



Proposal to the City of Fort Lauderdale

In Response to
CITY OF FORT LAUDERDALE
PARKING METER TECHNOLOGY,
WITH MAINTENANCE AND SUPPORT
RFP#12342-205
Due Feb. 4, 2020, 2:00 PM EST

Parktel 2.0



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January 29, 2020

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

In response to Parking Meter Technology, with Maintenance and Support RFP # 12342-805

Since the invention of the parking meter in 1935, POM (descended from the original Park-O-Meter factory) has continued a proud tradition of manufacturing high quality, durable parking meters for the ever-changing worldwide parking market. POM is pleased to offer its latest technology, Parktel 2 solar smart parking meters (mechanisms), to the City of Fort Lauderdale. We offer Parktel 2.0 mechanisms that can meter one or two (left-right) spaces, cellular networked to MeterManager.Net cloud dashboard. Our Parktel mechs must be housed in a POM zinc upper housing with a Parktel zinc Dome. These will easily install onto any competitor modular vaults. POM has a variety of vaults in zinc and iron, in \$65 and \$118 coin capacity, with two styles of smart vault locking systems. The Parktel 2.0 includes solar panels with recharging battery and long-life backup battery; acceptance of U.S. coins and all major credit and debit cards; high-visibility/low-power display; user-friendly interface; and bright RGB status lights. Our retro-yet-modern style meter would enhance your downtown parking areas, provide many years of dependable service, and most importantly, provide the revenue and parking turnover you need. The Parktel meters can accept POM prepaid smart cards, mobile app payment, and even give a token amount of free time, at no additional charge. You can easily use our ability to change from single-space to dual-space "on the fly" as the meters are installed, and show how we can save you money in capital outlay, recurring fees, and meter uptime.

We appreciate this opportunity to continue our long-time vendor relationship with the City of Fort Lauderdale. Our complete proposal package follows.

Sincerely,



Seth Ward III
President and CEO



Recipient of the President's
E-Star Award for Continued
Excellence in Exporting



1. Executive Summary

POM is the originator of metered parking, being descended from inventor Carl Magee's first parking meter factory, the Magee-Hale Parking-O-Meter Company. POM has a long history of providing reliable and durable parking meters to cities and institutions all over the world, including over 600 installations in the U.S. alone. Today, POM is a 100% woman owned, private C corporation located in Russellville, Arkansas, since 1966, and incorporated in the State of Arkansas under its currently articles and ownership in 1981. Mrs. Anne B. Ward holds 100% of the company stock and resides in Little Rock, Arkansas. President and CEO is Seth Ward, III, and Secretary/Treasurer is Melissa Oates.

POM operates from a 65,000 square foot facility employing a non-union workforce of 33 full time employees and a varying number of part-time employees. Our facility is located at 200 South Elmira Avenue, Russellville, Arkansas 72802. Product development and engineering is all performed and supported in-house, and we have our own staff of skilled tool-and-die makers, powder paint department, zinc and aluminum die casting, plastics molding, and assembly personnel. POM products are made in the USA and POM is ISO 9001:2015 quality certified. Our DUNS number is #044915148, with rating 1R4.

All manufacturing, assembly, engineering and shipment of products for the City will be done from this one location. All our staff is on-site everyday which allows us to fully meet all the City's needs. This is the same facility which currently provides the meters and support used by the City.

The customer service representatives are Terry Henderson, POM Marketing Manager and Michael Moore, Customer Service Manager. Both are familiar with the City meter personnel and the current POM meters installed. Brent Huneycutt, POM Plant Manager, will be facilitating the manufacture of all orders our entire staff stands ready to be of service to the City.



2. Scope of Work

The Parktel 2 meters we offer will fit onto your existing posts and infrastructure:



Single-space version close-up

Two-space version

a. Details of the Operating System

MeterManager.Net cloud management software is a MySQL program residing on secure Amazon servers for POM. The Parktel smart meters are on a VPN Network, Cisco Router on Kore/Wyless side with VPC on AWS (Amazon) Side.

b. Describe the modem type: CDMA, GSM, and/or Wi-Fi

The Parktel 2 operates with GSM modem and replaceable SIM.

c. Power Source Requirements

The Parktel meters utilize two large solar panels, rechargeable Lithium Ion battery, and a Lithium Thionyl backup battery. Power saving features are a low-power Sharp memory LCD display (which is static and draws no power when at rest), the uBlox Sara U260 low-power modem, and optional Off mode outside enforced parking hours. Our TI BQ25505 power management chip chooses the most efficient power source to maximize backup battery life. This allows us to keep our modems always on standby, so all transactions are cleared quickly AND in real time. We call this "Always-On Technology", and it's how the Parktel is also able to integrate with pay-by-cell and other third-party vendors with little or no effect on battery life.

d. Manufacturer Model Numbers

POM offers the Parktel 2 solar smart mechanisms to fit into your existing POM zinc upper housings and MeterManager.net infrastructure.

