project timeframe is 90 days. Because the key integrations required to deliver this program are already in place, there is no need to extend the implementation schedule to deliver the initial enhanced equipment and functionality. This ensures that the City begins realizing the benefits of new technology, including increased revenues, as soon as possible. However, given the complexity of this project, we have included a Setup phase which will include contract negotiations and pre-planning.

- Set-up Phase (60 days between contract award and project kick-off including negotiations, contract execution and pre-planning) – Because of the complexity of this project, we anticipate negotiations and pre-planning prior to contract execution and project kick-off. During this period, we will develop and agree a Project Management Plan (PMP), discuss the implementation strategy, review mock-ups of different devices and systems, share test documentation, and review design sketches for cabling, voltage drops, etc.
- Phase 1 (Day 1-180) – Implement smart meter upgrades, sensors and a guidance app as soon as possible which allows stakeholders including elected officials, residents, businesses, motorists and tourists to see immediate benefits including increased revenues which will create a positive ROI for the project. Installing garage counters and VMS signs to display occupancy at garages will also be immediately noticed and appreciated by the public. At the same time, the City should implement the new citation processing, permit and enforcement system which will not only improve internal efficiency, but the Customer Portal aspects of the program will be well-received by the public. By targeting the implementation of Phase 1, the Parking Services department will generate momentum and public confidence in the program changes underway.

However, the RFP acknowledges that the creation and implementation of a variable demand parking structure will require policy discussions and ordinance changes regarding the proposed rate structure and rate setting policy. To ensure the project is well received by community stakeholders, there will need to be a comprehensive outreach plan and communication strategy. In our experience, the biggest risk to a project of this type is under-communication with the parties affected by these changes. Therefore, we will work with the City staff to develop a phased plan for both internal city communications as well as external community outreach:

- Phase 2 (Day 180-225) – Enhanced data gathering and analysis based on more comprehensive information available from the new sensor technologies. Kimley Horn's recent Parking Study is well done, however, it highlights the limitations of current data gathering efforts. All of the conclusions are based on a Data Collection period of a single, 12-hour period on 1 day for each of 7 areas (see slide 6 of the Public Meeting #2 Presentation from April 25, 2018). Following Phase 1, the City and Kimley Horn will have access to 24/7 data which will ensure that proposed operational, policy and ordinance changes are based on comprehensive empirical data and are not based on extremely small sample sizes.
- Phase 3 (Day 90-270) – Working in close partnership with the City, our team, led by our marketing partner, Mad 4 Marketing, will develop materials and an outreach plan to educate motorists, residents and visitors about the benefits of the new technology and the dynamic pricing program. We will meet with the community to discuss the broader dynamic pricing program, its goals, and the options available to achieve these. The current Parking Study has introduced the idea of varying rates to the public, but Dynamic Pricing remains controversial and the City should not rush to implement this without thorough community discussions. For a program like this to build support, it is impossible to over-communicate with the stakeholders.
- Phase 4 (Day 225-270) – Once the City decides on the framework of the program with community input, new ordinances will need to be passed and policies developed. This should not take long if City Council members have been kept up to speed.
- Phase 5 (Day 270+) – Implementation of Dynamic Pricing Program – Based on the City's framework and the real-time data available, rates and hours will begin to be changed in accordance with demand. As occupancy rates and parking availability vary, these will be monitored and documented so continual changes can be made.

C.13 Project Suggestions and Advice

Based on our team's experience with Smart Parking projects in the US and around the world, we recommend the following approaches to ensure program success:

- Select technologies that are flexible and adaptable so a future-proof foundation is laid for the next 5-10 years. The parking industry, like all of society, is changing rapidly with the advent of new technologies. To the extent possible, technology choices should be made with an eye towards accommodating future changes. For example, sometime in the future, meters may be largely replaced with various types of mobile payments. However, the need to monitor vehicle occupancy will grow in importance. By installing highly accurate subterranean sensors today, the City will be able to cost-effectively manage this transition.

- Select local partners with the resources to support the City for the long-term. SICE is a multinational corporate with a century-long history and has made a corporate commitment to South Florida and has delivered numerous, major transportation projects in the area. Unlike out-of-state companies who may or may not even set up a local office, SICE already has an office in Fort Lauderdale.
- Plan the program roll-out in phases, each with clearly measurable outcomes
  - Set-up Phase – Negotiations, pre-planning, agree PMP, design/product mock-up reviews, testing documentation, etc.
  - Phase 1 – Implement smart meter upgrades, sensors, garage counters, VMSs, guidance app, citation processing, permit and enforcement system as soon as possible for early wins.
  - Phase 2 – Enhanced data gathering and analysis based on comprehensive, empirical data to inform proposed operational, policy and ordinance changes.
  - Phase 3 – Meet with the community to discuss the broader dynamic pricing program, its goals, and the options available to achieve these.
  - Phase 4 – Implement new ordinances and policies.
  - Phase 5 – Implement Dynamic Pricing Program.
- Document and publish the financial and operational performance improvements so that the community is continually reminded of the objectives that the program is meeting. To maintain support for this innovative initiative, the City should regularly publish the results of the program. The Seattle DOT provides an exceptional example of this with their annual reports explain their rate changes (http://www.seattle.gov/transportation/parking/reports.htm).
- Be flexible. Community sentiment, elected officials and city management may change. Decisions that are initially sound may need to be modified and the program should seek continuous community input to make sure it adapts to meet changing needs.

C.14 RFP Highlight Summary

Our solution is designed to leverage the City's existing equipment to the greatest extent possible while building the most sophisticated "Smart Parking 2.0" program in the nation. The highlights include:

- **Global Parking Solutions "Metro" Paystations** – these existing, connected paystations provide real-time payment data for a significant number of on-street parking spaces. Global and CivicSmart are currently completing integration between Global's paystations and CivicSmart's enforcement system and sensor data for another client. This integration will ensure that paid status is visible on CivicSmart's enforcement handhelds and that occupancy data from CivicSmart's sensors can dynamically change meter rates on the Global paystations.
- **PaybyPhone Mobile Payment Service** – increasingly motorists are comfortable using mobile payment apps to pay for parking. PaybyPhone already has a real-time payment data interface with CivicSmart's enforcement system and this interface is being used by two clients in south Florida today. Upon expiration of PaybyPhone's contract on September 14, 2018, we recommend inviting other mobile payment providers to provide service in Fort Lauderdale in addition to retaining PaybyPhone. As a destination location, many visitors to Fort Lauderdale will use different mobile payment applications at home and by accepting multiple mobile payment services, the City will maximize convenience to its motorists.

- **Coin-only meter upgrade** – the City has approximately 1,700 coin-only parking meters. In order to implement a dynamic pricing system, these meters must be upgraded to communicate paid status. CivicSmart's new Liberty Next Gen (LNG) meter is extremely cost-effective and offers a number of new and innovative features including credit card acceptance, wireless connectivity, integration with CivicSmart's patented vehicle detection sensors, and displaying mobile payments (PaybyPhone) on the meter within a few seconds.
- **Garage meter equipment** – Garage spaces are primarily managed by Global Metro paystations and the PaybyPhone mobile app. We will continue with these payment methods though the small number (~150) of coin-only meters will be upgrade to LNG smart meters.
- **Garage vehicle detection equipment** – we propose to install Parking Logix's OpenSystem counting equipment at each garage to count vehicle entry and exit and display the available spaces on Variable Message Signs which motorists can view from the street. The data will also be sent to a mobile app and interactive web map. Occupancy information from the counting equipment will be used by the dynamic pricing system to calculate rate changes.
- **On-street and parking lot sensors** – in order to monitor occupancy, we propose installing CivicSmart's vehicle detection sensors in every on-street parking space whether managed by Global's paystations or CivicSmart's smart meters. This patented radar-based technology is installed in the ground and vehicle movements are detected and transmitted to the management system within a few seconds. This data will be used by the dynamic pricing system to calculate rate changes and occupancy status will be published to a mobile app and interactive web map to notify motorists where they can find parking spaces.
- **Mobile app and interactive map** – real-time occupancy at the individual space level will be accessible from a customized City app and from the City's website. The app will be linked to the mobile payment app so motorists who use the app to find a space can easily pay without having to enter a second app.
- **Variable message signs (VMS)** – signs with up-to-the-minute information will be posted at each entrance to the City's four garages. Additionally, our proposal includes installing 10 VMS signs on major approaches so as to direct motorists without the app to available spaces and inform them of current prices.
- **Handheld enforcement solution** – CivicSmart's latest AutoISSUE software has a map-based interface, GPS tracking, enhanced LPR engine, real-time integration with mobile and meter payment systems and a host of other features to increase issuance productivity and accuracy.
- **Citation processing and permit management system** – we will install Duncan's AutoPROCESS system which will increase the efficiency of City staff and increase customer service through an expanded set of online transactions around payments, appeals, permits and fleet management. As part of this, all of the data from T2's FLEX system will be converted.
- **Data analytics platform and dynamic pricing engine** – Smarking's data analytics platform will aggregate the data from the disparate payment and occupancy systems to present the City with a comprehensive view of activity across all of its parking assets. This data will feed the pricing engine that will set rates based on City approved guidelines.

C.15 List of Similar Projects

SICE

SICE's exceptional experience and expertise in ITS, ATSC, Communication Network Architecture and Smart City Parking brings to the City of Fort Lauderdale one of the most valuable past performance experience capable to providing a comprehensive solution by meeting or exceeding technical requirements ensuring the City's satisfaction when delivering the end-product.

SICE also brings unparalleled experience working in urban areas. During the last two years SICE has been deploying works along densely populated areas in Miami-Dade, Broward and Palm Beach counties. SICE realizes that the city of Fort Lauderdale is a busy area used by tens of thousands of motorists and pedestrians every day. In addition, there are a number of residential, commercial and institutional areas located along the city, making impacts to the public a very important factor that we are fully aware of. As a result, SICE will apply lessons learned from previous projects to define a thoughtful Traffic Control Plan safe for both working operations and affected public. The following table lists similar projects where SICE has been involved in the last five years.

ID#	Project Name & Location	Scope						Contract Method			Company's Role	
		ITS	ATSC	SPS	Wireless	Maintenance	Operation	Design-Build	Low Bid	Other	Prime Contractor	Subcontractor
1	Smart City Parking Project, Madrid (Spain)			●						●	●	
2	New Terminal Parking System, Madrid Airport (Spain)			●		●				●	●	
3	ATMS & ATSC deployment in Broward and Palm Beach Counties	●	●					●			●	
4	SR 90/SW 8 ST – ATSC – Pilot Project in Miami-Dade County		●		●			●			●	
5	Wrong way Driving Vehicle Detection and Countermeasures Phase I and Phase II, Orlando	●			●				●		●	

Truck Availability Smart Parking Projects

6. ITS Prime Contractor E7R06 – Truck	SICE was awarded this contract to design, procure, install, integrate, and test an Intelligent Transportation System (ITS) to monitor and provide a Truck Parking Availability System (TPAS) at public facilities located along SR 93 (I-75) in Pasco	Contract amount $1.9M	Contract Duration: 400 days Project ongoing	Daniel Buidens ITS Project Manage Florida Department of Transportation – D7 Tampa Bay Sunguide Center Daniel.Buidens@dot.state.fl.us

Parking Availability System	and Hillsborough counties and along SR 400 (I-4) in Hillsborough county.			Office: (813) 615-8611 Cell: (813) 373-3249
7. ITS Prime Contractor E5Y77 – Truck Parking Availability System	SICE was the company selected to design, procure, install, integrate, and test an Intelligent Transportation System (ITS) to monitor and provide a Truck Parking Availability System (TPAS) at public facilities located along SR 9 (I-95) in Flagler, Volusia and Brevard counties and along SR 400 (I-4) in Seminole county.	Contract amount $1.9M	Contract Duration: 210 days Project ongoing	Michael Raney Project Oversite FDOT D5 DeLand Operations 386-740-3524 Office 386-846-4862 Cell michael.raney@dot.state.fl.us

CivicSmart and Duncan Solutions

Location	Services Provided	CivicSmart	Duncan Solutions
Atlanta, GA	Enforcement Software/Hardware, Genetec Integration, Citation Processing and Collections, Smart Meters, Intelligent Streetlight Integration	✓	✓
San Diego, CA	Enforcement Software/Hardware, Citation Processing and Collections, Permit Management	✓	✓
Detroit, MI	Enforcement Software/Hardware, Citation Processing and Collections, Permit Management	✓	✓
New Orleans, LA	Enforcement Software/Hardware, Citation Processing and Collections, Permit Management, Management Software, Boot/Tow Services	✓	✓
El Paso, TX	Smart Parking Meters, Sensors and Management Software	✓	

C.16 Photos/Illustrations of Completed Work

Please refer to Section H.3 for examples of completed project photos and planning materials.

C.17 Approach to Implementation Description

SICE has experience managing complex projects and will use seasoned experts and proven project management tools to ensure a timely delivery of the scope of work in this proposal. We propose a five phase implementation over an accelerated 6-month period. During this intensive period, partners will frequently be on-site at SICE's Fort Lauderdale office to meet face-to-face with City staff to work out the details of the implementation. The phases include:

Set-up Phase (60 days between contract award and project kick-off including negotiations, contract execution and pre-planning) – Because of the complexity of this project, we anticipate negotiations and

pre-planning prior to contract execution and project kick-off. During this period, we will develop and agree a Project Management Plan (PMP), discuss the implementation strategy, review mock-ups of different devices and systems, share test documentation, and review design sketches for cabling, voltage drops, etc.

Phase 1 (Day 1-180) – Implement smart meter upgrades, sensors and a guidance app as soon as possible which allows stakeholders including elected officials, residents, businesses, motorists and tourists to see immediate benefits including increased revenues which will create a positive ROI for the project. Installing garage counters and VMS signs to display occupancy at garages will also be immediately noticed and appreciated by the public. At the same time, the City will implement the new citation processing, permit and enforcement system which will not only improve internal efficiency, but the Customer Portal aspects of the program will be well-received by the public. By targeting the implementation of Phase 1 within 90 days, the Parking Services department will generate momentum and public confidence in the program changes underway.

Phase 2 (Day 180-225)– Enhanced data gathering and analysis based on more comprehensive information available from the new sensor technologies. Kimley Horn's recent Parking Study is well done, however, it highlights the limitations of current data gathering efforts. All of the conclusions are based on a Data Collection period of a single, 12-hour period on 1 day for each of 7 areas (see slide 6 of the Public Meeting #2 Presentation from April 25, 2018). Following Phase 1, the City and Kimley Horn will have access to 24/7 data which will ensure that proposed operational, policy and ordinance changes are based on comprehensive empirical data and are not based on extremely small sample sizes.

Phase 3 (Day 90-270) – Working in close partnership with the City, our team, led by our marketing partner, Mad 4 Marketing, will develop materials and an outreach plan to educate motorists, residents and visitors about the benefits of the new technology and the dynamic pricing program. We will meet with the community to discuss the broader dynamic pricing program, its goals, and the options available to achieve these. The current Parking Study has introduced the idea of varying rates to the public, but Dynamic Pricing remains controversial and the City should not rush to implement this without thorough community discussions. For a program like this to build support, it is impossible to over-communicate with the stakeholders.

Phase 4 (Day 225-270) – Once the City decides on the framework of the program with community input, new ordinances will need to be passed and policies developed. This should not take long if City Council members have been kept up to speed.

Phase 5 (Day 270+) – Implementation of Dynamic Pricing Program – Based on the City's framework and the real-time data available, rates and hours will begin to be changed in accordance with demand. As occupancy rates and parking availability vary, these will be monitored and documented so continual changes can be made.

C.18 Hourly Rate for Consulting Services

Our team provides consulting services on demand. The hourly rate varies depending on the skills required. A sample of job roles/skills and rates are included in the Exhibit below.

Job Title	Hourly Rate
Parking Consultant	$140
Project Manager	$150
Software Developer	$150
Civil Engineer	$145
Technician	$95
Administrative Staff	$60

C.19 Questions

Does your firm have a product line specific to dynamic pricing and enforcement systems?

Yes. We selected our team because the members of have product lines specifically focused on dynamic pricing, enforcement systems, occupancy detection technology, and smart meters. The Exhibit below shows which partners have dedicated product lines.

Team Member	Dynamic Pricing	Enforcement Systems	Occupancy Detection/ Guidance	Smart Meters	Citation Processing/ Permits
SICE	Yes (tolls)				
CivicSmart	Yes	Yes	Yes	Yes	
Parking Logix			Yes		
Smarking	Yes		Yes		
Duncan Solutions					Yes

Has your firm currently or within the past 5 years been under litigation for services performed?

No.

What sustainable material(s) or practices will you incorporate into the project?

We incorporate sustainability practices into everything that we do. We use 100% rechargeable batteries to reduce toxic waste. Sales and field staff are encouraged to rent low emission vehicles when on site. As Smart Parking innovators, everything we do helps make cities' parking programs as efficient as possible, reducing traffic congestion, harmful vehicle emissions and noise pollution.

D. References

D.1 SICE

SICE has extensive experience on large transportation projects characterized by large investment commitments from public agencies having long-lasting impacts on the local economy, environment and society. We bring to the City of Fort Lauderdale specialized knowledge on how to handle projects that are time-constrained, high-budget and complex to manage due to the involvement of multiple stakeholders sharing different goals.

The following list summarizes the top five contracts/engagements where SICE's domain expertise, in the execution of large projects, has played a key role.

1. I-595 Corridor Roadway Improvements

Client Name and Location:	I-595 Express LLC, Davie FL (USA)
Client Contact Information:	Alvaro Muelas, I-595 express CEO (954) 232-6943 AMuelas@i595express.com
Contract Value:	$26.1M USD
Contract Duration:	Starting date: December 2009, Ending Date: March 2014

The I-595 corridor is a major and busy Interstate Freeway in Fort Lauderdale that connects east to west in the state of Florida.

The I-595 Project is a 10.5 mile corridor from I-75/Sawgrass Expressway interchange to the I-595/I-95 interchange in Central Broward County. Improvements of the I-595 range from the construction of braided exit/entrance ramps between SR84 and I-595, to the addition of three reversible express lanes in the median of the corridor. These lanes will reverse direction in peak travel times (eastbound in the a.m. / westbound in the p.m.) to maximize the operational efficiency.

SICE was in charge of the Installation, testing and integration of traffic control devices (Warning and Barrier Gates, Dynamic Message Signs, Lane Control Signs, CCTV cameras, Microwave Vehicle Detector Sites, Highway Advisory Radio, Master communication Hubs, etc.) along 17 km of the I-595 express corridor and 4km of toll motorway managed by the Florida Turnpike. Furthermore, the project involved the implementation of communications infrastructure and the integration of software applications

necessary to operate the ITS equipment, as well as the design and implementation of the power distribution and supply.

One of the key aspects of this project included the high levels of coordination required with the construction company (Dragados USA) and the lead designer (AECOM) to ensure a seamless integration of the ITS design into the roadway project.

As a result of the successful coordination process, SICE was able to deliver a sound and solid ITS design that contractually began much later than the roadway design and was rapidly brought current so as not to impact deliveries to FDOT.

SICE developed a dynamic pricing system that determines the calculation of the Express Lanes (ETL) toll rates based on traffic densities and travel time difference between general purpose lanes and managed lanes, providing FDOT enough tools to adapt the business rules in any traffic condition varying from optimizing the throughput of the corridor during rush hours to optimizing the revenue the rest of the time. As part of the reversible lanes system, SICE also worked in the development of a new module within SunGuide, designing, configuring and installing the Software in a High Availability environment, with a two-node cluster for the SunGuide Database, and a two-node cluster for the SunGuide Application. This high availability design also included the configuration of a Storage Area Network to provision the servers and their growth.

2. Control and Communication Systems for the Port of Miami Tunnel

Client Name and Location:	Bouygues (BCWF), Miami FL (USA)
Client Contact Information:	Joe Folco Commercial Manager BCWF (305) 894-1800 J.folco@bcwf-miami.com
Contract Value:	$16M USD
Contract Duration:	Starting date: Jan 2013, Ending date: Aug 2014

The Port Miami Tunnel was built in a Public Private Partnership (P3) between the government entities – The Florida Department of Transportation, Miami-Dade County, and the City of Miami – and the private entity MAT Concessionaire LLC.

The tunnel is a 4,200 feet bored, undersea tunnel in Miami, Florida. It consists of two parallel tunnels (one in each direction) that travel beneath Biscayne Bay, connecting the MacArthur Causeway on Watson Island with Port of Miami on Dodge Island.

Two operation buildings, one at each portal, were furnished to allocate the main control and operations for the tunnel. Throughout the bored section, the tunnel also has 5 Cross Passages with electrical and communications rooms, fully monitored and controlled from both Control Centers.
SICE's vast experience and know-how in deploying ITS and SCADA control systems was recognized by the Civil Works Contractor BCWF, with the awarding of the contract for the supply, installation,

integration and commissioning of the Control & Communications Package System for the tunnel. Including SICE's in-house SCADA solution, which unlike most commercial SCADA systems, its modular architecture and ease of configuration is designed specifically for ITS and traffic operations.