Our mechanism must be placed into a POM zinc upper housing. If you have POM zinc upper housings, then you can easily retrofit with a Parktel 2.0 mechanism and Parktel zinc dome. If you have any other type of housing, you will need a Parktel 2.0 mechanism, zinc upper housing, and Parktel zinc dome.

Electronic locks are not included in this quotation, however, we do have two available options discussed in this package.

e. Describe how the proposed paid parking equipment meets the City's requirements

POM provides firmware for both single- and two-space on the clients' dashboards and they are free to download to the meters and move them around at will without POM's knowledge or participation. We believe that the City will be able to use the features of the Parktel to meet their needs similar to the clients below:

- Virginia Beach, Virginia, 140 Parktel 2 meters (48 with Magnum iron vaults, 81 with zinc Tamperproof vaults), all with SmartLocks, all currently being utilized as single-space meters, installed April 2018.
- Milwaukee, Wisconsin, 3500 Parktel 2 meters awarded to POM in fall 2017 after successful one-year pilot against IPS and Duncan/Civicsmart that had previously involved about 80 meters. 1,800 have been installed to-date, mostly two-space with some single-space.
- Westfield, New Jersey, 120 two-space and 40 single-space Parktel 2 meters with SmartLocks installed October 2017.
- Valley Stream, New York, 187 single-space and 51 two-space Parktel 2 meters installed July 2015
- LA County Beaches and Harbors, 67 Parktel 2 two-space and 8 single-space complete meters with Magnum vaults and Medeco Nexgen locks, installed at 7 beach lots in July 2016.

f. Describe how the battery performs, maintenance and support requirements, and the guaranteed life span

First, see Item d Power Source Requirements. Expanding on this and on our experience with the Parktel 2 batteries in our reference installations (Item g), we expect and will guarantee five years life of the rechargeable Lithium Ion battery. We expect two years of backup battery life and will thus guarantee one year. The Parktel 2 solar smart meter will let you monitor both the rechargeable and backup battery levels, and solar level, both locally at the meter display and remotely at the dashboard. The meters will call up to the dashboard every night around midnight, and the battery levels are noted then as well. Low battery alerts are sent by SMS and/or email to designated personnel in real time, and POM's own engineering staff frequently check the health of our installations online. All batteries are easily exchanged out on the street without loss of data or status. If a meter must be reset, the simple reset button procedure returns the meter to its previous status and shows remaining time, if any. An optional reset is available that returns the meter to ready/Expired status (removing any previous remaining time, useful if the vehicle has already left the space).

5. References

Virginia Beach, Virginia

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140 Parktel 2 meters (48 with Magnum iron vaults, and 81 with zinc Tamperproof vaults) all with SmartLock system. Purchased and installed in April 2018, sole source, to upgrade a successful installation of Parktel 1 meters they had installed in 2013. Virginia Beach is an IPMI Accredited Parking Organization. These are currently being utilized as single-space meters.



Since the City already had POM's MeterManager.Net cloud dashboard, switching to the Parktel 2 from the Parktel 1 (legacy, module style credit card meters) required no change of management. Updates to the software are ongoing and free to the City. There are currently no integrated vendors with this installation. There were no problems with this installation, so no lessons learned.



Milwaukee, Wisconsin

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3-year contract for 3,500 meters awarded to POM in fall 2017, after successful on-street trial against IPS and Duncan\Civicsmart that last about a year prior. Vault chosen (shown below) is the iron 95 (round door) style. Approx. 2,000 installed so far, mostly two-space. The meters accept coins, credit and debit, and Parkmobile pay-by-cell (the only 3rd party integration for this installation).



The City of Milwaukee started from scratch with all new MeterManager.Net software and POM helped them set up the database, coordinating location numbering with Parkmobile, the only integration required for this installation. Lessons learned: The City requested some changes to the meters' firmware and cloud software: adding coin drop transaction logging; pushing time onto the meter displays from the Parkmobile payment transaction; and speeding up the red LED expired signal lights. During production of this contract we made changes to the tooling to improve the fit of the zinc dome and Lexan® window, and we changed the meter firmware to allow assignment of meter location "on the fly" (which makes installation go much faster and updates the database as the meters are installed). The front shell of the mechanism was redesigned to channel coins stuffed into the card slot so that they fall to the bottom of the upper housing, not into the circuitry area where they can cause electrical problems. Deviations between this installation and the one being offered to the City is the lack of a smart vault locking system.

Westfield, New Jersey

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The Town of Westfield installed 120 complete two-space and 40 single-space Parktel 2 credit card smart meters with SmartLock system in October 2017. The meters accept coins, Westfield branded tokens, Westfield branded prepaid (refunding) smart cards, credit and debit cards, and MPay mobile app. The meters offer free time by pressing a designated button on the single-space meter, or when first choosing the left or right space button on the two-space meter. The prepaid smart cards are sold and distributed at the Town parking office, and they can be reloaded there or at the T2 (Digital) Luke pay stations where they are also accepted as payment.