As part of the design, implementation and deployment of the ITS and SCADA solution, SICE has done a great effort to unify the control of the different systems under a single platform with the objective of optimizing and simplifying the day to day management of the tunnel operations.
SICE´s involvement in the project goes beyond the purely design, installation and implementation tasks as it is also involved in a number of task forces with different stakeholders to define the overall operations of the tunnel, including:

- Defining and implementing the high availability and disaster recovery of the systems. To accomplish that SICE created a multi-site architecture with failover in case of a catastrophic event at the main TMC.
- Working together with the Operator of the Tunnel, local, state and federal agencies, including Miami Fire department, Miami Police Department and Florida Department of Transportation in the definition and implementation of emergency scenarios by developing a number of automatic response plans, which thanks to the flexibility of the SCADA platform can be easily expanded to accommodate future response plans.
- Working closely with the Engineer of record (EOR) and other contractors to implement a number of automatic algorithms to operate the tunnel, including:
    - Tunnel ventilation
    - Maintenance ventilation
    - Pumping and drainage systems
    - Fire detection and suppression
    - Automatic traffic operations
    - Developing operation, administration and maintenance training materials.

To achieve all this, SICE has provided and installed a number of devices that are integrated in the SCADA platform as illustrated in the table below. It´s worth mentioning that the systems and devices installed by SICE and the third-party software that controls them are fully integrated in the SCADA platform.

3. Low Voltage Systems for the SR-99 Alaskan Way Tunnel

Client Name and Location:	WSDOT, Seattle (USA)
Client Contact Information:	James M. Sims, P.E. AWV Systems Project Engineer P: (206) 805-5429 E: simsj@wsdot.wa.gov

Contract Value:	$22M USD
Contract Duration:	Project under construction since May 2012.

The SR-99 tunnel project consists of the construction of an underground tunnel to replace the current SR-99 Alaskan Way Viaduct due to its risk of failure from earthquakes.

With an approximate length of 2 miles (including the cut & cover and bored sections) the tunnel will accommodate both northbound and southbound directions within one single tube, resulting in a double deck configuration which by completion will make it one of the widest tunnels in the world.

Three operation buildings, one at each portal and one at Dayton TMC, will be furnished to allocate the main control and operations as well as maintenance facilities for the tunnel. Throughout the bored section, the tunnel will also have 16 electrical rooms, to be fully monitored and controlled for the control centers.

The proposed system architecture for the Traffic Management Center will be configured as a Disaster Recovery System including a fully redundant server, an engineering workstation and several operation workstations located at South Operation Building control room (Primary), North Operation Building control room (Secondary) and the Dayton Traffic Management Center (remote) located 15 miles away from the Alaskan Way Tunnel.

As part of the design, implementation and deployment of the ITS and SCADA solution, SICE is undergoing a great effort to unify the control of the different systems under a single platform with the objective of optimizing and simplifying the day to day management of the tunnel operations. The in-house SCADA solution is based on an in-house software platform called SIDERA, which unlike most commercial SCADA systems, has a modular architecture and ease of configuration designed specifically for ITS and traffic operations.

To achieve all this, SICE has provided and installed a number of devices that are integrated in the SCADA platform as illustrated in the table below. It´s worth mentioning that the systems and devices installed by SICE listed, and the third-party software that controls them are fully integrated in the SCADA platform.

As a conclusion, SICE´s efforts are integral to the success of the tunnel, one of the nation´s largest civil infrastructures, expected to accommodate more than 110,000 vehicles per day underneath Seattle´s downtown. SICE is honored to be SR-99 Systems Integrator, delivering the necessary infrastructure to ensure the tunnel has the capability to safely and efficiently operate from 3 TMCs (Traffic Management Centers) situated in different locations.

4. SH288 Toll Lanes Project

Client Name and Location:	TxDOT, Houston (USA)
Client Contact Information:	Evert Riekert OTS & Tolling Manager P: 817 614 6490 E: eriekert@btg288.com
Contract Value:	$27M USD
Contract Duration:	Starting date Jun-2016 Project ongoing

The SH 288 Toll Lanes Project consists of a 10.3 mile highway in Houston, where new two (2) Express Lanes will be constructed in the median for Northbound and Southbound. The reconstruction of IH 610 and Beltway 8 connecting with SH288, is also part of the Project works.

SICE will be the prime ITS/tolling subcontractor for the design, procurement, implementation and commissioning of the ITS & Tolling Systems, including the communication backbone and the operations TMC. SICE will provide the Road Side Equipment, the Operational Back Office and the ATMS software, which will be integrated with third agencies to provide tolling interoperability with Harris County Toll Road Authority (HCTRA), Brazoria County and other external agencies as HoustonTranstar.

The main systems to be installed in the project are:

- Road Side Equipment. 11 Toll plazas. Open Road Tolling.
- ITS equipment:
- CCTV for full Highway Coverage
- Dynamic Message Signs (DMS)
- Microwave Vehicle Detection System (MVDS)
- Bluetooth Readers
- Toll rate signs
- Control Center:
- Video Wall
- Hardware environment. Servers, storage, storage area network, recording, workstations
- Toll Operational BackOffice
- ATMS management software. Lonestar SW for ITS application
- Video Management SW.

Metric Engineering, serving as a subconsultant to SICE, is responsible for the design, which conforms to the Houston-Galveston Regional ITS Architecture and has physical connections with the existing TxDOT ITS communications network (10 Gigabit Multiple Protocol Label Switching (MPLS) Ethernet network). It also includes the design of ETCS tolling, lighting/surge suppression, and all related structures

5. Intelligent Transportation System, lighting, signalization and signing of the I-95, phase 3A-2

Client Name and Location:	Prince, Miami (USA)
Client Contact Information:	Jesus Diez de Ulzurrum Prince Sr. Project Manager T: (305) 913 1880 E: jdiezu@princecontracting.com
Contract Value:	$26.6M US
Contract Duration:	Project under construction since January 2016.

The Florida Department of Transportation (FDOT) is intended to implement Express Lanes along I-95 with the purpose of improving mobility, relieving congestion, providing additional travel options, enhancing transit services and emergency evacuation and accommodating future growth and development in the region.

Through the agreement reached with Prince Contracting LLC, SICE will execute the implementation of the ITS systems, lighting, signalization and signing in I-95 phase 3A-2. This segment consists of a 7.3 mile corridor from Commercial Boulevard to 10th Street SW in Broward County.

Being part of the Prince and WSP-Parsons Brinckerhoff (WSP-PB) team since the early stages of the bidding, SICE played a key role in the proposal delivery phase, by providing its knowledge and experience in its different disciplines of expertise.

The scope of works for this project include:

- Maintenance of Existing ITS During Construction
- Intelligent Transportation Systems
- Ramp Signaling Systems (across 19 entry ramps)
- Tolling Infrastructure for Gantries and Buildings (3 sites in total)
- Signalization Improvements at I-95/Atlantic Blvd Intersection
- Lighting
- Signing & Marking

D.2 Other Partners

City of Atlanta, GA – CivicSmart and Duncan Solutions		
	Key Project Data:	Original Contract – 2001 Current Contract – 2017

Program Overview:
CivicSmart and Duncan Solutions provide a comprehensive on-street parking enforcement and back-office citation processing and collections program to efficiently service the City of Atlanta's on-street parking concession contract operated by SP Plus (formerly Standard Parking). Under this full service contract, Duncan supplies all hardware, technology, and services required to manage the 200,000+ parking tickets each year from the time of issuance all the way to secondary collections.

Through the years we have had a growing involvement with the City of Atlanta adding products and additional integrations.

In 2001, CivicSmart provided the city with 2,500 coin-only meters. In 2009 we provided AutoCITE handhelds integrated with Parkeon meters and Parkmobile mobile payment data. Between 2013 and 2015 CivicSmart provided the city with 756 Liberty Smart Meters.

In 2017, CivicSmart provided SP Plus with 55 handhelds with AutoISSUE featuring an enhanced LPR engine and integrated with new Parkeon Pay-by-Plate paystations and Parkmobile mobile payment data. Later in the year, CivicSmart integrated AutoISSUE with Georgia Power and GE, to allow information from GE's City IQ nodes to be integrated into the enforcement software.

Duncan has processed and collected Atlanta parking citations since 2008 and provides the following services:

- Citation Processing
- DMV Registered Owner Lookup Services
- Noticing
- Customer Service
- Towing Dispatch Services
- Adjudication Support, including Online Adjudication options
- Delinquent Collections
- Payment Processing Services (Lockbox, Over-the Counter, Web, & IVR)

Contact:	Jason Sutton
Title:	Regional Manager, ATLPlus (SP Plus)
Address:	121 Luckie St., Suite 200, Atlanta, GA 30303
Phone:	770-883-3162
Email:	jsutton@spplus.com

City of El Paso, TX – CivicSmart

Key Project Data:	Original Contract – 1958 Current Contract – 2012 (smart meters)

Program Overview:
The City of El Paso has been a CivicSmart (Duncan Parking Technologies) customer for over 60 years.

In 2012, the City purchased and installed Duncan Parking Technologies VM (Pay-by-Space) multi-space meters and IPS single-space meters as part of an on-street test to determine the best way to upgrade their on-street parking program. After this test and a subsequent procurement, the City awarded a contract to Duncan Parking Technologies to provide 1,400 Liberty meters and 400 vehicle detection sensors. The Liberty meters, as well as the remaining Eagle 2100 meters, accept the City of El Paso Smart Card, provided by Duncan Parking Technologies.

The sensor-enabled Liberty meters support the City's "Smart Parking" initiative which includes providing an hour free-time when vehicles park and other valuable features arising from integration between our sensors and Liberty meters.

On three occasions between 2014 and 2016, the City has purchased an additional 250 Liberty meters. In order to expand their Smart Parking program, the City purchased an additional 400 sensors in 2016. In late 2016, we completed integration of the El Paso sensor data into the Parkopedia inventory app so that motorists can obtain real-time information about on-street parking availability. In January 2017, the City purchased an additional 200 Liberty meters and 200 sensors.

In 2017 the City installed an additional 135 LNG Smart Meters with sensors.

Contact:	Paul Stresow
Title:	Director of International Bridges
Address:	1001 S. Stanton St. , El Paso, TX 79901
Phone:	(915) 533-7428, ext. 12
Email:	StresowP@ElPasoTexas.gov

City of San Diego, CA – Duncan Solutions and CivicSmart

Key Project Data:	Original Contract – 1986 Current Contract – 2008

Program Overview:
The City of San Diego has been a CivicSmart handheld client since 1986 and a Duncan Solutions citation processing client since 2007. Since 2007 the City has twice selected Duncan Solutions to continue to provide citation processing services and has twice upgraded their CivicSmart handheld enforcement hardware and software.

Under the current agreement with the City, Duncan has added several technology enhancements, building on a strong program foundation to make the City of San Diego one of the most innovative programs in the Country. A few highlights from the list of enhancements include: a web-based permit processing and fulfillment application, a customer account management portal (My Portal), a National

and Local Fleet Management module, integration with the City's SAP system, integration with the City's recently acquired GE CityIQ Smart Lighting Nodes—allowing the City's light poles to be used as a parking management asset, online administrative hearings requests and scheduling.

Work Performed

- Citation issuance software and hardware provided by CivicSmart
- Citation processing including manual citation data entry with rejected citation workflow
- Printing and mailing services
- In-state and out-of-state registered owner acquisition
- Internet and IVR payment processing
- Document management and workflow
- Over-the-counter payment processing (cashiering) software
- Lockbox payment processing
- Online adjudication and document management and workflow
- Online permit application, purchase and fulfillment
- MyPortal, Customer Account Management Web Site
- Online Citation Status Review
- Interface with City's General Ledger
- Interface with City's Secondary Collections System

In April 2017, the City Treasury Department looked to further upgrade their enforcement system and chose the advanced AutoISSUE enforcement software installed on Samsung Galaxy S7 devices and integrated with the Zebra ZQ510 printer. The devices are 3G/4G capable and feature a 12 MP camera. With real-time wireless integration, AutoISSUE allows the City of San Diego to use features such as:

- Blank License Plate Reason Recording
- Fine Surcharge Reporting
- Real-time Stolen Vehicle/Hot-sheet Look-Up
- GPS Data Capture
- Parking Enterprise Management System (PEMS) Reporting
- Wireless Ticket Upload

The City's Street Sweeping Department recently upgraded to the AutoISSUE software on another 15 Galaxy S7 devices.

Contact:	Joe Arway
Title:	Parking Enforcement Supervisor
Address:	Civic Center Plaza, 1200 Third Ave., San Diego, CA 92101
Phone:	(619) 692-4914
Email:	jarway@pd.sandiego.gov

City of Detroit, MI – Duncan Solutions and CivicSmart

	Key Project Data:	Original Contract – 1992 Current Contract – 2018

Program Overview:
The City of Detroit has been a CivicSmart client since 1992 using AutoCITE handheld citation issuance device along with the AutoISSUE software solution. In 2009, the City of Detroit folded the handheld

service under a comprehensive citation processing and collections contract that was awarded to Duncan. Duncan successfully transitioned Detroit's citation processing program from Xerox (Conduent), introduced 45 new two-piece handhelds (Motorola devices wirelessly linked to Zebra printers), and initiated onsite operations to improve customer service and increase revenue. Duncan also deployed LPR technology to enhance boot, tow, and abandoned vehicle recognition and enforcement.

After only the first year of serving the City of Detroit, citation revenue increased 52% over the City's previous vendor despite declining citation issuance. Even more impressive, Duncan was able to recover 24% of backlogged accounts that had gone uncollected by Xerox (Conduent). Secondary collection rates approach or exceed 50% – over double the industry average. On an annual basis, Duncan processes approximately 250,000 citations for the City. In 2016, the City executed its second consecutive contract with Duncan in a competitive bid scenario, reaffirming that the City recognizes Duncan as offering the best overall value even in a highly competitive landscape. In 2018, CivicSmart is upgrading the City's handhelds to one-piece N5Z1 devices running the AutoISSUE software with an enhanced LPR engine and integrated with Cale multi-space parking meters and the Passport mobile payment system.

Services Provided:

- Data Conversion
- Citation Issuance Software and hardware provided by ***CivicSmart***
- Citation Processing and Collections
- DMV Registered Owner Lookup Services
- Boot and Tow Tracking
- Hearing Scheduling

Contact:	Norm White
Title:	Municipal Parking Department Director
Address:	1600 W. Lafayette Blvd., Detroit, MI 48216
Phone:	(313) 221-2516
Email:	NormWhi@DetroitMI.gov

City of Walnut Creek, CA – SMARKING

CITY OF WALNUT CREEK	**Program Overview:** Smarking automated the collection of all on-street parking data from the City's parking meters to help Walnut Creek implement their Purple Pole program designed to incent long-term parkers to park further away from the downtown core in the Purple Pole Zones in the periphery of Downtown.
Contact:	Carla Hansen
Title:	Assistant City Manager
Address:	1666 N. Main St., Walnut Creek, CA 94596
Phone:	(925) 943-5899 x2108
Email:	Hansen@Walnut-Creek.org

Miami Parking Authority, FL – SMARKING	
	Program Overview: Smarking provides Miami Parking Authority with real time and predictive parking data, user visit statistics, and relevant data analytics services via internet based visualizations for paid and controlled parking assets by integrating data from 8-different parking technology systems.
Contact:	Henry Espinosa
Title:	Director of Information Technology
Address:	40 N.W. 3rd St, Miami, FL 33128
Phone:	305-373-6789
Email:	HEspinosa@MiamiParking.com

City of Knoxville, TN – Parking Logix	
	Program Overview: After initially installing one garage with 5 lanes (5 sensors, 2 VMSs, 2 repeaters) in September 2017, the City deploying our technology in 3 other garages.
Contact:	Wade Roberts
Title:	Parking Manager
Phone:	(865) 215-2434
Email:	WRoberts@ktnpba.org

City of Newark, DE – Parking Logix	
	Program Overview: After initially installing one lot with 5 lanes (5 sensors, 2 VMSs, 3 repeaters) in October 2017, the City is deploying our technology in 2 more lots.
Contact:	Marvin Howard
Title:	Parking Manager
Phone:	(302) 366-7000 x4020
Email:	MHoward@newark.de.us

South Florida Commuter Services - Mad 4 Marketing	
	Program Overview: With rising gas prices eating into commuters' paychecks, Mad 4 Marketing was tasked with creating a plan that promoted more economical options for getting to work. The money-hungry PUMP served as the antagonist behind an attention getting, animated, integrated marketing campaign. A multi-touch point media plan was developed to reach commuters that included billboards on high traffic highways, gas pump toppers, radio, TV and web banners. A supporting landing page was developed to communicate commuting benefits to visitors. Organic traffic to website increased by 22% in a month and 80% year over year.
Contact:	Jim Udvardy
Title:	Project Director
Phone:	1-800-234-7433

E. Minority/Women (M/WBE) Participation

SICE, Inc. is not a minority or woman-owned business, however, we have a track record of using such firms on local projects.

For example, we regularly use M/WBE firms on our FDOT projects including Wide Range Technologies, a WBE that performs Fiber Optics works for our projects mtypically representing 5% of the contract value.
For this project, we have already identified a certified woman owned business, Mad 4 Marketing, as one of our subcontractors. Mad 4 Marketing was recognized as one of the Top 25 Women Owned Businesses for 2014 by the South Florida Business Journal and was a 2013 Top 50 Woman-Led Business Award Winner from The Commonwealth Institute.

F. Subcontractors

The following subcontractors are members of SICE's team and will be working on this project:

- Duncan Parking Technologies, Inc. ("CivicSmart")
- Parking Logix
- Smarking
- Duncan Solutions
- Mad 4 Marketing
- AT&T (optional offering)

G. Required Forms

G.1 Proposal Certification

BID/PROPOSAL CERTIFICATION

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. 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) _____ EIN (Optional): _____

Address: 14350 NW 56th Court Suite 105

City: Opa-locka State: FL Zip: 33054

Telephone No. 305 222 7040 FAX No. _____ Email: jdelahera@sice.com

---

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:

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
#1	03/09	#5	03/22	#7	04/04
#2	03/14	#6	04/03	#8	04/20

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:

JUAN DE LA HERA
Name (printed)

Signature

05/01/2018
Date:

CFO
Title

revised 04/10/15

G.2 Cost Proposal

In compliance with the RFP instructions, we have submitted our prices for our products and services on the Cost Proposal Form from the RFP. For each of the four categories on the Summary Form, we have included a "subtotal" form that itemizes the individual elements. The forms are found at the back of this section. These prices are for the three-year contract term. We have also included a few optional offerings for the City's consideration.

Revenue Enhancements

We understand that the financial commitment associated with this program is significant. However, the direct and indirect benefits from this program will ensure a positive return for the City within two years of project start. To assist in the financial evaluation of our proposal, we have estimated these benefits for the City.

The City's FY2018 Adopted Budget shows Parking Fund Revenues of ~$19.5 million roughly balanced between Parking Meters, Parking Lots, Parking Garages and Parking Citations. Based on our experience with similar programs, we have conservatively estimated that our proposed solution will increase the City's annual parking revenues by $2.7 million (14%) as shown in the table below.

Parking Revenues	**FY 2018 Adopted Budget**	**Category Subtotals**	**Anticipated Increase**	**Estimated Revenue Increase from our Proposed Solution**
Parking on Street Meters	$ 5,402,040		*7%*	*20% revenue increase from upgrading to credit card pro-rated for only 35% of total revenues from coin-only today*
Parking on North Beach Meters	$ 300,000		*5%*	*Increase from guidance and dynamic pricing*
Subtotal Meters	***$ -***	***$ 5,702,040***	*5%*	*Increase from higher compliance due to more effective enforcement*
			$ 969,347	**Estimated Meter Revenue Increase**
Parking Lots	$ 3,030,921			
Parking-Oceanside Lot	$ 1,500,000		*5%*	*Increase from guidance and dynamic pricing*
Parking-Birch/Intracoastal Lot	$ 65,000		*5%*	*Increase from higher compliance due to more effective enforcement*
Parking-Sebastian Lot	$ 216,000			
Subtotal Lots		***$ 4,811,921***		
			$ 481,192	**Estimated Lot Revenue Increase**
Parking-City Park Garage	$ 1,850,000			
Parking-Arts & Science Dist. Garage*	$ 1,703,530			
Parking-City Hall Garage	$ 360,000		*5%*	*Increase from guidance and dynamic pricing*
Parking-Bridgeside SQ Garage	$ 405,000		*5%*	*Increase from higher compliance due to more effective enforcement*
Parking-Las Olas Garage	$ 146,045			
Subtotal Garages		***$ 4,464,575***		
			$ 446,458	**Estimated Garage Revenue Increase**
Parking Enforcement	$ 4,008,000		*15%*	*Increased citation issuance from directed enforcement*
Subtotal Citations		***$ 4,008,000***	*5%*	*Increased collections from improved DMV hit rates, citizen portal, and fleet & rental processing*
			$ 801,600	**Estimated Citation Revenue Increase**
Parking Customer Services	$ 569,154			It is unclear from the budget what these revenues represent so we assumed no increase from our solution.
Subtotal Cust. Serv.		***$ 569,154***		
			$ -	**Estimated Customer Services Revenue Increase**
TOTAL PARKING REVENUES		**$19,555,690**		
			$2,698,596	**TOTAL ESTIMATED INCREASE FROM PROPOSED SOLUTION**
			14%	***PERCENT INCREASE***

The source of these increases include:

- Addition of credit card acceptance for 65% of on-street meters
- Increased public parking usage based on reliable guidance information
- Increased revenues from dynamically priced rates
- Increased compliance due to more effective (directed) enforcement
- Increased citation issuance from directed enforcement
- Increased citation collections from improved DMV hit rates, citizen portal, and fleet & rental processing.

While the upfront technology investment is significant, the strong revenue increase results in a positive ROI early in Year 3 as shown in the table below. It should be noted that this model uses a phased in approach to increased revenues with only 50% of the annual increase realized in Year 1. This model underestimates the City's savings to the extent that capital purchases of replacement equipment (smart meters and handhelds) can be avoided and to the extent that the demand for new parking facilities as highlighted in the recent Kimley Horn Parking Study can be deferred due to better management of existing assets.

Fort Lauderdale, FL							
Return on Investment (ROI) Calculation							
	Upfront	Year 1	Year 2	Year 3	Total		
Baseline Parking Revenues		$19,555,690	$19,555,690	$19,555,690	$58,667,070		From FY18 Budget
Increased Parking Revenues							
Meter Revenues		$969,347	$969,347	$969,347	$2,908,040		
Lot Revenues		$481,192	$481,192	$481,192	$1,443,576		
Garage Revenues		$446,458	$446,458	$446,458	$1,339,373		
Ticket Revenues		$801,600	$801,600	$801,600	$2,404,800		
Total Increased Revenues		$1,349,298	$2,698,596	$2,698,596	$8,095,789		Year 1 increase pro-rated at 50%
Total Upgrade Costs	$2,784,647	$1,069,898	$1,069,898	$1,069,898	$5,994,342		From Cost Proposal
Cashflow above Baseline	($2,784,647)	$279,400	$1,628,698	$1,628,698	$752,149		
Net Cashflow	($2,784,647)	($2,505,247)	($876,549)	$752,149			
				ROI realized early in Year 3			

Conditions and Assumptions

Our Cost Proposal includes fees for upfront equipment and services, recurring costs (annual and monthly) and variable items (e.g., citation processing services, noticing, etc.). We will bill the City monthly for these various items as follows:

- Upfront Equipment and Services – billed upon installation or completion of services; for items stretching over multiple months. Schedule of payments will be mutually agreed.
- Recurring Costs – will be billed in advance (monthly or annually as noted on cost forms) based on the quantity delivered/installed
- Variable Costs – will be billed in arrears based on the actual volumes

As noted in Section 3.04 of the General Conditions attachment to the RFP, "The City of Fort Lauderdale is exempt from Federal Excise and Florida Sales taxes on direct purchases of tangible property. Therefore we have not included any federal, state or local taxes in our prices.

Our cost and technical proposals have been developed considering the quantities shown in this cost proposal. The final price will be adjusted as per actual quantities. While our partners have integrated with most of the parking industry companies and standard integrations are a routine part of this business and will not result in additional fees, if the City requires non-standard integrations, adds new vendors, or requires additional functionality not detailed in the RFP, there may be additional costs for these changes. Our proposal does not include office computers, office printers, administrative cellphones with wireless plans, wired internet connectivity, or other back office equipment to be used by City staff in the performance of their functions.

Our dynamic pricing engine will generate rate changes with the approval of the City. These rate changes will be transmitted to the CivicSmart meters as well as the Global paystations and the cost of this integration is included in this proposal. However, despite outreach, we have been unable to obtain a similar commitment from PaybyPhone. Therefore, any additional fees charged by them (or the City's successor mobile payment vendor) to synchronize dynamic parking rates is not included in our cost proposal. Because we already interface with PaybyPhone for enforcement, we have not included any fees for that integration.

We understand the City is moving to pay by plate paystations. In order to maximize the value of sensors and to enable motorist guidance and directed enforcement, the City should retain and number delineated spaces so a motorist can also enter a space number. This will allow the sensor data to be linked to a specific vehicle and payment.

Duncan's citation processing services include the following scope of work:

Item	Description
AutoPROCESS System	Duncan's proprietary AutoPROCESS parking management software configured to meet the requirements of the RFP including all system maintenance, data back up and disaster recovery. Duncan assumes the City will provide broadband internet access at the City desktop(s) where the AutoPROCESS application will be accessed. Duncan will provide 5 concurrent user licenses for City users.
AutoPROCESS Permit Issuance	The AutoPROCESS Permit Issuance, Tracking and Management module configured to meet the requirements of the City's Residential Parking Permit program including web applications for permit purchase/renewal.
Data Conversion	Data conversion from the City's current vendor, T2.
Notice and Correspondence Generation	Notice and letter services to include notice stock, outbound and return envelope, and printing of all required notices and correspondence. Images of mailed notices stored in AutoPROCESS. Notice and correspondence configuration and setup also included.

Item	Description
Document Imaging	Duncan provided electronic document imaging and workflow processing systems to effectively eliminate the transfer of paper documents between Duncan and the City.
Toll Free Number for Customer Service	• Toll free Customer Service Call Center services • Answering and processing of all customer calls
Scofflaw Module	• Daily scofflaw list for upload unto handheld units and LPR vehicles • Payment Plans • Monthly owner refresh files to minimize 'false hits' on scofflaw vehicles
Data Entry	Data entry and imaging of all handwritten citations
DMV Data	• DMV data acquisition (in-state and out-of-state) • DMV registration hold and release services through the FL DMV
NLETS Access	Supplemental owner acquisition services through our Nlets partnership

On Line Services	• PCI-DSS compliant mobile-device friendly website for ticket payment
	• IVR payment processing solution for 24/7 payment acceptance of the phone
	• A secure customer facing website for review of violation photos and ticket payment
	• Online-web applications for:
	  ○ Customer initiated appeal (administrative review and administrative hearing) requests
	  ○ Customer account creation and management
	  ○ Permit application and purchase

Multi Media	AutoPROCESS Multi-media solution including citation images (electronic and manual citations), photos and voice recordings captured by handhelds, payment documents, correspondence, and review/hearing documents.
Project Management	All project management, set-up, installation and initial training. Duncan will also provide follow-on training as required at no additional cost.
Licensing, Maintenance, Hosting	Duncan will provide the software, services, required integrations, system functionality, maintenance, and support to the City throughout the life of the contract.

Optionally, Duncan Solutions is pleased to offer secondary collections services. If the City is interested, we will be happy to negotiate the provision of the following services:

Item	Description
Delinquent Debt Collections	• Notice generation • Outbound Calling • Target population analysis • Effectiveness reports • Skiptracing • Name and address research
Payment Processing	Processing of all payments made through the collections program

Our cost proposal includes the customization of reports and reporting functionality as it exists today in the systems being offered in this proposal. These systems have rich reporting capabilities and will meet the City's needs by delivering reports with comparable and expanded information as the current reports the City receives. In addition, this proposal includes the creation of up to new 15 reports requested by the City. However, this proposal does not include excessive formatting or creation of reports to exactly mirror current reports as long the needed functionality is met.

As for the reports generated from the Dynamic Pricing Engine, we recognize that the City's needs will evolve and we will be flexible and reasonable in accommodating these changes. However, this project is not a software development effort and customization is not open-ended. As part of the Set-up Phase, the parties will agree a scope of work for this and other components that are not clearly defined in the RFP and deviations from this scope will be the subject of negotiations and potentially change orders.

CivicSmart's smart meter offering does not charge the City any credit card gateway transaction fee provided that the City uses CivicSmart's preferred gateway processor (Heartland Payment System). In our experience Heartland offers the lowest parking payment credit card processing rates in the industry. However, if the City opts for a different merchant processor, we will assess a per transaction fee to cover the cost of the third party gateway provider that will be required to route the transactions to the City's processor.

Our proposal includes a marketing budget. In addition to the initial strategic sessions, creative concepts and campaign messaging, this includes up to 500 hours of work.

Section 2.40 of the RFP notes that the City shall have full ownership and the right to copyright, otherwise limit, reproduce, modify, sell, or use all of the work or product produced under this contract without payment of any royalties or fees to the Contractor above the agreed hourly rates and related costs. SICE's team members are each providing previously developed equipment, systems and services that are not being "produced" under this contract. The scope of work to be provided and this cost proposal do not represent an offer of a "work for hire", and the City will not receive ownership or rights to use, sell or reproduce these offerings beyond the contract term or outside of the scope of this project. If the City is interested in these rights, we would be happy to negotiate such an arrangement.

The cost proposal includes the delivery of an SSAE 18 SOC 2, Type II report by the conclusion of the first contract year and annually thereafter.

We have assumed that the risk of loss will be transferred to the city upon completion of the implementation phase and during the warranty and maintenance period.

We have considered that the gateway devices will be installed on existing infrastructure (light poles, sign poles, etc.)

This cost proposal does not include the 10 VMS our technical proposal recommends to be installed on major approaches. We can provide prices on this optional work upon City's request.

We have not included in this cost proposal electricity bills or any operations at the traffic control center.

Lease Financing

As discussed in Section C.10, SICE and its team members are open to creative ways to help the City finance the upfront costs associated with this program. One way we can do so is through an equipment leasing option for the handhelds, sensors, counting equipment, VMS and smart meters from KS State Bank. Based on a preliminary quote, the City would be able to pay for $1.8 million of upfront equipment over a five-year period via a flat monthly fee of ~$33,000 at very attractive interest rates (3.84% for a Bank Qualified Rate; 3.99% for a Non-Bank Qualified Rate depending on the amount of tax exempt debt issued by the City this year). If the City is interested in this option, we will work with KS State Bank and the City to finalize the details and paperwork. A copy of the quote is below.

KS StateBank
Baystone Government Finance

April 27, 2018

FORMAL PROPOSAL

OBLIGOR: CITY OF FORT LAUDERDALE, FL

- ✓ This is a finance/ownership contract. No residual value.
- ✓ Fixed interest rate for the five (5) year term.

EQUIPMENT: NEW PARKING METERS AND SENSORS

OPTION 1

Acquisition Cost:	**$1,800,000.00**	**Term:**	**Five (5) years**	**First Payment Due:**	**At Closing**
Down Payment:	**$0.00**	**Payment Mode:**	**Monthly in Advance**	**Payment Amount:**	**$32,914.60**
Trade In:	**$0.00**	**Interest Rate:**	**3.840%**		
Principal Balance:	**$1,800,000.00**	**Rate Factor:**	**0.018286**		

- ✱ **This is a proposal only and is not a commitment to finance. This proposal is subject to credit review and approval and proper execution of mutually acceptable documentation.**
- ✱ Failure to consummate this transaction once credit approval is granted and the documents are drafted and delivered to Obligor will result in a documentation fee being assessed to the Obligor.
- ✱ This transaction must be credit approved, all documents properly executed and returned to Baystone Government Finance and the transaction funded on ALL proposals on or before May 11, 2018. If funding does not occur within that time-frame, or there is a change of circumstance which adversely affects the expectations, rights, or security of Obligee or its assignees, then Obligee or its assignees reserve the right to adjust and determine a new interest rate factor and payment amount, or withdraw this proposal in its entirety.
- ✱ This transaction must be designated as tax-exempt under Section 103 of the Internal Revenue Code of 1986 as amended.
- ✱ **OBLIGOR'S TOTAL AMOUNT OF TAX-EXEMPT DEBT TO BE ISSUED IN THIS CALENDAR YEAR WILL NOT EXCEED THE $10,000,000 LIMIT, OR THE INTEREST RATE IS SUBJECT TO CHANGE.**

	CITY OF FORT LAUDERDALE, FL
	Signature:
BAYSTONE GOVERNMENT FINANCE	
Aaron Lindsten	Typed Name & Title
Assistant Vice President	Date:

1680 Charles Place Manhattan, KS 66502
Ph: (785) 587-4050; Fax: (855) 738-7789
alindsten@ksstate.bank
www.baystone.net

Cost Proposal Forms

Fort Lauderale RFP

SECTION VI - COST PROPOSAL PAGE

Proposer Name: SICE, Inc.

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 should quote firm, fixed costs for all services/products identified in this request for proposal. These firm fixed costs for the project inlcude any costs for travel and miscellaneous expenses. No other costs will be accepted.

Notes:
Include a breakdown of costs including but not limited to labor, equipment, materials and parts. The cost breakdown should be separated by cost categories (ex. Enforcement, technology, maintenance, etc.)

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
1	Technology (include any data migration or integration costs)		(see attached page for details)			$ 3,301,250.75
2	Enforcement		(see attached page for details)			$ 206,365.00
3	Maintenance and Warranty		(see attached page for details)			$ 2,031,038.04
4	Other (as needed)		(see attached page for details)			$ 455,687.74
Total Project Cost						$ 5,994,341.53

(PLEASE USE THE ABOVE SAMPLE FORMAT. IT MAY BE REVISED TO ADD ADDITIONAL LINES.)

Submitted by:

Rafael Casasus
Name (printed)

Signature

May-1-2018
Date

COO / VP
Title

SECTION VI - COST PROPOSAL PAGE						
Proposer Name: SICE, Inc.						
Technology Subtotal						
Category #	**Category Name**	**Item or Task**	**Description**	**Unit or Quantity**	**Sub-Total Cost**	**Category Total Cost**
1	**Technology (include any data migration or integration costs)**					
	Liberty Next Gen Single Space Parking Meter w/ Credit Card Acceptance and Wireless Communication. Includes a modified dome retainer. (1500 on-street, 71 lot spaces, 146 garage spaces)	SSM - LIBERTY	Smart Meter	1,717	$ 401.00	$ 688,517.00
	CivicSmart Si Vehicle Sensor (Subterranean mounted, integrated with CivicSmart LNG Single Space meters - excludes LNGs in garage).	SENS-Sx-SUB (LNG)	Subterranean Sensor	1,571	$ 221.00	$ 347,191.00
	CivicSmart Si Vehicle Sensor (Subterranean mounted, integrated with Global Multi-space meters - excludes MSMs in garage).	SENS-Sx-SUB (GPS)	Subterranean Sensor	3,242	$ 221.00	$ 716,482.00
	Solar-powered Communications Gateways (approx 1 per 30 sensors)	SENS-GATEWAY	Communications Gateway	180	$ 1,077.00	$ 193,860.00
	Training support and customer-specific meter and back office configuration (locations, numbering, hours, rates, screens, credit card process, cell service), systems testing and implementation. PEMS training session for project staff including maintenance, enforcement, finance and management. Includes travel costs.	PM - TRAIN	Project Management and Training	1	$ 17,962.50	$ 17,962.50
	Freight to Client Site (Meters and Sensors)	FREIGHT	Freight	1	$ 29,937.50	$ 29,937.50
	Customization of "LauderPark" Mobile App	MOBILE APP	Software	1	$ 119,750.00	$ 119,750.00
	"LauderPark" Annual Software Support	MOBILE APP	Annual Fee (1st Year) (2nd and 3rd on Maintenance)	1	$ 17,962.50	$ 17,962.50

Continued on next page

Proposer Name: SICE, Inc.

Technology Subtotal (continued)

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
	OpenSpace Basic Package (City Park Garage)	COUNTING SYSTEM			$ 46,611.00	
	PenSpace Basic Package/OpenSpace Pro Management Software. Including (2 Parking Sensors & 1 VMS)		Unit	1	$ 13,134.00	$ 13,134.00
	VMS		Unit	3	$ 6,386.00	$ 19,158.00
	Parking Sensors		Unit	6	$ 1,151.00	$ 6,906.00
	Repeaters		Unit	7	$ 1,059.00	$ 7,413.00
	OpenSpace Basic Package (City Hall Garage)	COUNTING SYSTEM			$ 42,375.00	
	PenSpace Basic Package/OpenSpace Pro Management Software. Including (2 Parking Sensors & 1 VMS)		Unit	1	$ 13,134.00	$ 13,134.00
	VMS		Unit	3	$ 6,386.00	$ 19,158.00
	Parking Sensors		Unit	6	$ 1,151.00	$ 6,906.00
	Repeaters		Unit	3	$ 1,059.00	$ 3,177.00
	OpenSpace Basic Package (Arts & Science Garage)	COUNTING SYSTEM			$ 16,495.00	
	PenSpace Basic Package/OpenSpace Pro Management Software. Including (2 Parking Sensors & 1 VMS)		Unit	1	$ 13,134.00	$ 13,134.00
	VMS		Unit	0	$ 6,386.00	$ -
	Parking Sensors		Unit	2	$ 1,151.00	$ 2,302.00
	Repeaters		Unit	1	$ 1,059.00	$ 1,059.00
	OpenSpace Basic Package (Bridge Place Garage)	COUNTING SYSTEM			$ 22,881.00	
	PenSpace Basic Package/OpenSpace Pro Management Software. Including (2 Parking Sensors & 1 VMS)		Unit	1	$ 13,134.00	$ 13,134.00
	VMS		Unit	1	$ 6,386.00	$ 6,386.00
	Parking Sensors		Unit	2	$ 1,151.00	$ 2,302.00
	Repeaters		Unit	1	$ 1,059.00	$ 1,059.00
	Freight to Client Site (OpenSpace System)	FREIGHT	Freight	1	$ 2,395.00	$ 2,395.00
	Integrated Parking Management Platform Set-up Fee	SET-UP	Implementation	1	$ 16,166.25	$ 16,166.25
	Integrated Parking Management Platform (covering up to 10,857 spaces total). Units are number of years.	LICENSE	Annual Fee (1st Year) (2nd and 3rd on Maintenance)	1	$ 80,831.25	$ 80,831.25
	Public Relations and Marketing Plan		Implementation	1	$ 119,750.00	$ 119,750.00
	Performance Bond		Implementation	1	$ 137,712.50	$ 137,712.50
	Electric Design Services		Implementation	1	$ 98,195.00	$ 98,195.00
	Project Management and Technical Staff		Implementation	1	$ 188,606.25	$ 188,606.25
	Commissioning and testing Services		Implementation	1	$ 179,625.00	$ 179,625.00
	Project Mobilization		Implementation	1	$ 217,945.00	$ 217,945.00
					Subtotal	**$ 3,301,250.75**

Proposer Name: SICE, Inc.

Enforcement Subtotal

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
2	**Enforcement**					
	Samsung Note 8 (with 3 year warranty) and battery case with extended battery	SAMSUNG - NOTE8	Handheld	15	$ 1,065.00	$ 15,975.00
	Zebra ZQ510 Mobile Printer (with 3 year warranty) and soft case	ZEB-ZQ510	Printer	15	$ 1,089.00	$ 16,335.00
	4-bay Printer Power Charging Station	ZEB-4BAY	Printer	4	$ 363.00	$ 1,452.00
	AutoISSUE Software with Integrations	SW-AI	Software	1	$ 35,925.00	$ 35,925.00
	Project Management, Implementation and Training	PM-TR	Installation	1	$ 8,982.00	$ 8,982.00
	Paper Stock (30,000 citations)	ACC-CIT-ZQ510	Paper	1	$ 3,677.00	$ 3,677.00
	Freight	FRGHT	Freight	1	$ 899.00	$ 899.00
	Monthly Fee for Wireless Service, AutoISSUE Software Maintenance, Enhanced LPR Engine, AutoISSUE Hosting, Real-time Interface Integrations, Extended Hours Support Desk Services, PEMS Hosting, Disaster Recovery, and AirWatch Remote Management Subscription. Units are number of handhelds (15) times 36 months.	WS-HH GOLD (XLPR)	Software Support	540	$ 228.00	$ 123,120.00
					Subtotal	**$ 206,365.00**

OPTIONAL 1 PIECE HANDHELD HARDWARE SOLUTION (Replace Handheld and Printer line items [1-3] above with the below)

	15 N5z1Print Handhelds with Integrated Printer, 4-Bay Charging Stations, 3 year warranty, spare battery and carrying case	N5Z1	Handheld & Printer	1	$ 67,143.00	$ 67,143.00

SECTION VI - COST PROPOSAL PAGE

Proposer Name: SICE, Inc.