The Town of Westfield had utilized POM model APM-E meters that accepted tokens, prepaid (refunding) smart cards, and had free-time buttons. They wanted to incorporate these same features, add credit/debit card acceptance and pay-by-cell, AND take advantage of the savings of two-space meters, so they went to bid with POM Parktel 2 meter specifications. POM migrated their desktop MeterManager software data to the new cloud-based version.



Third party integration partners are MPay (mobile payments), and the Town's T2 (Digital) Luke pay stations can accept and reload the Atmel cryptomemory prepaid smart cards supplied by POM. Since these meters accept so many payment methods AND feature SmartLock, the only deviation from the City's RFQ is that the Westfield meters also offer free time, made possible by POM's contextual buttons and display.

Valley Stream, New York

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This installation includes 187 complete single-space and 51 2-space Parktel 2 credit card smart meters installed in July 2015. Parkeon sold these to the prime contractor (Johnson Controls) for the Village as part of a package of single-space meters and pay stations.



Although Valley Stream had been a long-time POM customer with their mechanical, then later digital battery-powered meters, they had not been using the desktop MeterManager software, so they had to start from scratch with their cloud-based database. POM's local sales and service agent helped with training, set-up, and installation. This is one of POM's first Parktel 2 installations, so there have been many lessons learned since this installation: initial firmware provided a very large remaining time display that was later changed to a smaller font and area of the display to discourage driving around shopping for free time on the meter while allowing more information and instruction and a shortened payment procedure. The firmware and software have been changed to use location numbering logic and installation procedure to quickly and easily assign the meter to its location on the street. During the reset "call-up", the dashboard sends down single-space or two-space firmware to the meter that is assigned to that location. POM has also changed the design of the meter dome and window from two interlocking assemblies to one solid window inside a tightly fit dome shell. This improves fit and button alignment and helps reduce water infiltration.

Los Angeles County, California

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67 Parktel 2 two-space and 8 single-space complete meters with Magnum vaults and Medeco Nexgen locks, installed across 7 beach lots in LA County in July 2016.



LA County Beaches is another long-time POM customer that likes the design of the POM housings. They specified the iron Magnum vault in their bid, along with Medeco Nexgen locks (the only 3rd party vendor in this installation, albeit not integrated with the mechanism). As you can see in the single-space meter photograph, these had the older version firmware with the large remaining time display, and these have since been upgraded to the newer firmware. Lessons learned: iron is not the best option for ocean environment, and although the meters were coated with truck bed liner material per bid specifications, small areas of rust are already beginning to show on the vaults and the County has asked for pricing to switch back to zinc vaults at some point in the future.

POM timeline for work:

City of Fort Lauderdale awards the contract to POM Incorporated.

All POM Parktel units must be installed into POM zinc upper housings with a new POM Parktel zinc dome. Fort Lauderdale will give POM an inventory of how many POM zinc housings are in use. POM upper housing and Parktel mechanism units may be installed onto competitor vaults so a determination of those numbers must be made by Fort Lauderdale.

City of Fort Lauderdale issues a purchase order to POM for an appropriate quantity of mechanisms/meters. (see above to determine if they are mechanisms and domes or upper housing + mechanisms + domes to be installed on competitor vaults.) The city may opt for completely new meters (new housings + new Parktel mechanisms). POM has two options for electronic locks, the POM SmartLock and the Medeco NexGen. These maybe added to the meters with an additional

City of Fort Lauderdale provides POM with the mapping of posts where Parktels will be installed. This includes their location, post number, specifications for the rate and hour limit associated with the post, and the number of spaces (single or double) for each post. This information will be the "specifications". POM meters are all built alike. The specifications are tied to the posts. This allows all POM Parktel mechanisms to be interchangeable. POM will enter this into the software MeterManager.net.

City of Fort Lauderdale submits Merchant Account form to POM's PCI compliant gateway provider NMI/CreditCall.

POM manufactures custom goods for the City of Fort Lauderdale per the above requirements. This timeline depends on the quantity of units the City orders at one time. We project goods ready for shipment 30 to 75 days after all the above requirements are met.

POM does not anticipate any delivery delays and we believe that the City of Fort Lauderdale's requirements will easily fit into the production schedule.

Prior to delivery, POM will train the City of Fort Lauderdale via WEBEX. This training will be scheduled at a mutually agreeable time.

We expect the city to perform all installation and maintenance with training.

Certifications

POM outsources its PCI compliance through use of PCI Level 1 certified gateway provider (CreditCall, an NMI company). CreditCall's AOC follows at the end of this proposal.