Maintenance & Warranty Subtotal

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
3	**Maintenance and Warranty**					
	Maintenance Management Team		Annual Fee	2	$ 188,606.25	$ 377,212.50
	Preventive Mainetance		Monthly	36	$ 4,599.00	$ 165,564.00
	Extended Warranty for Liberty Next Gen (LNG). Annual Price of $25 equals $50 for Years 2-3.	LIB-EXT-WARR (3)	Smart Meter Warranty	1717	$ 60.00	$ 103,020.00
	Three Year Battery Guarantee (includes rechargeable battery warranty for 3 years provided they are handled in accordance with manufacturer instructions.)	BATT-WARR (3)	Smart Meter Battery Warranty	1717	$ 24.00	$ 41,208.00
	Monthly Fee for OpenSpace Basic Package System Monitoring, Price is per garage per month. Units are number of garages (4) times 36 months.	PL-WEB	Monthly Fee	144	$ 101.79	$ 14,657.76
	Integrated Parking Management Platform (covering up to 10,857 spaces total). Units are number of years.	LICENSE	Annual Fee	2	$ 80,831.25	$ 161,662.50
	Monthly wireless fee and PEMS license per single space credit card meter. Price is per meter/per month. There is no per credit card gateway fee if the City uses our preferred merchant processor.. Units are number of devices times 36 months.	SSM - CC - WIRE	Monthly Fee	61,812	$ 7.48	$ 462,353.76
	Monthly wireless Fee for Vehicle Sensor. Price is per sensor/per month. Units are number of devices times 36 months.	SENS-Sx-WIRE	Monthly Fee	173,268	$ 3.59	$ 622,032.12
	Monthly wireless fee for LoRa Gateway. Price is per sensor per month. Units are number of devices times 36 months.	SENS - GW-WIRE	Monthly Fee	5,760	$ 7.19	$ 41,414.40
	"LauderPark" Annual Software Support	MOBILE APP	Annual Fee	2	$ 17,962.50	$ 35,925.00
	Extended Warranty for Parking Logix OpenSpace System for Year 3 (Years 1 & 2) included in purchase price.	PKG-LGX (3)	Garage Counter Warranty	1	$ 5,988.00	$ 5,988.00
					Subtotal	**$ 2,031,038.04**

SECTION VI - COST PROPOSAL PAGE

Proposer Name: SICE, Inc.

Other Subtotal

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
4	**Other (as needed)**			**Estimation**		
	AutoPROCESS parking management software (5 concurrent user licenses) and citation processing services (includes data conversion from T2 Systems' FLEX system). Unit is estimated number of annual citations (100k) times 3 years.		Citation Processing (per citation posted)	300,000	$ 0.83	$ 249,000.00
	AutoPROCESS Permit Issuance, Tracking and Management module configured to meet the requirements of the City's Residential Parking Permit program including web applications for permit purchase/renewal.		Permit Management (monthly fee)	36	$2,395.00	$ 86,220.00
	Postage for notices and correspondence (passthrough expense). Unit is estimated number of annual notices/correspondence (85k) times 3 years.		Postage (per item mailed)	255,000	$ 0.47	$ 120,467.74
	Online Citation Payment Portal (Convenience Fee paid by the motorist for each citation paid online)		Convenience Fee	TBD	$ 3.33	Paid by Citizen
	Online Permit Purchase Portal (Convenience Fee paid by the motorist for each permit bought online)		Convenience Fee	TBD	$ 1.69	Paid by Citizen
	P-Card Payment Fees (the City pays via a P-Card which typically imposes a credit card fee. Final estimate is included above as an annual fee		Included in unitary prices			
						$ 455,687.74

OPTIONAL OFFERING

Category #	Category Name	Item or Task	Description	Unit or Quantity	Sub-Total Cost	Category Total Cost
	Comprehensive Contingency-based Secondary Collections		Delinquent Citation Collections	% of revenue collected following assignment	TBD	Dependent on successful collections

G.3 Non-Collusion Statement

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

> 3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).
>
> 3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME	RELATIONSHIPS
N/A	N/A
N/A	N/A
	N/A
	N/A

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

JUAN DE LA REEA
CFO 05/01/2018

G.4 Non-Discrimination Certification Form

CONTRACTOR'S CERTIFICATE OF COMPLIANCE WITH NON-DISCRIMINATION PROVISIONS OF THE CONTRACT

The completed and signed form should be returned with the Contractor's submittal. If not provided with submittal, the Contractor must submit within three business days of City's request. Contractor may be deemed non-responsive for failure to fully comply within stated timeframes.

Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

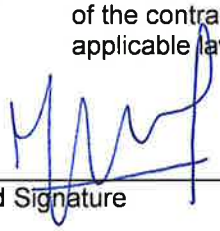
(a) Contractors doing business with the City shall not discriminate against their employees based on the employee's race, color, religion, gender (including identity or expression), marital status, sexual orientation, national origin, age, disability or any other protected classification as defined by applicable law.

Contracts. Every Contract exceeding $100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

The Contract shall include provisions for the following:

(i) The Contractor certifies and represents that it will comply with this section during the entire term of the contract.

(ii) The failure of the Contractor to comply with this section shall be deemed to be a material breach of the contract, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.



Authorized Signature

JUAN DE LA HERA, CFO

Print Name and Title

04/24/2018

Date

G.5 Local Business Preference (LBP)

LOCAL BUSINESS PRICE PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local business price 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-17-26, Sec.2-186. 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-17-26, Sec.2-186. 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) SICE INC Business Name — is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. 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-17-26, Sec.2-186. 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-17-26, Sec.2-186. 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-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: SICE INC

AUTHORIZED COMPANY PERSON: JUAN DE LA HERA (NAME) _____ (SIGNATURE) 04/24/2018 (DATE)

G.6 Contract Payment Method

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:

X Master Card

X Visa Card

Company Name: SICE INC

JUAN DE LA HERA
Name (Printed)

Signature

04/24/2018
Date

CFO
Title

G.7 Addenda

We acknowledge the receipt of 8 RFP addenda and have attached the required acknowledgement forms after this page.

G.7.1 Addendum #1R Acknowledgement

G.7.2 Addendum #5 Acknowledgement

G.7.3 Addendum #6 Acknowledgement

G.7.4 Addendum #7 Acknowledgement

G.7.5 Addendum #8 Acknowledgement

City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 5

RFP/ ITB No. 12109-885
Comprehensive Parking Demand Management System

ISSUED: March 22, 2018

This addendum is being issued to make the following change(s):

1. Change to SECTION III - TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES under sub-section 3.4 SCOPE OF SERVICES.
   A. Format correction to **It Requirements**
   B. Additional clarification under **Future Technologies** item 1) (b)

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin
Procurement Specialist II

Company Name: SICE INC
(please print)

Bidder's Signature: _____

Date: 05/01/18

City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 6

RFP/ ITB No. 12109-885
Comprehensive Parking Demand Management System

ISSUED: April 3, 2018

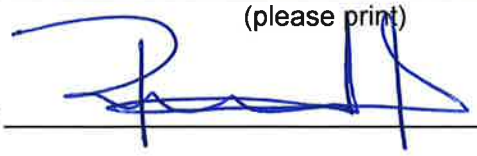
This addendum is being issued to make the following change(s):

1. Format correction to solicitation.
   12109-885 - Parking Demand Management System-V7 replaces
   12109-885 - Parking Demand Management System-V6

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin
Procurement Specialist II

Company Name: SICE INC
(please print)

Bidder's Signature: 

Date: 05/01/18

City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 7

RFP/ ITB No. 12109-885
Comprehensive Parking Demand Management System

ISSUED: April 4, 2018

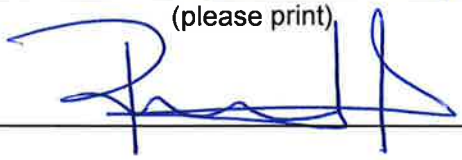
This addendum is being issued to make the following change(s):

1. T2 reports added in response to Question 50

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin
Procurement Specialist II

Company Name: SICE INC
(please print)

Bidder's Signature: 

Date: 05/01/18

City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 8

RFP/ ITB No. 12109-885
Comprehensive Parking Demand Management System

ISSUED: April 20, 2018

This addendum is being issued to make the following change(s):

1. Providing PDF of City Owned Light Poles 2016
2. Providing PDF of City Hall Garage- 4th Floor Addition plans
3. Providing PDF of City Hall Garage Rehab 2002 plans
4. Providing PDF of PACA Garage Original Plans
5. Providing PDF of Riverwalk Center (City Park Garage) plans

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin
Procurement Specialist II

Company Name: SICE INC
(please print)

Bidder's Signature: _____

Date: 05/01/18

G.8 Sample Insurance Certificate

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
04/30/2018

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 have ADDITIONAL INSURED provisions or 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
Aon Risk Services Central, Inc.
Milwaukee WI Office
10700 Research Drive
Suite 450
Milwaukee WI 53226 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (414) 271-6420 **FAX (A/C. No.):** (414) 271-4103
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	The Travelers Indemnity Co.	25658
INSURER B:	Travelers Property Cas Co of America	25674
INSURER C:	The Phoenix Insurance Company	25623
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
CivicSmart, Inc.
316 N. Milwaukee Street
Suite 202
Milwaukee WI 53202 USA

COVERAGES **CERTIFICATE NUMBER:** 570070991257 **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.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
C	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [ ] PRO-JECT [ ] LOC OTHER:	Y		ZLP15T85592	07/30/2017	07/30/2018	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $300,000 $10,000 $1,000,000 $2,000,000 $2,000,000
A	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY [ ] SCHEDULED AUTOS X HIRED AUTOS ONLY [X] NON-OWNED AUTOS ONLY			BA1G758819	07/30/2017	07/30/2018	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
	UMBRELLA LIAB [ ] OCCUR **EXCESS LIAB** [ ] CLAIMS-MADE DED [ ] RETENTION						EACH OCCURRENCE AGGREGATE	
B	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [N] **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB1G755006	07/30/2017	07/30/2018	X PER STATUTE [ ] OTH- E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000
B	E&O-PL-Primary			ZPL15T85580 Technology E&O Liability	07/30/2017	07/30/2018	Limit (1)	$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Certificate Holder and SICE, Inc. are included as additional insureds in accordance with the policy provisions of the General Liability Policy.

CERTIFICATE HOLDER

City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, Room 619
Fort Lauderdale FL 33301 USA

CANCELLATION

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

Aon Risk Services Central Inc.

Holder Identifier :

Certificate No : 570070991257

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 04/30/2018

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 have ADDITIONAL INSURED provisions or 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	CONTACT NAME:	
Willis of Illinois, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	PHONE (A/C, No, Ext): 1-877-945-7378	FAX (A/C, No): 1-888-467-2378
	E-MAIL ADDRESS: certificates@willis.com	

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Zurich American Insurance Company	16535
INSURER B :	American Guarantee and Liability Insurance	26247
INSURER C :	Underwriters Lloyds Insurance Company	37559
INSURER D :	Ironshore Specialty Insurance Company	25445
INSURER E :		
INSURER F :		

INSURED
SICE, Inc.
14350 NW 56th Ct Unit 105
Opa Locka, FL 33054

COVERAGES **CERTIFICATE NUMBER:** W6067097 **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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT X LOC OTHER:	Y		GLO0281653-00	05/01/2017	05/01/2018	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ $ $ $ $ $	1,000,000 300,000 10,000 1,000,000 2,000,000 2,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS HIRED AUTOS ONLY NON-OWNED AUTOS ONLY			BAP0281654-00	05/01/2017	05/01/2018	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ $ $ $	1,000,000
B	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			AUC0281707-00	05/01/2017	05/01/2018	EACH OCCURRENCE AGGREGATE	$ $	10,000,000 10,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		WC0281655-00	05/01/2017	05/01/2018	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ $ $	1,000,000 1,000,000 1,000,000
C	Cyber			495812	06/05/2017	06/05/2018	Each Claim Aggregate Retention Each Claim		$2,000,000 $2,000,000 $50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
This Voids and Replaces Previously Issued Certificate Dated 04/30/2018 WITH ID: W6059934.
SEE ATTACHED

CERTIFICATE HOLDER

City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, Room 619
Fort Lauderdale, FL 33301

CANCELLATION

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
Andrea Paris

AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY Willis of Illinois, Inc.	NAMED INSURED SICE, Inc. 14350 NW 56th Ct Unit 105 Opa Locka, FL 33054
POLICY NUMBER See Page 1	
CARRIER See Page 1 / NAIC CODE See Page 1	EFFECTIVE DATE: See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

City of Fort Lauderdale is included as an Additional Insured as respects to General Liability.

INSURER AFFORDING COVERAGE: Ironshore Specialty Insurance Company NAIC#: 25445

POLICY NUMBER: 003071501 EFF DATE: 02/14/2018 EXP DATE: 02/14/2019

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Professional Liability	Each Claim	$2,000,000
	Aggregate	$2,000,000
	Retention Each Claim	$25,000

G.9 Evidence of Required Corporate Authority

2018 FOREIGN PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# F08000003373

Entity Name: SICE, INC.

FILED
Apr 19, 2018
Secretary of State
CC5291980441

Current Principal Place of Business:

14350 NW 56TH COURT
UNIT 105
MIAMI, FL 33054

Current Mailing Address:

14350 NW 56TH COURT
UNIT 105
MIAMI, FL 33054 US

FEI Number: 20-8429863

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Officer/Director Detail :

Title	SENIOR VICE PRESIDENT
Name	AGUILAR BUENO, ANGEL
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	CHIEF OPERATING OFFICER AND SENIOR VICE PRESIDENT
Name	IGNACIO CASASUS ACEVEDO, RAFAEL
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	SENIOR VICE PRESIDENT
Name	CARRERA GIMENEZ-CASSINA, LUIS
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	SENIOR VICE PRESIDENT
Name	MARIA DE LA HERA GUTIERREZ, JOSE
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	CHIEF FINANCIAL OFFICER, SENIOR VICE PRESIDENT AND SECRETARY
Name	ZACARIAS DE LA HERA FREITAG, JUAN
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	PRESIDENT AND SOLE DIRECTOR
Name	IGNACIO GARCIA DE CASTRO, JOSE
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	SENIOR VICE PRESIDENT
Name	GARCIA DE MANUEL, CARLOS
Address	14350 NW 56TH COURT, UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	SENIOR VICE PRESIDENT
Name	CALERO MONTEAGUDO, DAVID
Address	14350 NW 56TH COURT UNIT 105
City-State-Zip:	MIAMI FL 33054

Continues on page 2

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: JUAN ZACARIAS DE LA HERA FREITAG SECRETARY 04/19/2018

Electronic Signature of Signing Officer/Director Detail — Date

Officer/Director Detail Continued :

Title	SENIOR VICE PRESIDENT
Name	CASTROMIL, SALVADOR
Address	14350 NW 56TH COURT UNIT 105
City-State-Zip:	MIAMI FL 33054

Title	VICE PRESIDENT
Name	HERNANDEZ, ROBERT
Address	14350 NW 56TH STREET UNIT 105
City-State-Zip:	MIAMI FL 33054

WRITTEN CONSENT OF THE
SOLE DIRECTOR
OF
SICE, INC
IN LIEU OF A MEETING

THE UNDERSIGNED, being the sole member of the Board of Directors of SICE, Inc., a Delaware corporation (the "Corporation") acting pursuant to Section 141(f) of the General Corporation Law of the State of Delaware, hereby consents to the adoption of, and adopts, the following specified resolutions as if they were approved and adopted at a duly constituted meeting, and hereby directs the Secretary of the Corporation to file this Written Consent in the minute books of the Corporation:

1°.- New responsibilities assigned to SENIOR VICE PRESIDENTS, VICE PRESIDENTS and CHIEF FINANCIAL OFFICER.

RESOLVED: That in accordance with Section 6 or Article IV of the Corporation´s Bylaws, the Board of Directors hereby assigns to each duly elected Senior Vice Presidents, Vice Presidents and Chief Financial Officer of the Corporation, the new specific Duties and responsibilities more fully set forth in their entirety on the attached Exhibit A, B and C.

The preceding resolution shall remain in effect and shall govern the authority of all Senior Vice Presidents, Vice Presidents and Chief Financial Officer of the Corporation until such time it may be further amended or revoked by the Board Of Directors.

2°.- Election Officers.

RESOLVED: That, in lieu of holding an annual meeting of Directors, the following persons be, and they hereby are, elected as officers of the Corporation, to have such powers and responsibilities as specified in the Bylaws of the Corporation, each to hold the office set forth opposite his name until the close of the election of officers at the next annual meeting of the Board Directors and thereafter until a successor shall have qualified or until his earlier resignation or removal as provided in the Bylaws of the Corporation:

NAME	OFFICE
Jose Ignacio García de Castro	President / Sole Director
Rafael Ignacio Casasús Acevedo	Chief Operating Officer Senior Vice President
Juan Zacarias de la Hera Freitag	Chief Financial Officer Senior Vice President
Luis Carrera Gimenez-Cassina	Senior Vice President
David Calero Monteagudo	Senior Vice President
David Ortega Rodríguez	Senior Vice President
Ángel Aguilar Bueno	Senior Vice President
Jose Mª de la Hera Gutiérrez	Senior Vice President
Carlos García de Manuel	Senior Vice President
Robert Hernández	Vice President

IN WITNESS WHEREOF, the undersigned has executed this Written Consent as of the 19TH day of September, 2016.

Jose Ignacio García de Castro

EXHIBIT C

DUTIES OF CHIEF FINANCIAL OFFICER

POWERS THAT CAN BE EXERCISED BY CHIEF FINACIAL OFFICER

1.- REPRESENTATION: To represent the principal before any persons or organizations, whether private or State, and of any Public Administration in general, Counties and Municipal Districts, Courts and Authorities of any kind, in all their offices and sections.

2.- MAKING OFFERS AND TENDERS: To submit offers, taking part in all kinds of auctions, calls for bids and competitive tendering or any other kind of bidding that may be called. To submit suitable proposals for that purpose, including jointly, with joint and several or joint liability, with other competing entities, whether they are natural or legal persons, as well as in the system of Enterprise Groups, Temporary Joint Ventures or any other kind of association. To sign as many public deeds or private documents as required, including plans, projects and any other referred to in the offer or tender.

3.- REPRESENTATION AT OPENING OF SEALED BIDS: To attend the events of opening of proposals in relation to any type of bidding called by public or private entities, whether they are natural or legal persons, as well as making any claims, reservations or observations he considers suitable to the contract award committee or the organization or entity calling for bids and signing the corresponding minutes drawn up.

4.- CONTRACTS: To conclude contracts, assign them, amend them, discharge them and, if applicable, cancel them with any person, whether natural or legal, public or private. To accept any kind of awards made in favor of the principal. To negotiate, agreeing terms for and agreeing on contradictory, revised or additional prices. To request the final settlement of the contracts.

5.- PROCUREMENT AND CONTRACTING: To enter into contracts, amend, discharge and, when appropriate, terminate acquisition and supply of materials or installations and provision of services, as well as executed of units of works or part of them and provision of services by third parties.

6.- CONTRACTING THE EXECUTION OF WORKS, PROVISION OF SERVICES AND SALE OF SUPPLIES: To conclude contracts, assign them, amend them, discharge them and, if applicable, cancel them with any person, whether natural or legal, public or private, as long as the purpose of the aforesaid contracts is the execution or provision by the principal of any kind of works, services or supplies, as well as in those contracts of any type related to concessions, leasing and administrative concerts. To accept any kind of awards made in favor of the principal. To negotiate, agreeing terms for and agreeing on contradictory, revised or additional prices. To request the final settlement of the contracts.

7.- LEASING PROPERTY FROM THIRD PARTIES: As a lessee, to contract the leasing of all kinds of real property, even if the leasing is subject to registration in any Property Registry, as well as extending, transferring, amending, repudiating, discharging, and, if applicable, cancelling the corresponding contracts.

8.- LEASING VEHICLES AND FURNITURE FROM THIRD PARTIES: To contract the lease as a lessee of all kinds of vehicles and movable property, as well as concluding, extending, amending, repudiating, discharging and, if applicable, cancelling the corresponding contracts.

9.- LEASING OUT VEHICLES AND FURNITURE: To lease out, as lessor, all kinds of vehicles and movable property, as well as concluding, extending, amending, repudiating, discharging and, if applicable, canceling the corresponding contracts.

10.- RE-PLOTTING OF WORKS: To be present at acts to verify re-plotting and to hand-over works, whether provisionally or definitively, whatever the nature thereof and regardless of the nature of the contractor, be it a natural or legal person and whether public or private, State or individuals, signing as many minutes or documents as may be necessary or convenient and making the statements and reservations that he may deem appropriate.

11.- ISSUING CERTIFICATIONS: To issue bills of quantities and certifications of work or services carried out.

12.- MAKING DEPOSITS: To effect deposits in any kind of accounts of the Corporation.

13.- COLLECTING BY MEANS OF NOMINATIVE DOCUMENTS: To collect credits, whatever their amount, origin or nature, against the State and any other entity or person, natural or legal, public or private, signing the appropriate receipts or quittances, whether for full payment or for amounts of a down payment, as well as receiving amounts for reimbursable advances. This power can be exercised only when the payment is made by check, promissory note, bill of exchange or any other negotiable instrument issued in favor of the Company that holds the credit or to its order.

14.- CONTRACTING GUARANTEES IN FAVOR OF THE PRINCIPAL: To request and contract guarantees in favor of the principal with official or private banks and other credit, financial or insurance institutions, by means of the aforementioned institutions establishing guarantees, sureties, financial guarantee insurance, rights "*in rem*" and other guarantees.

15.- ESTABLISHING AND CANCELING DEPOSITS: To establish, in any section of the State, bank or public and private entity, even private individuals, any kind of sureties, provisional and definitive deposits, made in cash, securities, guarantees, recognized credits or any other form to guarantee contracts, offers or tenders. To substitute securities that have been redeemed for any others. To receive the amount of the coupons of those securities.

To request the return of guarantees, sureties and provisional and definitive deposits, withdrawing the cash and the guarantees, sureties and securities deposited, receiving the interest that these guarantees or the deposit produce and canceling, if applicable, and signing slips, receipts, orders of payment and as many other public deeds or private documents appropriate in each case.

16.- TAX RETURNS: To represent the company before any Tax Authority or the United States Internal Revenue Service, whatever the jurisdictional scope of the Body in question, even local ones, in order to carry out as many formalities as necessary or appropriate for the settlement of all kinds of taxes, contributions, subsidies, rates and any other charge, and for that purpose he may act in the most suitable manner for the interests of the principal entity. He is also empowered to lodge and pursue claims or ordinary and extraordinary appeals which current Laws and those passed in the future may grant him, with the power to be able to collect any sum owed to this Company as a result of these appeals, claims or refund proceedings, which he may also proceed with for any reason. To sign returns, settlements, accounts or any other tax-related document.

17.- CONFIRMING BANK STATEMENTS: To confirm or contest account statements from official or private banks and other credit or financial institutions.

18.- ACCEPTING THE ACKNOWLEDGEMENT OF DEBTS AND GIVING IN PAYMENT: To accept the acknowledgements of debt made by third parties and the guarantees offered and established, whether these are pledges or registered liens, mortgage or antichresis, or the award of movable or real property, establishing the agreements, clauses and conditions he considers suitable in all cases. To allow, for the payment of debts, all kinds of movable and real property and rights for their appraisal value or for the value freely agreed and in the conditions he considers suitable.

19.- FOREIGN TRADE LICENSES: To submit all kinds of petitions before Official Bodies to request allowances, permits or licenses for imports and exports, with no limitations and, with regard to these concessions, permits and licenses, submitting documents, appearing in person in proceedings and formalities, hearing notifications and lodging appeals.

20.- FORMATION OF JOINT VENTURES AND OTHER PARTNERSHIPS: To form, extend, amend, transform, dissolve and liquidate partnerships, Economic Interest Groups, Temporary Joint Ventures or Partnerships of any other kind. To subscribe stakes and disburse sums in cash or any other assets. To renounce pre-emptive subscription rights in issue of stakes. To accept exchanges, conversions and amortizations. To approve, accept and amend Articles of Association and shareholders' agreements concerning their relations between themselves or in relation to the partnership, which complement, substitute or amend the content of the rights and obligations of the partners arising from the Articles of Association. To appoint, accept, renounce, remove and replace representative offices, administration and management, being able, if appropriate, to appoint, remove and substitute third parties as representatives of the principal in exercise of the duties of office to which it may be appointed.

21.- COLLECTIVE BARGAINING: To negotiate and sign collective agreements, whatever their scope.

22.- LABOR RELATIONS: To open work centers, hire, amend, extend, discharge and, if applicable, cancel contracts of employment, establishing the financial and employment conditions, as well as any other kind of conditions he considers appropriate with the personnel. To sign the corresponding contracts of employment. To initiate enquiries and adopt disciplinary measures. To carry out all kinds of formalities, actions and proceedings before any Department of Labor and other Bodies, submitting and signing as many statements, requests and documents as necessary. To act before the Employment Inspection in any action or proceedings followed by or before the same.

23.- EMPLOYMENT PROCEEDINGS: To appear before, Courts of Justice, Supreme Court or any other administrative or jurisdictional body in employment matters. To hold acts of conciliation, with or without settlement. To compromise on matters or differences, submitting requests, documents and statements, as the actor or defendant, being expressly empowered to reply to interrogatories, confirming his powers in the latter and in any other actions and proceedings where this requirement is necessary and to carry out as many other actions he considers suitable.

In addition, to represent the principal before all kinds of professional and business Employment Delegations and any Institutes and Employment Bodies, as well as before entities related with the regimes of Social Security, and Worker's Compensation owing to matters of the kind which occur in the Company or in which it has an interest, taking part in everything related to contracts of employment and their discharge, dismissals, collective conflicts, proceedings regulating employment and modification of contractual conditions.

Furthermore, the agent can represent the principal before third parties and commit the Company's participation in the Group Plan of Insurance validly in law.

Therefore, the agent appointed, in any of the cases and bodies mentioned, may take part personally, present statements, supply evidence, reply to interrogatories, make a declaration, request summons, notices and citations, challenge witnesses, object to officials and, in short, carry out as many formalities as may be required by the respective proceedings until they end. To lodge and pursue, if applicable, relevant appeals, including those of appeal for review and annulment, or any other that may be established.

24.- REPRESENTATION BEFORE COURTS OF LAW: To represent the principal in proceedings, appeals, actions or claims, whatever kind or amount they may be before the State, Courts, Prosecuting Authorities and, in general, before any other jurisdictional body, and in them, start, pursue and end, as a plaintiff or defendant or under any other capacity, all kinds of actions, acts of conciliation, trials and civil, criminal, administrative, economic-administrative, judicial review, governmental and tax proceedings of all levels, jurisdictions and instances. To file petitions and exercise actions and exceptions in any proceedings, formalities and appeals, including annulments and other extraordinary appeals. To provide personal confirmation when required and replying to interrogatories and in general carrying out as many actions in and out of Court as necessary to complement the proceeding in question. To lodge, pursue and abandon all kinds of appeals against resolutions by State bodies or entities or public and private organisations, which, in any way, infringe or may infringe the principal's rights, making as many declarations and executing as many documents required to exercise these powers. To appear before Organizations, Authorities, Delegations, Committees, Bodies, Juries, Commissions and entities of all kinds and before them sign and pursue as many proceedings, statements, applications, requests and documents as necessary.

25.- TRANSACTION: To settle all kinds of matters and differences and abandoning actions and appeals under the conditions, agreements and obligations he considers appropriate, except the transaction that involves the acquisition or disposal of real property or rights "in rem". To agree, settle and assign all the credits, rights and actions, controversies and differences.

26.- ARBITRATION: To submit the resolution of any kind of controversy and difference to the opinion of arbitrators. To execute the corresponding instrument in writing appointing the arbitrators when the matters submitted to their resolution in the terms and conditions he considers appropriate. To accept the award pronounced or lodging judicial remedies, in general, execute, and grant that which is permitted by current legislation concerning arbitration.

27.- GRANTING POWER OF ATTORNEY TO SOLICITORS AND BARRISTERS: To grant powers to Attorneys, granting general powers for lawsuits or special procedural powers he considers appropriate, with powers for substitution, and cancelling them when he considers it appropriate and necessary.

28.- ARRANGING FOR NOTARIAL CERTIFICATES: To arrange for all kinds of notarial certificates. To bring actions to register property rights, to apply for rectification of title, to remove lien on title and acts of notoriety. To make, accept and answer notarial notifications and requirements. To execute notarial deeds concerning clarifications, amendments or correction of errors.

29.- ATTENDANCE AT MEETINGS OF CREDITORS: To take part and attend, with voice and vote, at the meetings held by virtue of proceedings concerning suspension of payments, bankruptcies and meetings of creditors. To approve and contest credits and their grading, accepting or rejecting the debtor's proposals and the guarantees offered to secure credits. To nominate and accept positions of official receivers and administrators and appointing members of conciliation bodies. To accept or reject the agreements proposed by the debtor. To hold positions with all the obligations inherent in the same and for all the above, exercising the actions and rights to which he is entitled, as well as the powers granted to creditors by law.

30.- INSURANCE: To take out, amend, redeem, pledge, terminate, cancel and settle all kinds of insurance policies, signing the policies and contracts with Insurance Companies in the conditions he deems appropriate and receiving any indemnity there may be from insurance entities.

POWERS THAT MAY BE EXERCISED BY CHIEF FINANCIAL OFFICER WITH THE JOINT SIGNATURE OF ANOTHER HOLDER OF POWER OF ATTORNEY HOLDING THE SAME.

1.- SALE AND PURCHASE OF VEHICLES AND MOVABLES: To purchase, sell, draw in, exchange and, for any other title, acquire or dispose of, purely or conditionally, with deferred price, declared or in cash, all manner of movable assets and vehicles, without exception. To settle or collect, where appropriate, the price of the acquisitions or disposals. To establish or accept the real property rights of guarantee and express resolutory conditions on such movables or vehicles, and, in the case of sale, to accept whatsoever kind of guarantees that may be established for guaranteeing the deferred price of the disposals of the aforesaid movables or vehicles.

To establish for himself, freely and without any restriction or limitation whatsoever, the conditions under which the aforesaid acquisitions, disposals and exchanges must be made, and, for the purposes described, to perform before the Traffic Authorities, Customs and other public and private Bodies, without exception, all manner of proceedings, formalities and acts.

2.- FINANCE LEASE FOR MOVABLE PROPERTY: To conclude contracts, transferring them, amending them, discharging them, and, if applicable, cancelling them with any person, whether natural or legal, public or private, as long as the purpose of these contracts is carrying out finance lease transactions with regard to movable property.

3.- OPENING AND CANCELLING ACCOUNTS: To open and cancel all kinds of current accounts, savings accounts or fixed term deposits in official or private banks and other credit or financial institutions. To acquire, dispose, cancel and pledge deposit certificates. To contract and cancel security boxes in Banks and other financial institutions.

4.- USING ACCOUNTS: To sign checks, acquire bank drafts, buy and sell foreign currency, order transfers, remittances and payment orders and, in any manner, to withdraw amounts from the current accounts and any other kind of account, from official or private banks and other credit or financial institutions.

5.- SETTING UP DIRECT DEBITS: To set up direct debits, receipts, bills of exchange and other negotiable instruments in the accounts of any kind opened in official or private banks and other credit or financial institutions.

6.- ENDORSING CERTIFICATIONS: To endorse or pledge certifications of projects or services provided and which have to be received from the State or from any other public or private Entity in favor of official or private banks and other credit or financial institutions.

7.- ISSUING AND NEGOTIATING NEGOTIABLE INSTRUMENTS: To issue, draw up, negotiate, endorse and collect bills of exchange, drafts and prerogative orders, and collect and endorse promissory notes, checks and bank drafts, establishing protest charges and ordering a noting or intervention of the aforementioned negotiable instruments.

8.- ACCEPTING NEGOTIABLE INSTRUMENTS: To accept bills of exchange and other negotiable instruments and sign promissory notes.

9.- CREDITS AND GUARANTEES: Concluding loan and credit contracts in any of their forms with banking and credit institutions. In this respect, he may draw up, accept, endorse and guarantee bills of exchange, promissory notes and other negotiable instruments to order of these banking, financial and credit institutions and which are connected with credit operations agreed with the same. In addition, he may form collateral security, mortgage security or any other type of security, signing the public or private documents that may be required.

Finally, the above mentioned agent may transfer or negotiate in any manner the rights and credits for the company derived from contracts for the completion of projects, services or supplies that may have been concluded with individuals or with the Public Administration or any of its Bodies, Official or Semi-official Institutions with banking, financial or credit institutions.

G.10 Bid Bond

Document A310™ – 2010

Conforms with The American Institute of Architects AIA Document 310

Bond Number: 279400-XL-18-001

Bid Bond

CONTRACTOR:
(Name, legal status and address)

SICE Inc.
14350 NW 56th Court, Suite 105
Miami, FL 33130

SURETY:
(Name, legal status and principal place of business)

XL Specialty Insurance Company
Seaview House
Stamford, CT 06902-6040
State of Inc: Delaware

OWNER:
(Name, legal status and address)

City of Fort Lauderdale
100 N. Andrews Avenue
Fort Lauderdale, FL 33301

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

BOND AMOUNT: Five Percent of Amount Bid (5%AB)

PROJECT:
(Name, location or address, and Project number, if any)

Comprehensive Parking Demand Management System in the City of Fort Lauderdale, Project ID: 12109-885

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 2nd day of May, 2018

America Laura
(Witness)

SICE Inc.
(Principal) JUAN DE LA HERA (Seal)

CFO
(Title)

Gina A. Rodriguez
(Witness) Gina A. Rodriguez, Witness

XL Specialty Insurance Company
(Surety) (Seal)

(Title) Tannis Mattson, Attorney-in-Fact

STATE OF PENNSYLVANIA
COUNTY OF CHESTER

I, Kevin M. Mirsch, Assistant Secretary of XL SPECIALTY INSURANCE COMPANY, a corporation of the State of Delaware, do hereby certify that the above and forgoing is a full, true and correct copy of a Power of Attorney issued by said Companies, and that I have compared same with the original and that it is a correct transcript therefrom and of the whole of the original and that the said Power of Attorney is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of said Corporations, at the City of Exton, this ___ day of _____ _____.

XL SPECIALTY INSURANCE COMPANY CORPORATE SEAL DELAWARE

Kevin M. Mirsch, ASSISTANT SECRETARY

IN WITNESS WHEREOF, XL REINSURANCE AMERICA INC. has caused its corporate seal to be hereunto affixed, and these presents to be signed by its duly authorized officers this 2nd day of April, 2018.

XL REINSURANCE AMERICA INC. CORPORATE SEAL NEW YORK

XL REINSURANCE AMERICA INC.

by: Gregory Boal, VICE PRESIDENT

Attest: Kevin M. Mirsch, ASSISTANT SECRETARY

STATE OF PENNSYLVANIA
COUNTY OF CHESTER

On this 2nd day of April, 2018, before me personally came Gregory Boal to me known, who, being duly sworn, did depose and say: that he is Vice President of XL REINSURANCE AMERICA INC., described in and which executed the above instrument; that he knows the seal of said Corporation; that the seal affixed to the aforesaid instrument is such corporate seal and was affixed thereto by order and authority of the Board of Directors of said Corporation, and that he executed the said instrument by like order.

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
Rebecca C. Shalhoub, Notary Public
Uwchlan Twp., Chester County
My Commission Expires April 28, 2020
MEMBER, PENNSYLVANIA ASSOCIATION OF NOTARIES

Rebecca C. Shalhoub, NOTARY PUBLIC

STATE OF PENNSYLVANIA
COUNTY OF CHESTER

I, Kevin M. Mirsch, Assistant Secretary of XL REINSURANCE AMERICA INC. a corporation of the State of New York, do hereby certify that the person who executed this Power of Attorney, with the rights, respectively of XL REINSURANCE AMERICA INC., do hereby certify that the above and forgoing is a full, true and correct copy of a Power of Attorney issued by said Corporation, and that I have compared same with the original and that it is a correct transcript therefrom and of the whole original and that the said Power of Attorney is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of said Corporation, at the City of Exton, this 2nd day of May 2018.

XL REINSURANCE AMERICA INC. CORPORATE SEAL NEW YORK

Kevin M. Mirsch, ASSISTANT SECRETARY

This Power of Attorney may not be used to execute any bond with an inception date after April 2, 2023
SB0041

THIS DOCUMENT IS PRINTED ON A BLUE BACKGROUND

SB0042

H. Appendices

H.1 PCI Certifications

CivicSmart

(under its subsidiary Duncan Parking Technologies, Inc.)

Certificate of Compliance

Payment Card Industry Data Security Standard

This is to certify that the company below has completed a PCI DSS level one onsite assessment and was validated by SecurityMetrics against the PCI Data Security Standards (version 3.2), endorsed by Visa, MasterCard, American Express, and other leading card brands. A Report On Compliance (ROC) was issued by a Qualified Security Assessor (QSA) for the following:

Duncan Parking Technologies

Level One Service Provider

Report On Compliance: July 28th, 2017

Conditions of issuing:

1.SecurityMetrics, Inc. has issued this certificate to indicate that the aforementioned company has been assessed against the requirements of the Payment Card Industry Data Security Standards' (PCI DSS) validation methods and were found to be compliant to PCI DSS version 3.2 on the date of issue only, no other guarantees are given.

2.This certificate should not be used as an official verification of compliance. Those needing to verify compliance should review the Attestation of Compliance (AOC) and/or the ROC. Official inquiries should be directed to the organization being reviewed.

3.The certificate offers no guarantee or warranty to any third party that the company is invulnerable to attack or breaches in its security, and SecurityMetrics accordingly accepts no liability to any third party in the event of loss or damage of any description caused by any failure in or breach of customer security.

Josh Black- Security Analyst, CISSP, QSA

8/29/2017

Date

securityMETRICS

Duncan Solutions, Inc.

Certificate of Compliance

Payment Card Industry Data Security Standard

This is to certify that the company below has completed a PCI DSS level one onsite assessment and was validated by SecurityMetrics against the PCI Data Security Standards (version 3.2), endorsed by Visa, MasterCard, American Express, and other leading card brands. A Report On Compliance (ROC) was issued by a Qualified Security Assessor (QSA) for the following:

Duncan Solutions

Level One Service Provider

Report On Compliance: October 27th, 2017

Conditions of issuing:

1.SecurityMetrics, Inc. has issued this certificate to indicate that the aforementioned company has been assessed against the requirements of the Payment Card Industry Data Security Standards' (PCI DSS) validation methods and were found to be compliant to PCI DSS version 3.2 on the date of issue only, no other guarantees are given.

2.This certificate should not be used as an official verification of compliance. Those needing to verify compliance should review the Attestation of Compliance (AOC) and/or the ROC. Official inquiries should be directed to the organization being reviewed.

3.The certificate offers no guarantee or warranty to any third party that the company is invulnerable to attack or breaches in its security, and SecurityMetrics accordingly accepts no liability to any third party in the event of loss or damage of any description caused by any failure in or breach of customer security.

Brian Budge

Brian Budge– Security Analyst, CISSP, QSA

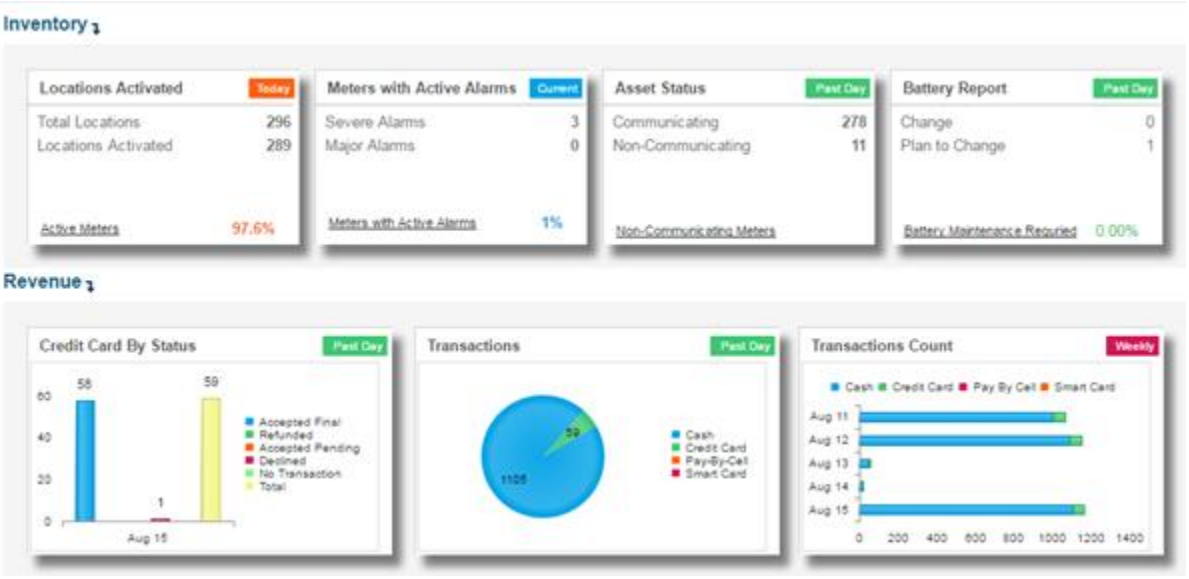
11-06-17

Date

securityMETRICS

H.2 Report Examples

CivicSmart



The Landing Page of Parking Enterprise Management System provides a dashboard with a snapshot of important summary data. This portal can be accessed from a web browser on any desktop or tablet.