Summary of Benefits of the POM Parktel 2

POM has the most extensive experience with making durable parking meters with features that enhance user experience, increase revenue, make the enforcer's job easier, are easy to maintain, and enhance the streetscape. Following is a list of what makes the Parktel 2 solar smart meter the best option for the City:

- The 2-space Parktel meters for left-right spaces will cut the cost of meter heads AND their monthly connectivity fees in half.
- Change Parktel meters from single-space to two-space or vice-versa by simple firmware download from MeterManager.Net dashboard, either "on the fly" while installing out on the street, or from any computer, pad, or smart phone with internet access and Chrome browser. This capability reduces the number of spares the client will need, as any meter can become single-space or two-space, and any rate/time limit.
- The Parktel E-reader type display is the most low-power yet high-visibility of any other meter display. In bright sunlight, it is even easier to read, and it is backlit for use in low-light conditions. In static mode, it draws no power at all.
- The Parktel 2 meters have an aesthetic, retro look that will complement any streetscape more so than any other parking meter on the market. Choose our gloss black or gunmetal gray powder paint finish, or we can match other downtown color schemes (simply provide Pantone color number for matching).
- The zinc upper housing and dome of the Parktel 2 meter provides the same four-corner locking security as conventional vandal-resistant meters on the market.
- MeterManager.Net cloud dashboard will communicate by cellular wireless with the Parktel 2 meters, allowing you to monitor status, usage, revenue, backup battery levels, and create/download your own dynamic, demand-based rate profiles.
- The Parktel solar panels, rechargeable battery, low-power display, low-power modem, and power management chip provide for long backup battery life. This allows us to keep our modems always on standby, so all transactions are cleared quickly AND in real time. We call this "Always-On Technology", and it's how the Parktel is also able to integrate with pay-by-cell and other third-party vendors with little or no effect on battery life.
- In addition to the major credit and debit cards, the Parktel smart meters will also accept prepaid smart cards branded for your parking system AT NO ADDITIONAL CHARGE. Prepaid smart cards have no transaction fees and are popular in many POM meter installations because of the refunding feature and the up-front card sales revenue. You may issue and reload the prepaid smart cards from our MeterManager.Net dashboard using the Mako Technologies DT-3500 USB card interface. Cards are inexpensive and can be customized with custom artwork and instruction text. NEW FROM POM: Parktel meters may be programmed to act as smart card

value loading stations, pricing the same as the parking meters. Meters may be turned into charging stations, or back to meters, by simple firmware download from MeterManager.Net.

- Because the heavy duty Parktel meter buttons are interactive and programmable (not burned-in/limited to one function), one may be programmed to provide a small amount of free time at a single-space meter. Our two-space meter may provide free time when the user first selects the left or right parking space. Free time option is no extra charge.
- The Parktel 2 offers 512 kilobytes of reprogrammable memory.
- The Parktel 2 has three expansion ports for future operation hardware or accessories.
- The Parktel 2 coin chute has no moving parts (which can contribute to coin jamming). Instead, the chute detects backward movement of the coin and will remove the purchased time from the meter, deduct the purchase from the audit data, and create a record of the attempt.
- The Parktel 2 operates with GSM modem and replaceable SIM over T-Mobile network. We have the capability to change to a different network if necessary for signal strength. Reliability of signal coverage can be predetermined by coverage map <https://www.t-mobile.com/coverage/coverage-map> (which is customer data verified, and shows a strong signal all over the City); additionally one may use a device such as GSM cell phone (to check text delivery time) or a meter mechanism (to check test transaction time) can test signal strength.
- POM can integrate with the client's choice of Passport, Parkmobile, MPay2Park, or MobileNow! cell phone payment that will push time onto the meters. Enforcement personnel may continue to drive by the meters and view the same status signal, no matter what payment method was used. POM will soon also offer our own mobile app, branded for the City, with a much lower user fee than the common mobile apps.
- Enforcement: POM's integration with Passport gives their enforcement application access to the Parktel meters' location and status. We can also work with any other enforcement provider through shared API as required by the City.
- Products made 100% in the USA (including circuit boards) mean high quality, fast factory turnaround, and Americans working for you.

POM Parktel 2 Solar Smart Meter Specifications

1. Housing

The smart meter housing shall be made of durable die-cast zinc, polyester powder painted and baked to withstand ASTM B117 1000-hr salt spray test. Colors shall be gloss black, gunmetal gray, or provide a Pantone color number for matching other colors. The two-piece design allows for easy upgrade to iron vault options. The vault door features a rear-loaded lock, heavy duty sliding steel locking plate (to prevent punching in or pulling out the lock), and the tapered base deflects upward blows to attempt forced removal from the post. The vault door “falls” open when unlocked, to reduce key wear, and it is easily removed when open and replaced without use of tools.

2. Solar, Smart Mechanism

2.1 The mechanism shall have a large 4.4”, 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing in bright sunlight and from a vehicle or wheelchair. The display shall be easily read in bright sunlight, with backlighting around the display and each button for low-light conditions. Four heavy duty stainless, contextual buttons shall allow the user to pick the parking space (if a two-space meter), and payment method. The instructions shall be simple and easy to understand. The display shall be static so it does not draw power when at rest. The buttons and display also provide interactive utility menus for set-up and maintenance.