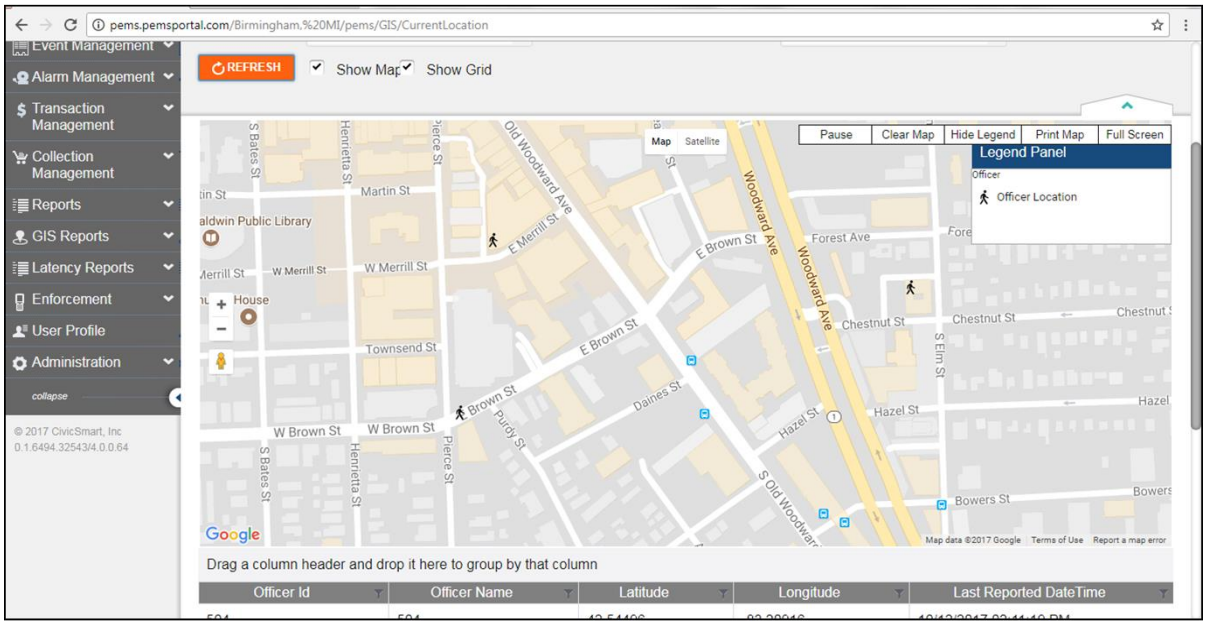
A list of our management reports accessible from the PEMS home page include:

PEMS Reports	
Name	**Description**
Special Reporting Tools	
Ad Hoc Reports	Select data sources to create ad hoc, custom reports
Collection Routes Reports	View data regarding collection routes
Standard Reports	
Credit Card Reconciliation	Final report of credit card transactions by batch.
Total Income Summary	Summary of income by meter.
Daily Financial Summary	Summary of income types by meter.
Current Meter Amounts	Amounts in Meter since last collection.
Occupancy Rate Report Summary	Calculates and display the occupancy rate and average turnover rate by area
Customer Payment Transaction List	Displays every transaction that occurred within the given time frame
Collection Run Reconciliation Summary Report	Displays income data aggregated by collection run from all sources (meter, cashbox chip and cashbox docking station) for a given date
Active Alarms	Alarms currently Active across all assets.

PEMS Reports	
Name	**Description**
Historical Alarms	Alarms that have been resolved.
Sensor Attribute Status Exceptions Summary	Displays a list of attribute status, software version, configuration version for meter and sensor assets.
Asset Operational Status Reports	Displays associated information for asset operational
Asset Status History Report	Dashboard based report. It will display the four most relevant fields for each of the six data categories
Meter Uptime and Status Report	Displays meter uptime by space demand type for a given time period.
Maintenance Events	List of maintenance events.
Asset Fault Analysis Report	Displays a list of assets which have reported fault conditions
Asset Event List	List of all events from any asset

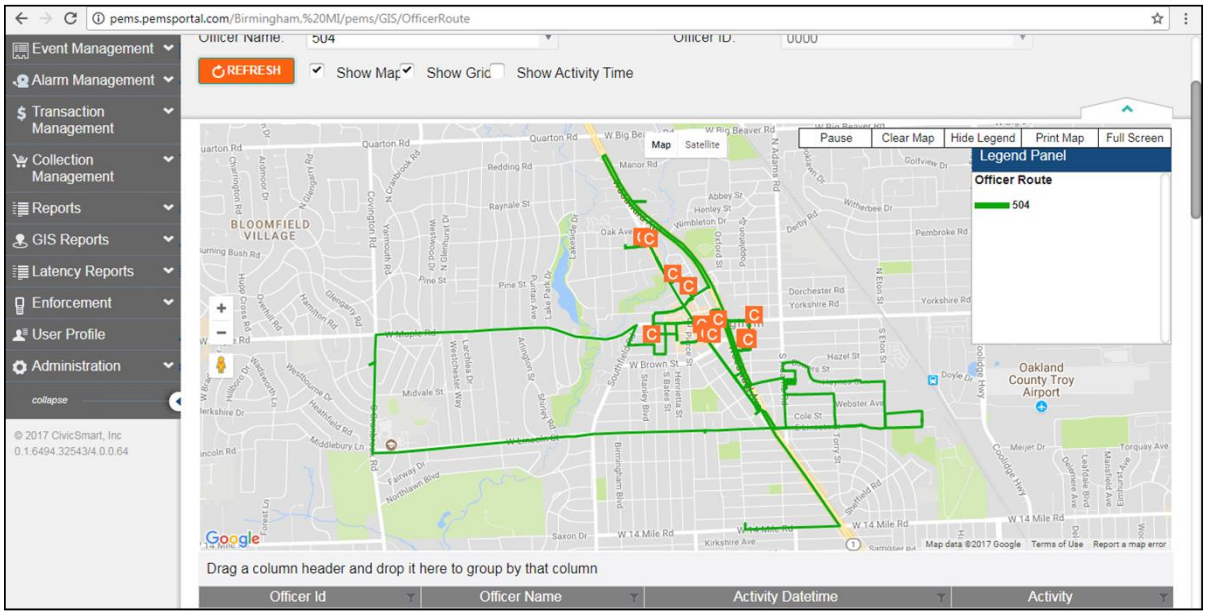
Map-based reports provide easily understood visual data to help monitor performance.

Officer Location



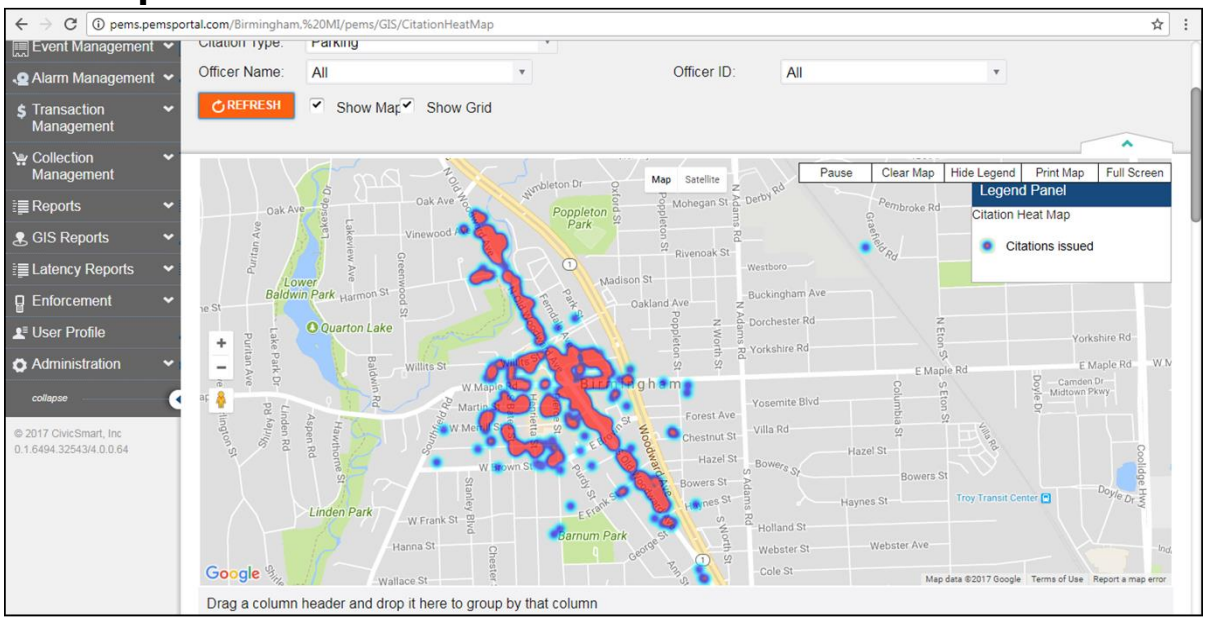
AutoISSUE reports officer location at least every 5 minutes so parking managers can view the location of their officers in real-time which increases officer safety and productivity.

Officer Route



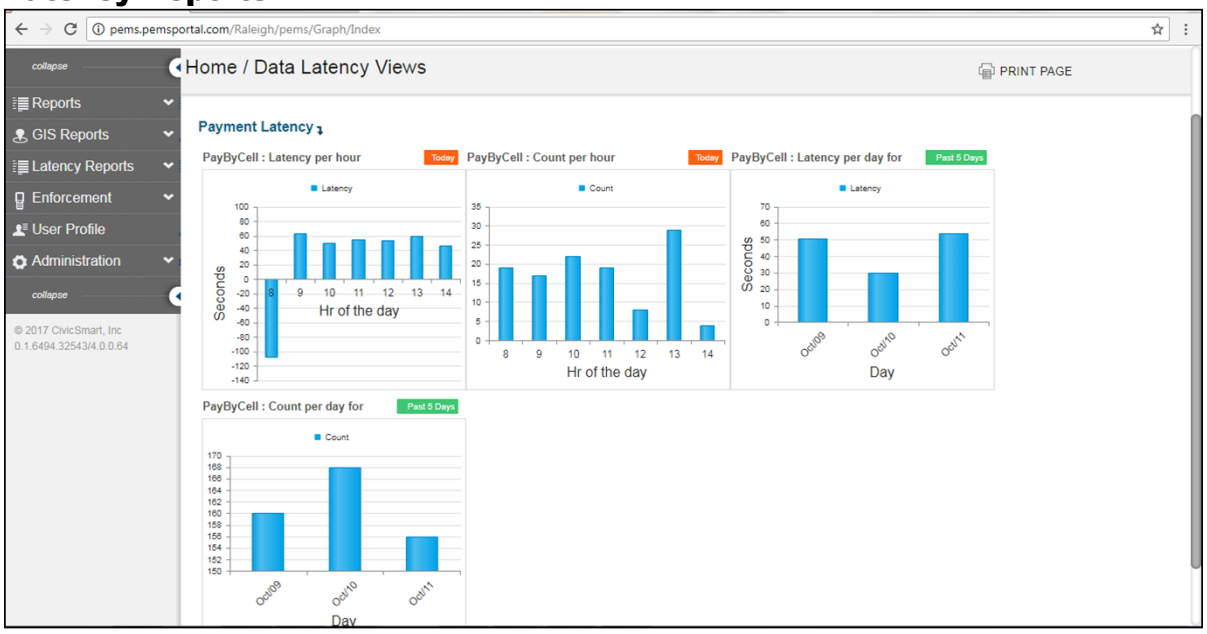
Parking managers can view individual PEOs routes from the moment they log onto their device until they return back to the office after a day's work. Historical activity can be viewed as well. All citations issued by the PEO will also appear along the route. This information gives supervisors unprecedented insight into officer activity and productivity.

Heat Maps



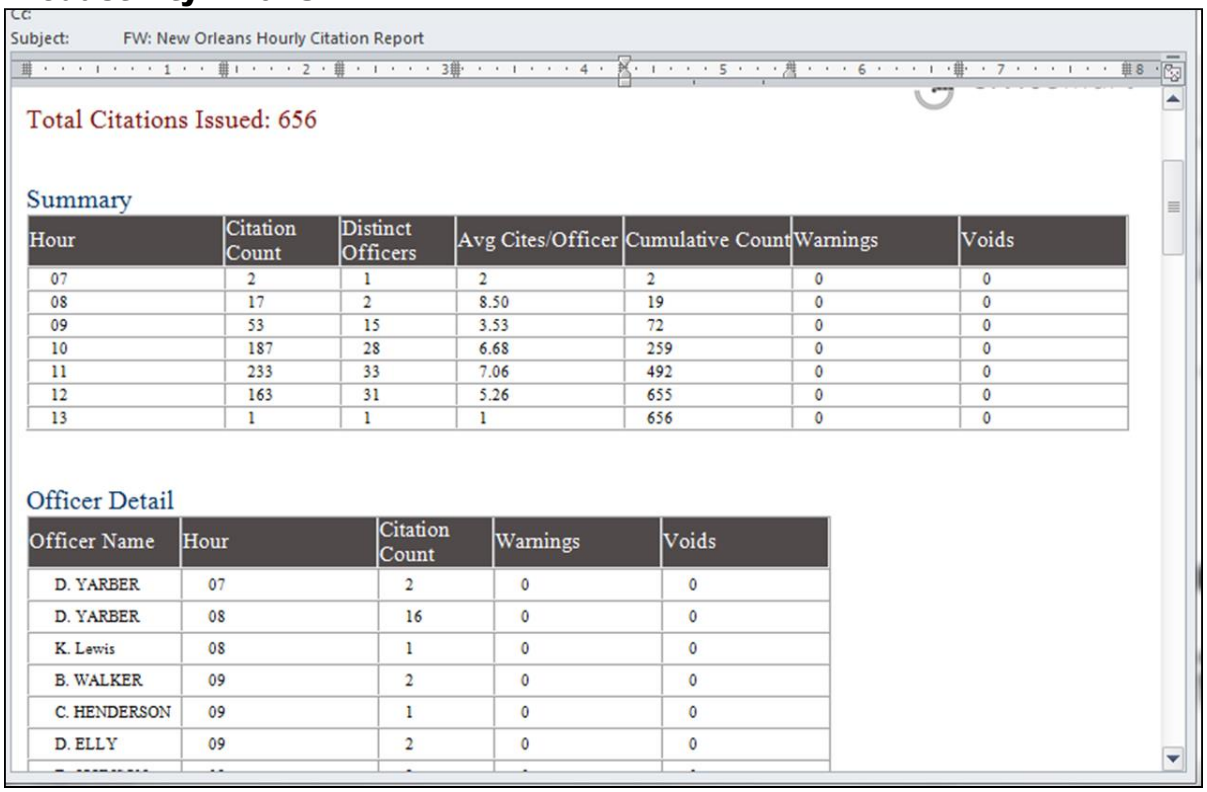
Citation and Activity Heat maps can be run for any time period and for any number of officers. This visual representation provides easy insight into where officers are concentrating their efforts and can be used to make sure that high interest areas are being covered while also making sure that coverage is spread equitably across the City.

Latency Reports



Mobile payment latency will allow for the monitoring of the efficiency of a mobile payment system.

Productivity Emails



Cc:
Subject: FW: New Orleans Hourly Citation Report

Total Citations Issued: 656

Summary

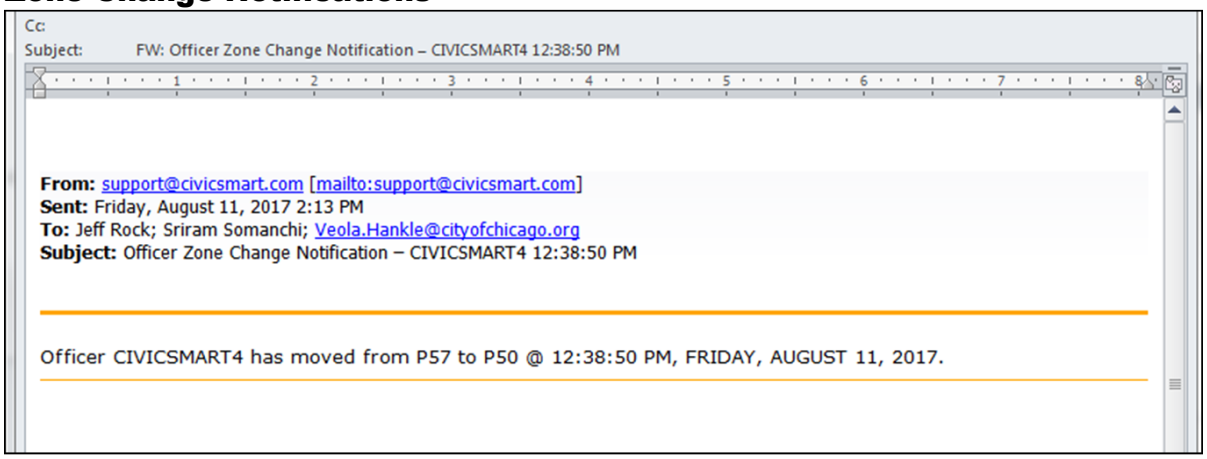
Hour	Citation Count	Distinct Officers	Avg Cites/Officer	Cumulative Count	Warnings	Voids
07	2	1	2	2	0	0
08	17	2	8.50	19	0	0
09	53	15	3.53	72	0	0
10	187	28	6.68	259	0	0
11	233	33	7.06	492	0	0
12	163	31	5.26	655	0	0
13	1	1	1	656	0	0

Officer Detail

Officer Name	Hour	Citation Count	Warnings	Voids
D. YARBER	07	2	0	0
D. YARBER	08	16	0	0
K. Lewis	08	1	0	0
B. WALKER	09	2	0	0
C. HENDERSON	09	1	0	0
D. ELLY	09	2	0	0

Emails can be sent to parking managers and supervisors on an hourly, daily, weekly or monthly basis. The above email report shows hourly issuance activity by officer. This gives management staff real-time information so any performance issues can be addressed before the end of the shift.

Zone Change Notifications



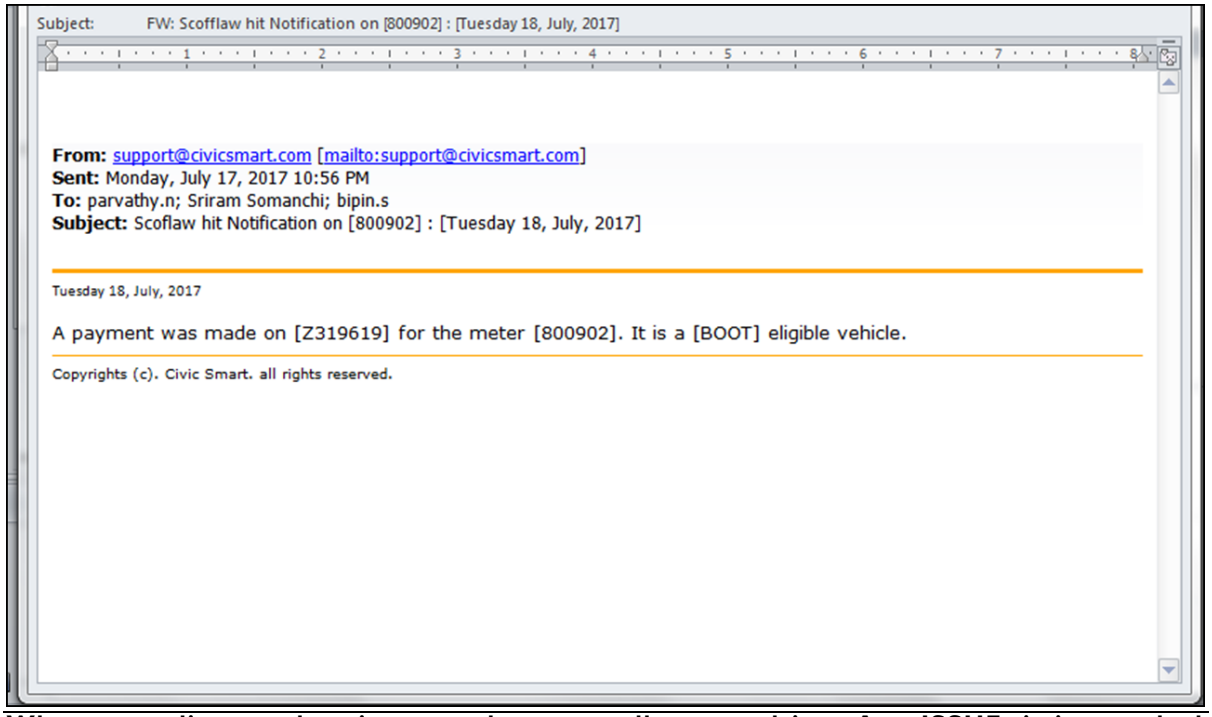
Cc:
Subject: FW: Officer Zone Change Notification – CIVICSMART4 12:38:50 PM

From: support@civicsmart.com [mailto:support@civicsmart.com]
Sent: Friday, August 11, 2017 2:13 PM
To: Jeff Rock; Sriram Somanchi; Veola.Hankle@cityofchicago.org
Subject: Officer Zone Change Notification – CIVICSMART4 12:38:50 PM

Officer CIVICSMART4 has moved from P57 to P50 @ 12:38:50 PM, FRIDAY, AUGUST 11, 2017.