2.2 Four large RGB LED lights shall be visible from either side of the meter, with a variety of colors that may include (but are not limited to) red for expired mode, green for paid mode, yellow for trouble, and blue for transaction in process.

2.3 The mechanism specifications, display messages, configuration for the buttons, and for the lights, may be downloaded from the wireless, web-based dashboard accessible from any computer, notepad, or smart phone with internet access.

2.4 One meter shall be configured to accept payment for one parking space, or for two (left/right) parking spaces. The meter buttons, lights, and instructions shall be configured to make choosing a space, paying, and enforcement simple and easy to follow. Reconfiguration to single or multi-spaces after installation may be accomplished from the cloud dashboard.

2.5 The solar smart meter allows users to choose from multiple payment options including as a minimum, U.S. nickels, dimes, quarters, dollar coins, and all major credit cards or debit cards. Optional payment methods include the Red Bank branded prepaid smart cards (already in circulation), token, and specific mobile app payments (Parkmobile, Passport, MPay, MobileNow!, or soon POM’s own mobile app), at no additional charge or hardware. Users that pay with the prepaid smart card must be able to retrieve leftover time back onto their card when they return to the meter, which will reset the time back to zero. As an additional option, meters may be programmed to provide a small amount of free time for

quick stops. Payment methods shall be independent of each other to enable the user to choose another payment method if one fails; in the event of cellular interruption, coins are still accepted.

2.6 The solar smart meter is upgradeable to an EMV credit card reader.

2.7 Each meter has a large solar panel with internal, rechargeable lithium ion battery, power management chip, and lithium thionyl backup battery pack with guaranteed 1-year life (and estimated 1-2 years life, depending on usage and availability of ambient light). The solar panel is protected behind the Lexan™ dome window. If the Parktel is to be used inside a garage where solar panels are not applicable, a 110v power relay can be included for hard wire connection.

2.8 No credit card specific electronic data is stored within the parking meter. At the time of card swipe, all transactional information is immediately point-to-point encrypted (P2PE) and transmitted for processing via secure signal in real time to a PCI certified gateway provider for decryption. The fit and design of the card reader prevents skimming devices.

2.9 The meter system's gateway provider, Creditcall/NMI, works with the client's current credit card processor used by the acquiring bank holding their merchant account. Current processors include (but are not limited to) Heartland, First Data, FHMS, TSYS, RBS, Elavon, Fifth Third Bank, Global, Chase Paymentech, Moneris, ADS, and Mercury Payment Systems.

2.10 The coin chute has no moving parts inside and shall be able to recognize and give time for standard US coins of denominations of \$0.05, \$0.10, \$0.25 and \$1.00 coins. The coin acceptor shall be programmable to either limit or expand the types of coins accepted. The meter will cause all invalid coins, washers, gaming tokens, etc., to fall through into the inner coin box without registering. No time will be given for these fraudulent coins. A coin inserted on a string or ribbon and retrieved shall be detected, and the time removed from the meter when the coin passes backward through the chute, which shall also log such an event for reporting. The coin acceptor shall detect metallic as well as non-metallic jams. Jam clearance shall be accomplished without special tools. Coins passing through the mechanism shall be deposited into the coin box in the meter vault when the mechanism is properly installed in the upper housing. In the event of a jam or other malfunction, the meter must notify the data dashboard in real time, create a record of such, shall show a jam icon or message on the meter display, and designated maintenance staff shall receive notification by text message, email, or both. Coins forced into the credit card slot shall fall down through a specially designed opening in the mechanism front shell, preventing them from having any contact with the meter's inner circuitry.

2.11 The following rate and operating characteristics shall apply to all meter mechanism purchased:

2.11.a The meter shall be able to operate under either a FIXED RATE (same rate all day, for select/every day(s) of the week) or MULTIPLE-RATES (varied rates throughout the day). At least 25 special event dates and rate schedules may be set up in the dashboard and downloaded to all or specified meters.

2.11.b The meter shall be able to Escrow Payments (allow a motorist to pay for parking prior to the beginning of enforcement hours, up to the maximum stay period.)

2.11.c To save backup battery life, the meter may be programmed to go OFF overnight or at other specified times.

2.11.d The meter shall be able to receive changes/updates to all rate structures, maximum stay (time limits), available payment methods, and hours of meter operations shall also be managed and updated via a web-based management system, providing remote management capability.

2.11.e The meter in the event of a coin jam will continue to allow payment via other methods. In the event of the card reader failing or internet connection going down the meter will continue to operate in a coin, token, or smart card mode. Should both a coin jam and card reader failure are present, the meter will display "Out of Order".

3. Wireless Data and Management System Capabilities

3.1 Each meter shall be individually capable of transmitting and receiving wireless data for the purpose of payment card processing, coin transactions, fault notifications, updates to the operating features and rate configuration of the meter.

3.2 The wireless capability will be accomplished without any additional networking equipment that would require to be installed on street poles, buildings or other locations. Updates to the meters' software, such as firmware and operating software, shall be performed wirelessly, requiring no direct interaction with each individual meter.

3.3 The meter management system shall be a completely web-based system accessible via desktop computer, laptop computer or pad, or handheld wireless device to authorized personnel. No additional software other than Google Chrome internet browser shall be required for the management system to be accessed and fully used in conjunction with the meter. This system shall be accessible to authorized users 24/7.

3.4 The meter management system shall provide reports in delimited format to include financial, technical and administrative functions via a single web-portal. No additional software will be required to access and update the meter system other the access to the meter management system.

3.5 A "test card" shall be provided for maintenance staff to determine if the credit card reader is functioning properly.

3.6 An "audit card" shall be provided for use during collections to set a cut-off for the audit table and send up the audit data wirelessly to the back-office data website.

3.7 Each meter shall call up to the data website each night, around midnight, to report current status and revenue intake since the last audit. This allows administration to monitor coin box capacity, power status, and address any outstanding coin chute or card reader malfunctions each morning before the influx of users.

4. Data Security Specs

4.1 Software Platform and Programming Language

MeterManager.Net cloud management software is a MySQL program residing on secure Amazon servers for POM. The Parktel smart meters are on a VPN Network, Cisco Router on Kore/Wyless side with VPC on AWS (Amazon) Side.

4.2 Protocol, Polling, Message Flow

Communication Protocol is Proprietary to POM Incorporated for security and efficiency. TCP Socket Level Binary Data is used to maximize performance and power. The smart meter devices are listening 24 hours a day, 7 days a week and respond immediately to server requests. Credit Card Transactions are pushed up to the server in real time.

4.3 Fault Tolerance/Backup Procedures

Monitoring routines are employed on Amazon Server that restarts any failed processes. Nightly backups to from Cloud Server to On Site storage are employed.

4.4 Data Security, Storage, and Retrieval

4.4.a Security features include redundant data at the meter vendor and the gateway provider hosted servers. Data is encrypted and password protected with firewall, SSL connection security, and scheduled backups.

4.4.b The gateway provider (Creditcall) utilizes end-to-end DUKPT tokenization encryption and is PCI-DSS Level 1 Compliant. Dialing out commences immediately upon choice of card payment, and no credit card or user information is stored at the meter, but rather is encrypted and sent in real time immediately after the card is swiped, to prevent unauthorized capture of the card details.

4.4.c The gateway processing network consists of at least four independent processing nodes (data centers), each capable of handling the full transaction processing load. These centers are cross-connected by high reliability, carrier-diverse links.

4.4.d All electronic data is encrypted and backed up, archived on a weekly basis to secure off-site underground storage. Specific (confidential) policies are in place to deal with the need to evacuate the head office building on a short- and long-term basis, to deal with eventualities such as fire, flood, theft, explosion and terrorism.

4.4.e All systems and networks are designed for reliability and resilience to enable an uptime delivery of a minimum of 99.9%. Creditcall certifies that during the past three years, the current network architecture has provided 99.996% uptime.

4.4.f Creditcall has in place DDOS (Distributed Denial of Service) protection to prevent malicious attack from bringing down the service.

4.4.g Creditcall has over 20,000 clients worldwide and works with most all processors, including but not limited to Heartland, First Data, FHMS, TSYS, RBS, Elavon, Fifth Third Bank, Global, Chase Paymentech, Moneris, ADS, and Mercury Payment Systems.

Warranty

These products are guaranteed to be free of defects in materials and workmanship for a period of one **(1) year** from date of delivery. Additional one-year extended warranty may be purchased at time of original meter purchase, covering original defects in materials and workmanship, exclusive of backup battery. Not covered under this warranty: acts of God, vandalism, misuse and abuse, improper or inadequate maintenance as defined in factory training and service/troubleshooting documentation; and improper or inadequate packing used for transfer or shipping of products, i.e. back to the factory for repair or evaluation. This warranty and the client's exclusive remedy are in lieu of any other warranties, express or implied, with regards to the intended purpose of these products.

Installation

Installation and set/up activation of the meters can easily be performed by the City of Fort Lauderdale's existing maintenance crew and/or parking equipment technicians.

POM will provide training, simple instructions, and documentation. If the City will provide location (post) numbers, designating which are single-space and which are 2-space, POM can set up the locations in the MeterManager.Net data dashboard for the City at no additional charge. POM Engineering staff will also work closely with the City designated pay-by-cell vendor to ensure integration of the location numbering.