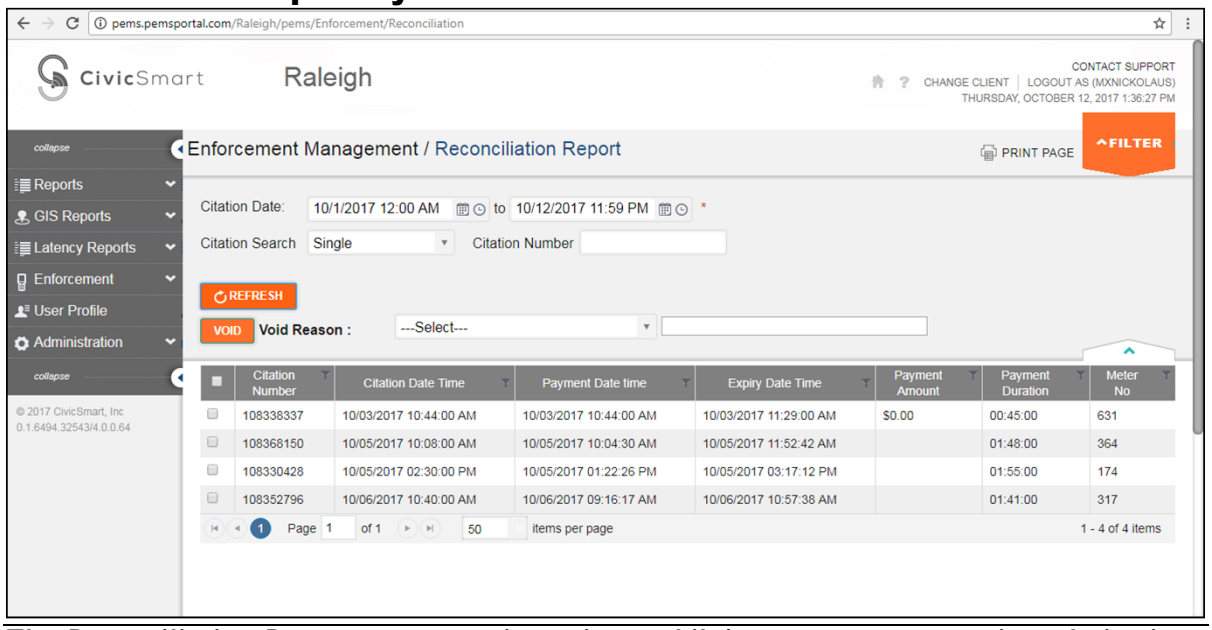
Cities can "ring-fence" enforcement beats so that if an officer leaves their assigned area, the GPS feature of AutoISSUE will record the departure and send an email alert to the appropriate supervisors. This active management can help new officers and remind seasoned ones if they inadvertently stray from their assigned area.

Scofflaw Hit Notifications



Whenever a license plate is scanned or manually entered into AutoISSUE, it is searched against our comprehensive database and will immediately flag a variety of conditions. In cases where the plate is a scofflaw or other "hit" (e.g., stolen vehicle), the system can send an email to any staff requested by the City. For example, certain clients do not want stolen vehicle "hits" to be displayed to parking enforcement officers on their handheld for safety reasons and instead want them sent to the Police Department on the backend. AutoISSUE can support this.

Reconciliation Capability



The Reconciliation Report compares incoming mobile/meter payments to issued citations and alerts if payment delays resulted in invalid citations. It can then recommend a citation void.

Duncan Solutions

Current Open Citations Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 11:56:23 AM**

Issue dates of **11/01/2017** *through* **11/03/2017**

[redacted]

Agency: **All**

Citation No.	Issue Date	State	License Number	Violation Count	Fines and Fees	Amount Due
108347578	11/1/2017	NC	[redacted]	1	$30.00	$30.00
108366696	11/1/2017	NC		1	$30.00	$30.00
108347579	11/1/2017	NC		1	$30.00	$30.00
108332911	11/1/2017	NC		1	$20.00	$20.00
108332912	11/1/2017	NC		1	$20.00	$20.00

Duplicate Citations Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 12:05:34 PM**

Creation dates of **07/01/2017** *through* **10/31/2017**

[redacted]

Agency: **All**

Citation No.	Status	Issue Date	License Number	State	Type
108322319	Open	07/21/2017	[redacted]	IL	MOT
108314459	Open	08/31/2017		NC	PAS
108316608	Open	09/19/2017		NC	PAS
108322108	Open	07/15/2017		NC	PAS

Report Totals: Citation Count: **4**

Citation Aging Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 11:09:46 AM**

Includes All Dates

Agency: **All**

Category	Current	31 - 90	91 - 1YR	1YR - 2YR	2YR - 3YR	Over 3YR	Total
North Carolina							
On DMV Hold							
Number:	0	0	0	0	0	0	0
Dollar Amount:	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Not On DMV Hold							
With R/O							
Number:	2,143	2,331	6,842	8,856	7,657	64,588	92,417
Dollar Amount:	$65,400.00	$102,144.00	$346,222.97	$470,176.20	$397,662.71	$2,735,342.29	$4,116,948.17
Without R/O							
Number:	1,750	173	696	1,033	884	11,419	15,955
Dollar Amount:	$44,340.00	$7,560.00	$35,691.00	$55,825.00	$47,810.00	$489,707.00	$680,933.00
Out of State							
With R/O							
Number:	167	220	629	949	765	5,528	8,258
Dollar Amount:	$5,020.00	$9,890.00	$32,060.00	$51,285.88	$40,758.32	$246,055.27	$385,069.47
Without R/O							
Number:	232	41	192	239	164	5,202	6,070
Dollar Amount:	$6,680.00	$1,970.00	$9,930.00	$13,260.00	$9,090.00	$214,950.00	$255,880.00
Totals:							
Number:	4,292	2,765	8,359	11,077	9,470	86,737	122,700
Dollar Amount:	$121,440.00	$121,564.00	$423,903.97	$590,547.08	$495,321.03	$3,686,054.56	$5,438,830.64

Payments Received Report Sorted by Agency

Page: 20

Data Type: **Parking**

Creation Date/Time: **11/7/2017 12:16:04 PM**

Transaction dates of **10/01/2017** *through* **10/03/2017**

Agency: **All** User ID: **All Users**

Total Count (Payments/Credits):	480	*(Payments/Credits)*	$14579.43	$0.00	$14579.43	
Total Count (Refunds/NSF/Reversals):	21	*(Refunds/NSF/Reversals)*	$-710.00	$0.00	$-710.00	
Total Count (Combined):	501	*(Total)*	$13869.43	$0.00	$13869.43	
Total Count (Cash):	20	*(Cash)*	$420.00	$0.00	$420.00	
Total Count (Check):	120	*(Check)*	$2620.00	$0.00	$2620.00	
Total Count (Credit):	361	*(Credit)*	$10829.43	$0.00	$10829.43	
Total Count (Combined):	501	*(Total)*	$13869.43	$0.00	$13869.43	

Web Transaction Count: 329 *IVR Transaction Count:* 0

Payment Source	Count	Payments	R/N/R	Credits	R/N/R
WEB	361	$10829.43	$0.00	$10829.43	$0.00
INOVAH	61	$1375.00	$-525.00	$1375.00	$-525.00
LOCKBOXWI	79	$2375.00	$-185.00	$2375.00	$-185.00
Sub-Totals:		$14579.43	$-710.00	$14579.43	$-710.00
Total (Combined):		$13869.43		$13869.43	

Issuing Agency	Count	Payments	R/N/R	Credits	R/N/R
PARKING	465	$13509.43	$-585.00	$13509.43	$-585.00
RALEIGH POLICE	26	$910.00	$0.00	$910.00	$0.00
	10	$160.00	$-125.00	$160.00	$-125.00
Sub-Totals:		$14579.43	$-710.00	$14579.43	$-710.00
Total (Combined):		$13869.43		$13869.43	

Hotsheet Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 12:10:06 PM**

Issue dates of **09/01/2017** *through* **09/30/2017**

[redacted]

Plate [redacted] **Name** [redacted]

State NY **Address** [redacted]

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
200548014	09/01/2017	600 HINSDALE ST	18	NO PARKING ANYTIME	$30.00	$50.00

Citations: 1 **Total Amount Due:** 50.00

Plate [redacted] **Name** [redacted]

State NC **Address** [redacted]

Citation No.	Issue Date	Location	Violation	Vio Description	Fine	Amount Due
108316450	09/07/2017	600 WEST NORTH ST	31	COMMERCIAL LOADING ZONE	$30.00	$50.00

Citations: 1 **Total Amount Due:** 50.00

Violation Summary Report

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 12:09:21 PM**

Issue dates of **09/01/2017** *through* **09/05/2017**

[redacted]

Agency: **All**

Violation	Vio Description	Fine Amount	Late Amount	Valid Count	% of Total Valids	Total Fines	% of Total Fines	Void Count	% of Total Voids
1	EXPIRED METER	$20.00	$20.00	107	23.52%	$2,160.00	17.88%	2	20.00%
11	LOADING ZONE	$30.00	$20.00	7	1.54%	$210.00	1.74%	0	0.00%
12	FIRE HYDRANT	$30.00	$20.00	8	1.76%	$240.00	1.99%	0	0.00%
13	DRIVEWAY	$30.00	$20.00	26	5.71%	$870.00	7.20%	3	30.00%
14	BUS ZONE	$30.00	$20.00	4	0.88%	$120.00	0.99%	0	0.00%
15	TRAFFIC LANE	$30.00	$20.00	5	1.10%	$150.00	1.24%	0	0.00%
16	ON SIDEWALK	$30.00	$20.00	29	6.37%	$900.00	7.45%	1	10.00%
17	BLOCKING INTERSECTION	$30.00	$20.00	1	0.22%	$30.00	0.25%	0	0.00%
18	NO PARKING ANYTIME	$30.00	$20.00	124	27.25%	$3,780.00	31.29%	2	20.00%
1B	PARKING OVERTIME	$20.00	$20.00	4	0.88%	$80.00	0.66%	0	0.00%
2	EXCEEDING TIME ZONE LIMIT	$20.00	$20.00	28	6.15%	$560.00	4.64%	0	0.00%
21	HANDICAPPED PARKING	$100.00	$20.00	1	0.22%	$100.00	0.83%	0	0.00%
22	TEMPORARY PARKING BY CHIEF	$30.00	$20.00	9	1.98%	$270.00	2.24%	0	0.00%
23	TRUCK PARKING PUBLIC STREET	$30.00	$20.00	0	0.00%	$30.00	0.25%	1	10.00%
3	PARKING WRONG DIRECTION	$20.00	$20.00	11	2.42%	$220.00	1.82%	0	0.00%
30	CITY FACILITY PARKING	$30.00	$20.00	7	1.54%	$210.00	1.74%	0	0.00%
31	COMMERCIAL LOADING ZONE	$30.00	$20.00	10	2.20%	$300.00	2.48%	0	0.00%
34	PARKED OUTSIDE SPACE LINE	$20.00	$20.00	4	0.88%	$80.00	0.66%	0	0.00%
36	NO STOPPING OR STANDING	$30.00	$20.00	1	0.22%	$30.00	0.25%	0	0.00%
37	RESIDENTIAL CONTROLLED	$30.00	$20.00	23	5.05%	$690.00	5.71%	0	0.00%
4	TOO CLOSE TO CORNER	$20.00	$20.00	1	0.22%	$20.00	0.17%	0	0.00%
5	ACROSS PARKING LINE	$20.00	$20.00	7	1.54%	$140.00	1.16%	0	0.00%
6	ON CROSSWALK	$20.00	$20.00	2	0.44%	$40.00	0.33%	0	0.00%
7	STORING/ABANDON ON STREET	$20.00	$20.00	0	0.00%	$20.00	0.17%	1	10.00%
8	OVER 12 INCHES FROM CURB	$20.00	$20.00	25	5.49%	$500.00	4.14%	0	0.00%
9	TAXI ZONE	$30.00	$20.00	11	2.42%	$330.00	2.73%	0	0.00%
Report Totals:				455		$12,080.00		10	

Citations With Credit Balances

Page: 1

Data Type: **Parking**

Creation Date/Time: **11/7/2017 12:20:35 PM**

Issue dates of **09/01/2017** *through* **09/08/2017**

[redacted]

Agency: **All**

Citation No.: 108332310 Registered Owner Name: [redacted]

Citation Date: 9/6/2017 License Plate: [redacted] Total Fines: $30.00 Balance Due: -$50.00

Payment Date	Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits
9/7/2017 1:28:50	486U170907D742	$30.00	$0.00	$0.00

Citation No.: 108332291 Registered Owner Name: [redacted]

Citation Date: 9/5/2017 License Plate: [redacted] Total Fines: $30.00 Balance Due: -$50.00

Payment Date	Payment Batch Number	Payment Amount	Dismissed Amount	Other Credits
9/14/2017	0030	$30.00	$0.00	$0.00

Permits Issued Summary Report

Page: 1

Data Type: **Permit**

Creation Date/Time: **11/7/2017 12:16:54 PM**

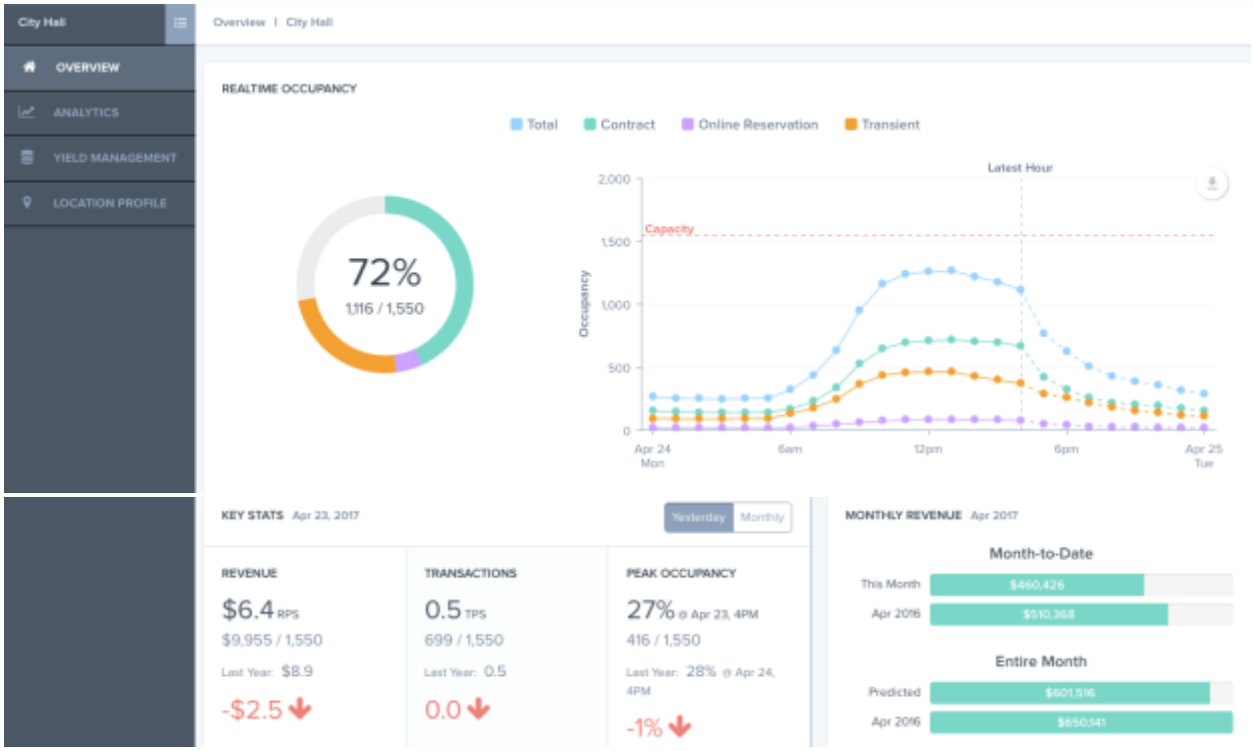
Transaction dates of **10/01/2017** *through* **10/31/2017**

[redacted]

Agency: **All**

Permit Type	Count	Permit Fees	Amount Paid
A RESIDENTIAL OWNER 2017	1	$20.00	$20.00
A RESIDENTIAL STUDENT 2017	1	$20.00	$20.00
A RESIDENTIAL TENANT 2017	2	$40.00	$40.00
A VISITOR PERMIT 2017-2020 *FREE*	1	$0.00	$0.00
C RESIDENTIAL TENANT 2017	1	$20.00	$20.00
CONSTRUCTION ON-STREET PERMIT (MISC	1	$300.00	$300.00
H RESIDENTIAL OWNER 2017	2	$40.00	$40.00
H RESIDENTIAL TENANT 2017	1	$20.00	$20.00
H VISITOR PERMIT 2017-2020 *FREE*	1	$0.00	$0.00
R RESIDENTIAL OWNER 2017	2	$40.00	$20.00
R RESIDENTIAL TENANT 2017	4	$80.00	$80.00
TEMPORARY ON-STREET PERMIT (MISC) 2	30	$1,476.00	$1,476.00
U RESIDENTIAL STUDENT 2017	4	$80.00	$60.00
Voided Permits	1	$20.00	$0.00
Totals	51	$2,136.00	$2,096.00

Smarking

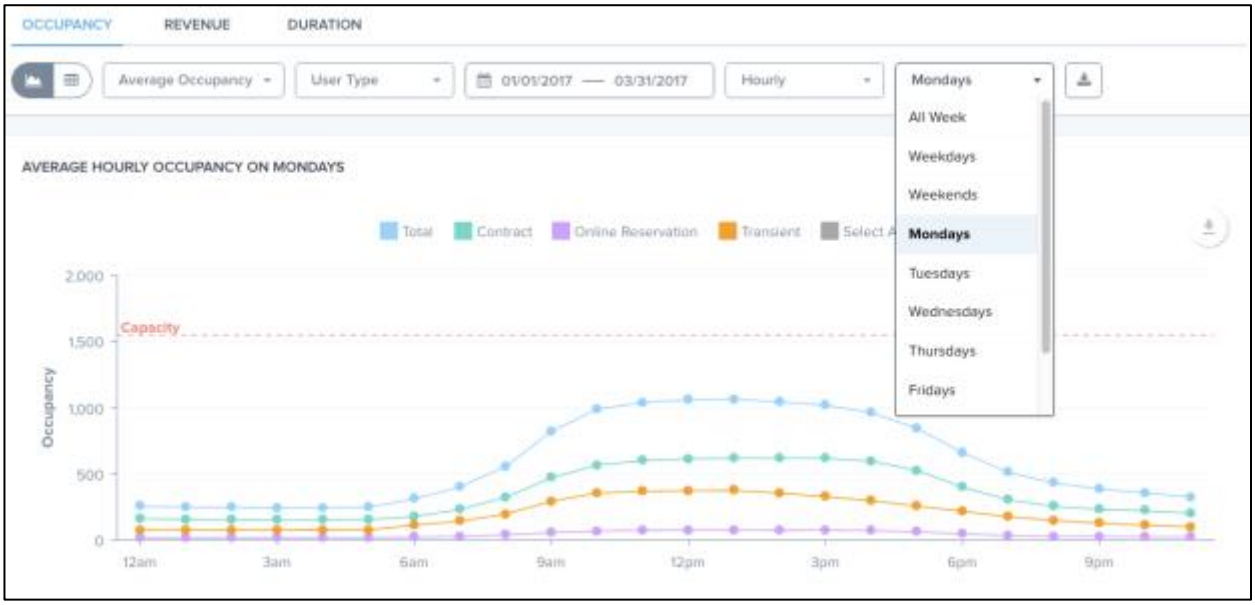


Dashboard

Displays current occupancy information in each parking facility, real time revenue information and historical occupancy information for the past 24 hours.