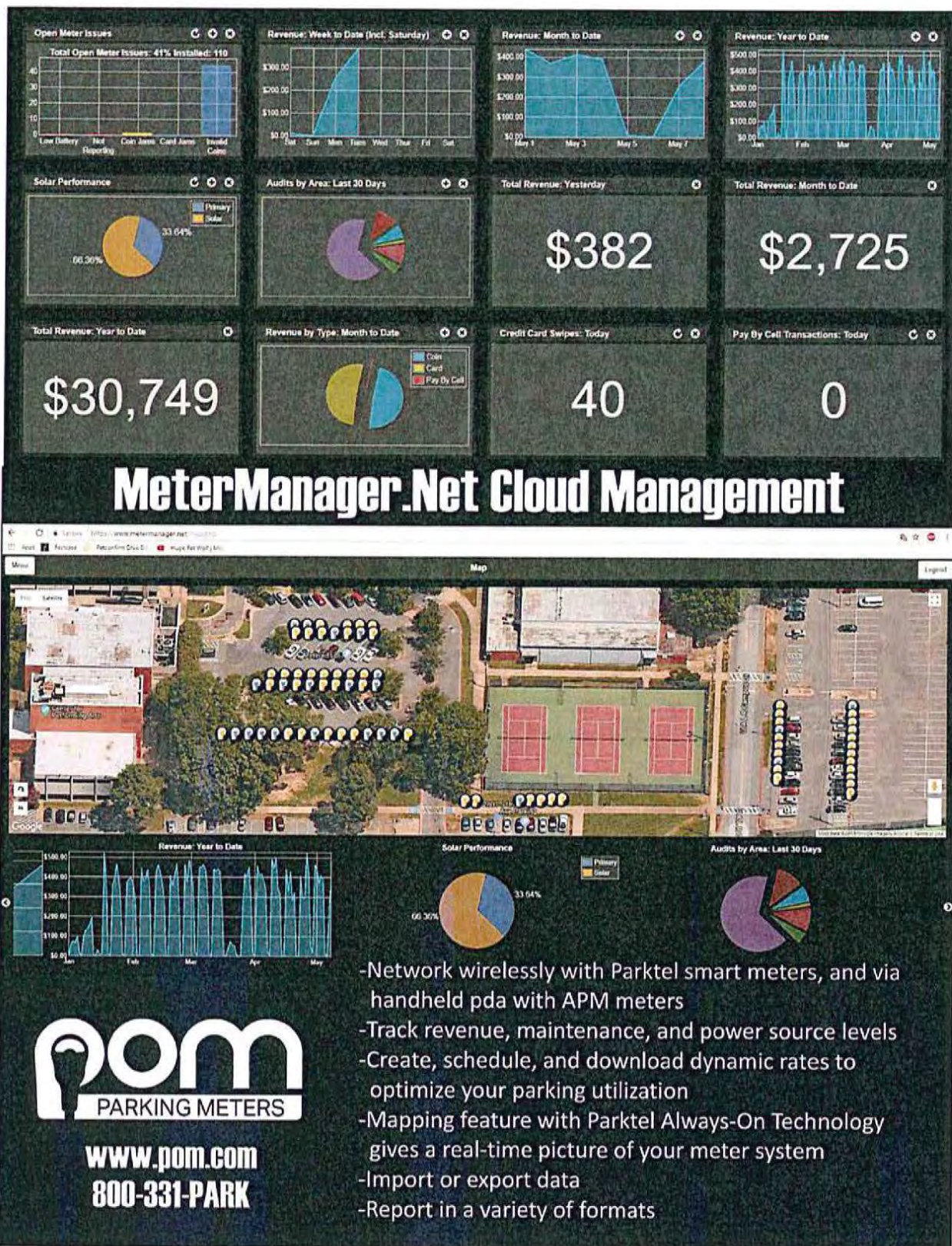
Always-On Technology means pay-by-cell and other integrations have little affect on backup battery life. **Multi-Space Capable** half the hardware cost, half the connectivity fees. **100% American Made** first-call/real-person customer service, best quality and lead times of any smart meter on the market. **Proven Reliability** major contracts awarded after successful pilots against major competitors. **No Hidden Fees** only prices quoted up front will be invoiced. **Best Display** low-power E-reader type display, more visible outdoors, vertically mounted for ADA visibility, sheds condensation.

parktel 2.0



200 S Elmira Ave., Russellville, AR 72802
www.pom.com ~ 800-331-PARK (7275)
 ISO 9001:2008 Quality Certified
 100% Woman Owned





Worried about lost or duplicated keys,
picked locks, internal theft?

You need SmartLock!

- >Lock and mechanism integrated.
- >Audit card or handheld pda required to enable the key to open the lock.
- >Creates a log entry each time the door is opened.
- >Capture audit data onto the card or handheld pda during collection (POM conventional offline meters).
- >Send audit data wirelessly to MeterManager.net dashboard (Parktel smart meters).
- >No need for expensive, integrated coin box/cart system.