Historical Occupancy Report

Displays the historical occupancy in aggregate or by location

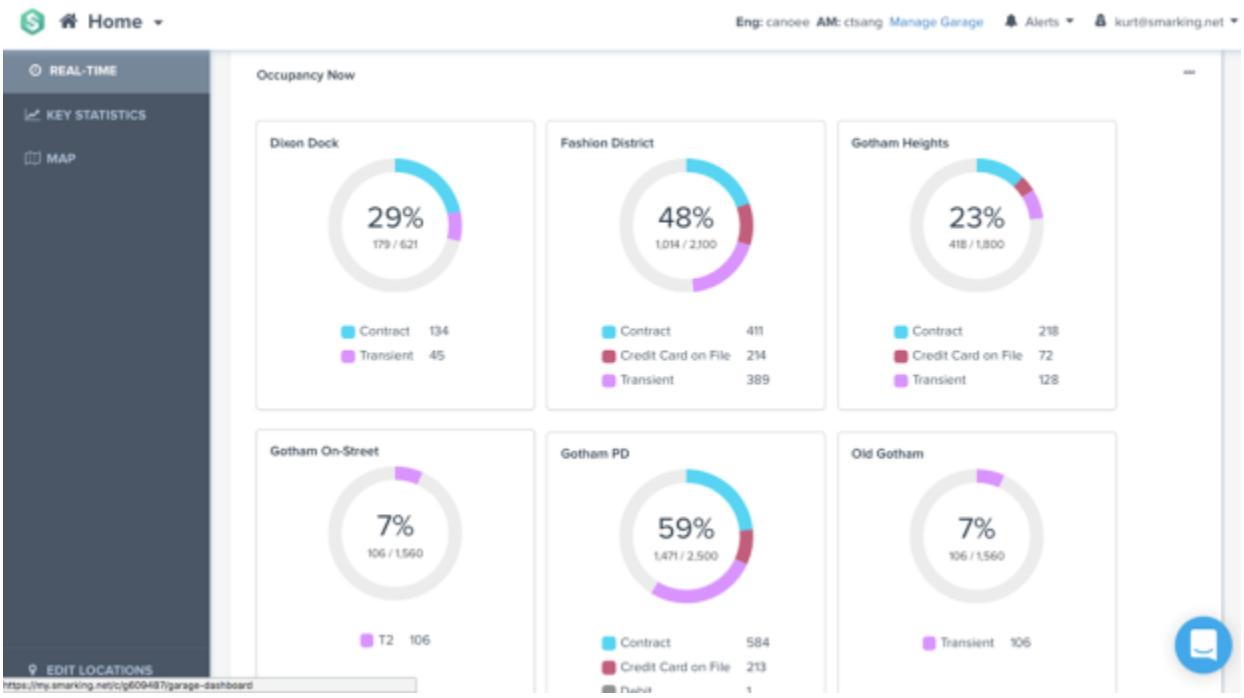


Average Weekly Occupancy

Displays occupancy, entries and exits over time for set days of the week

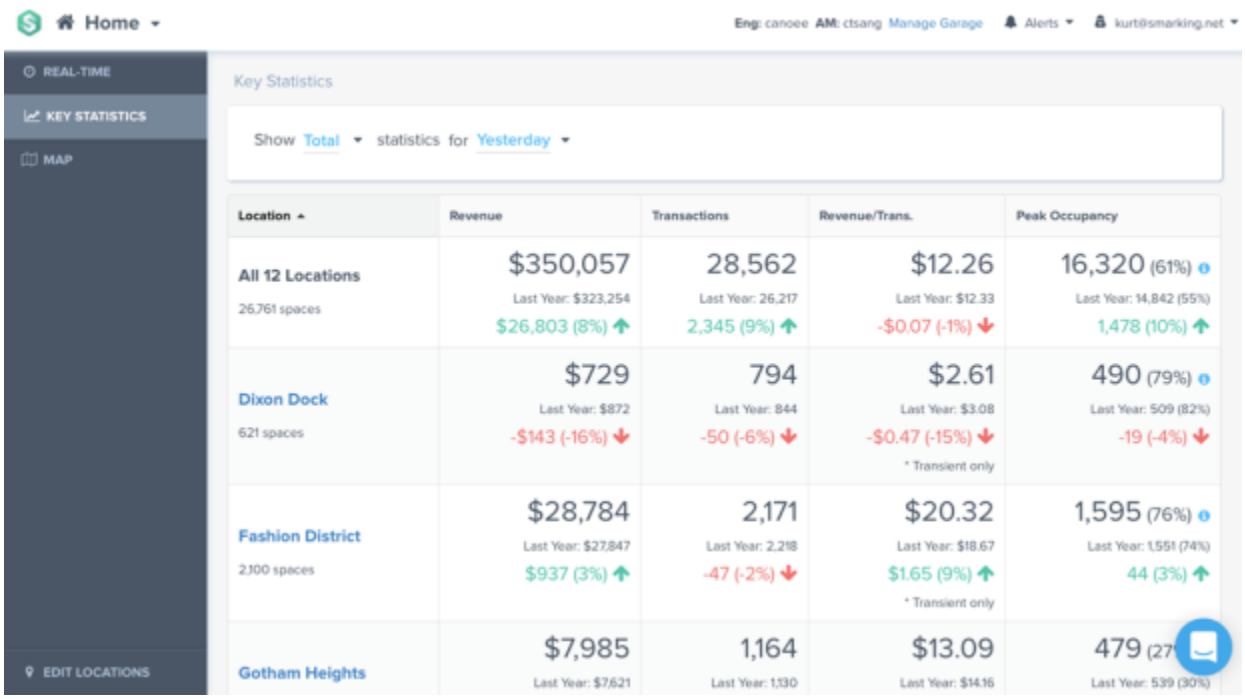
Duration Report

Displays average parking duration for cars entered at specific time



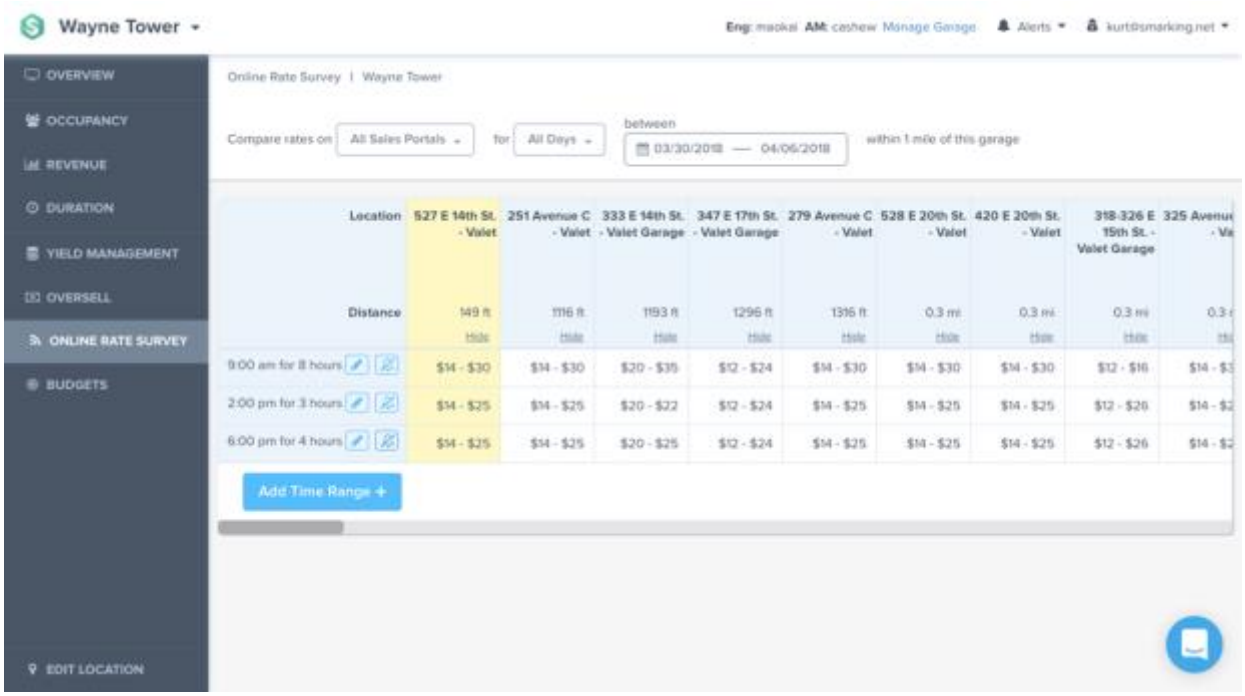
Portfolio Occupancy Overview

Pie charts by location



Portfolio YTD Revenue Overview

Displays the year-to-date transaction revenue.



Parking Location- Online Competitive Rate Survey

AT&T Smart City Operations Center Solution Overview (Optional)

AT&T Smart Cities is changing the way municipalities operate by giving city officials greater visibility into and control over how a city performs. Smart Cities Operations Center enhances civic or operations with up-to-the minute data visibility and insights provided by the Smart Cities Operations Center. This AT&T-developed product and top-of-the-stack solution pulls data from each city department and provides a real-time view of data across departments and agencies. Visibility allows leadership to analyze data from multiple points simultaneously and make more informed, rapid decisions. Leaders can better deploy resources, minimize crisis response times, improve service delivery, and more.

The AT&T Smart Cities Operations Center ("SCOC") is a software solution that aggregates data from multiple sources and visualizes them in a common user interface. Data for panels is collected and processed via APIs or FTP SCOC then utilizes visualization technology to bring the tiles to life and display data.

The SCOC consists of 3 solution components: Software – cloud based visualization platform, Hardware – commercial-grade panels plus installation and Professional Services – city data survey and solution customization.

The SCOC base solution consists of panels that are customized to fit the customer's needs and deliver essential day to day city information.

The Smart Cities Operations Center dashboard provides a near real-time view of multiple departments at once.

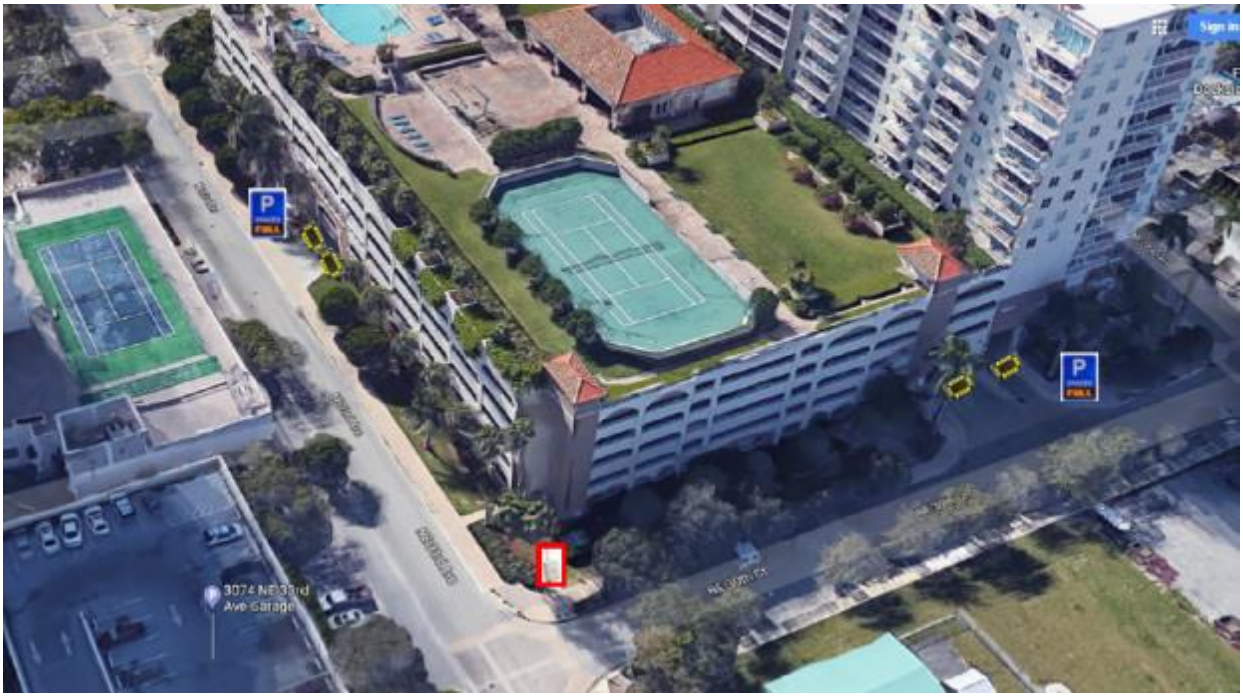
H.3 Photos/Illustrations of Projects and Plans

Arts and Science District Garage

Proposed location of OpenSpace Humps (4), Repeaters (1) and Variable Message Signs (1)

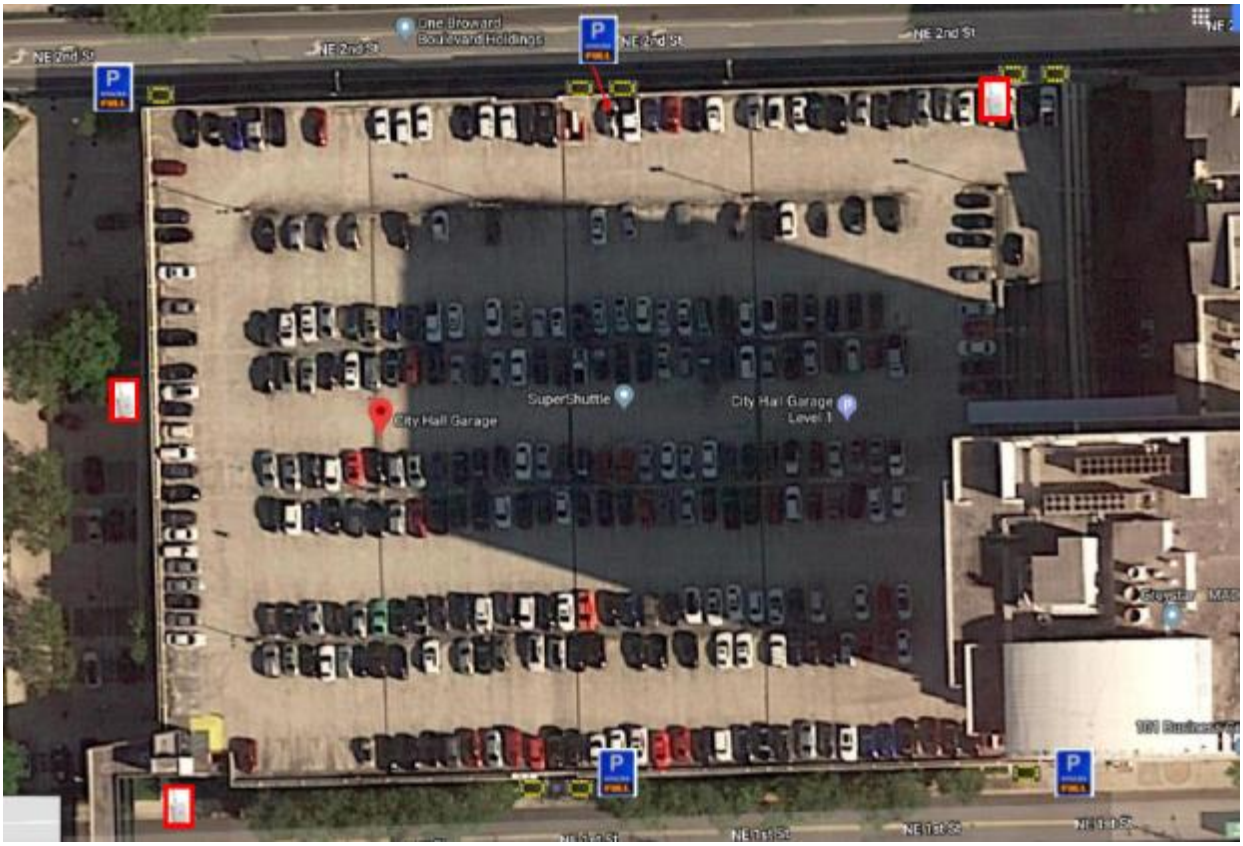
Bridge Place Garage

Proposed location of OpenSpace Humps (4), Repeaters (1) and Variable Message Signs (2)



City Hall Garage

Proposed location of OpenSpace Humps (8), Repeaters (3) and Variable Message Signs (4)



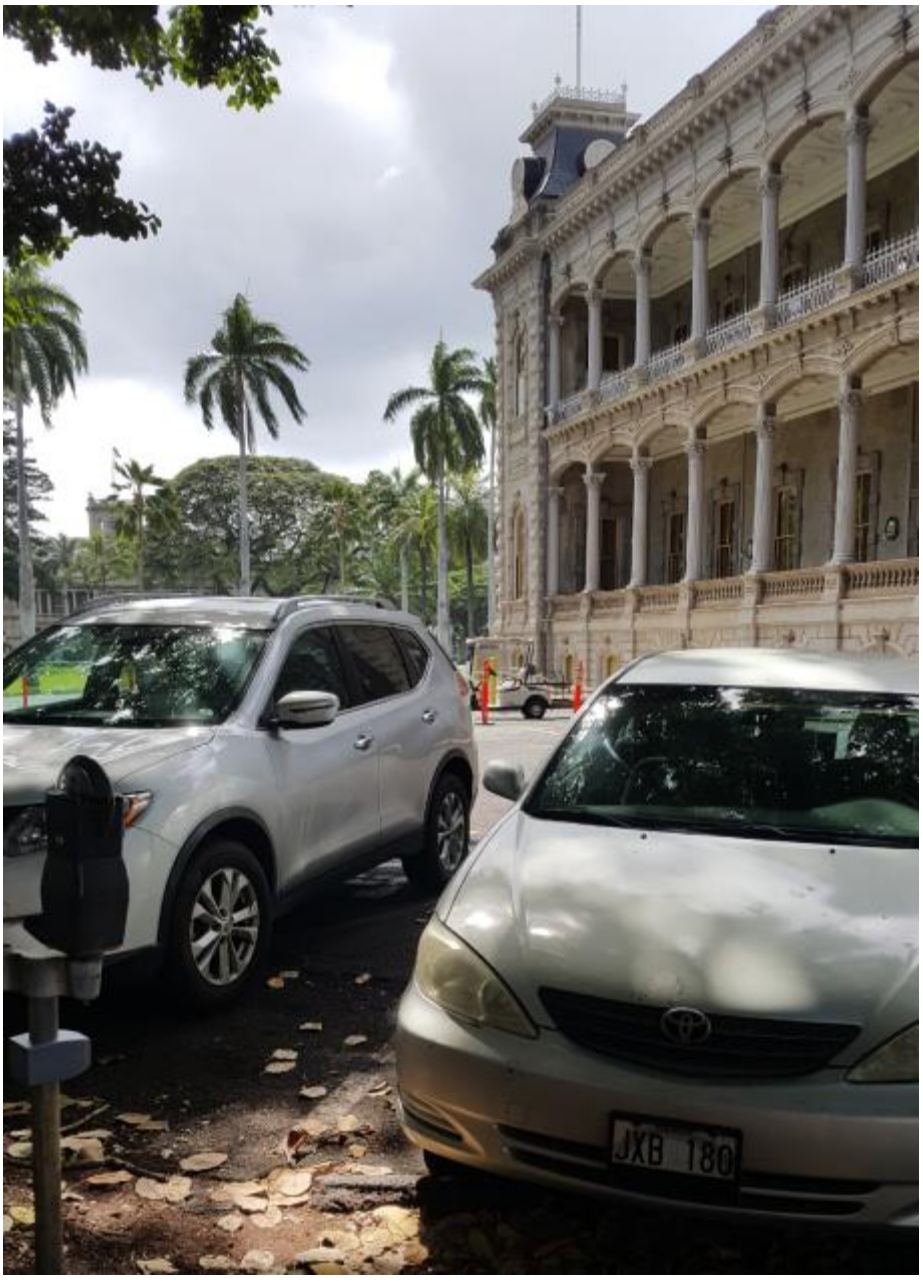
City Park Garage

Proposed location of OpenSpace Humps (8), Repeaters (7) and Variable Message Signs (4)

Variable Message Signs for Garages

Sensor Gateway Installed on Street Poles

Liberty Next Gen & Pole-Mounted Sensor Installation


JXB 180

H.4 SSAE Report

Attached is a SSAE SOC 1, Type II report for the suitability of the design and operating effectiveness of the controls for Duncan Solutions' citation processing system and services. If awarded the contract, a SSAE SOC 2, Type II report will be provided during the first year of the contract and annually for the duration of the project.

H.5 Letter from Global Parking Solutions

Attached is a letter from Global Parking Solutions in support of this project.

GLOBAL
PARKING SOLUTIONS USA

200 WEST WASHINGTON SQUARE, SUITE 200, PSFS BUILDING | PHILADELPHIA, PA 19106
E-MAIL: INFO@GLOBALPARKINGUSA.COM | TEL: (215) 399-1475 | FAX: (215) 399-1504

April 27, 2018

Ms. Laurie Platkin
Procurement Specialist II
Finance and Procurement Division
City of Ft. Lauderdale

Re: Global Parking Solutions and CivicSmart

Dear Ms. Platkin:

Global Parking Solutions is the current provider of parking paystations to the City of Fort Lauderdale. We value that relationship and look forward to supporting the City as it enhances its Smart Parking program.

We have reviewed the City's RFP #12109-885 for a Comprehensive Parking Demand Management System. We understand that to deliver the benefits that the City wants, it will be necessary for the selected vendor to interface with our meters and management system to obtain real-time meter payment information.

Global Parking Solutions has made a corporate commitment to developing flexible, fully functional APIs to exchange data with established parking industry companies.

We recognize that effective integrations are necessary to the future of sophisticated parking programs as cities require customized solutions from best-of-breed providers to realize their objectives.

In the case of CivicSmart, we are already working on an interface for a common client that is similar to the one that will be needed to support their team's bid on this RFP. We see no challenges or risks in completing this development and porting it for use in the City of Ft. Lauderdale in the City's timeframe. This letter confirms that Global and CivicSmart have each agreed to bear their own cost of this development and that the City will not be charged anything for this effort.

Best of luck with this procurement and please let us know how we can further help the City realize its vision.

Sincerely,

Michael Kavur
President