A POM Exclusive



200 South Elmira Avenue
Russellville, AR 72802
800-331-PARK or 479-968-2880
www.pom.com - pom@pom.com
ISO 9001:2008 - 100% Woman Owned



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) POM Incorporated EIN (Optional): 710551006
Address: 200 South Elmira Avenue
City: Russellville State: AR Zip: 72802
Telephone No. 4799682880 FAX No. 4799682840 Email: pom@pom.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 90

Total Bid Discount (section 1.05 of General Conditions): N/A

Check box if your firm qualifies for MBE / SBE / WBE (section 1.09 of General Conditions): ☐

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

<u>Addendum No</u>	<u>Date Issued</u>	<u>Addendum No</u>	<u>Date Issued</u>	<u>Addendum No</u>	<u>Date Issued</u>
<u>1</u>	<u>1/16/2020</u>	<u></u>	<u></u>	<u></u>	<u></u>
<u>2</u>	<u>1/24/2020</u>	<u></u>	<u></u>	<u></u>	<u></u>

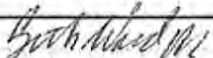
VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other 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 BIDSINC 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:

Seth Ward, III
Name (printed)
1/31/2020
Date


Signature
President and CEO
Title



ADDENDUM NO.1

RFP/ ITB No. 12342-805

TITLE: Parking Meter Technology, with Maintenance and Support

ISSUED: January 16, 2020

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

1. Revised Bid Specs uploaded.
See 12342-805 - Parking Meter Technology - V5.docx
2. Revised Exhibit 1 updated.
See Exhibit 1 - Meter Technical Specifications_V4.xlsx

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin, CPPB
Senior Procurement Specialist

Company Name: **POM INCORPORATED**
(please print)

Bidder's Signature: *Seeth Ward III*

Date: 01/29/2020



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.2

RFP/ ITB No. 12342-805

TITLE: Parking Meter Technology, with Maintenance and Support

ISSUED: January 24, 2020

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

1) Revised Bid Specs. Section 3.5 added. See 12342-805 - Parking Meter Technology - V6.docx

3.5 The City, in its facilitation of a coordinated parking environment, will require all providers to integrate into its backend software platform of choice. This software platform will perform the following tasks: calculation of parking prices, rates, rules, or restrictions; creation and management of parking zones (including, without limitation zone numbers, locations, and associated rates, rules, and/or restrictions); provision of reporting on parking session activity in a back office tool; processing credit card transactions; and transmitting data to parking enforcement systems. Proposers must integrate with City-specified API endpoints for these operations, including the reconciliation of funds with the City, and as a result, the City will not use or purchase any of the foregoing functionality from any Participant. This ensures that the City will have the capability to manage all provider technology through a single centralized interface with the City. Successful respondents will be required to process payments through WorldPay, and all funds will be deposited in a merchant account designated by the City. Therefore, the successful respondent will be required to have their hardware certified to be compliant with World Pay for gateway services and merchant processing services.

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin, CPPB
Senior Procurement Specialist

Company Name: POM INCORPORATED

(please print)

Bidder's Signature: *Seth Ward AT*

Date: 01/31/2020



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/31/2018

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 MFS Insurance Inc dba Flanagan Ins Agency 935 N. Washington PO Box 1037 Forrest City AR 72335		CONTACT NAME: Joe Wright PHONE (A/C, No, Ext): (501) 944-1998 E-MAIL ADDRESS: joe@mfsgrp.com FAX (A/C, No): (870) 633-0479																									
INSURED POM, Incorporated 200 South Elmira Avenue Russellville AR 72802		INSURER(S) AFFORDING COVERAGE <table border="1"><tr><td>INSURER A:</td><td>Travelers Indemnity Company</td><td>NAIC #</td><td>25658</td></tr><tr><td>INSURER B:</td><td>Charter Oak Fire Insurance Company</td><td></td><td>25615</td></tr><tr><td>INSURER C:</td><td>Travelers Property Casualty Company of America</td><td></td><td>25674</td></tr><tr><td>INSURER D:</td><td>LUBA Workers' Comp</td><td></td><td>12435</td></tr><tr><td>INSURER E:</td><td>Travelers</td><td></td><td>25565</td></tr><tr><td>INSURER F:</td><td></td><td></td><td></td></tr></table>		INSURER A:	Travelers Indemnity Company	NAIC #	25658	INSURER B:	Charter Oak Fire Insurance Company		25615	INSURER C:	Travelers Property Casualty Company of America		25674	INSURER D:	LUBA Workers' Comp		12435	INSURER E:	Travelers		25565	INSURER F:			
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INSURER E:	Travelers		25565																								
INSURER F:																											

COVERAGES**CERTIFICATE NUMBER:****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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			Y-630-1F910193-IND-16	11/01/2018	11/01/2019	<table border="1"><tr><td>EACH OCCURRENCE</td><td>\$ 1,000,000</td></tr><tr><td>DAMAGE TO RENTED PREMISES (Ea occurrence)</td><td>\$ 50,000</td></tr><tr><td>MED EXP (Any one person)</td><td>\$ 10,000</td></tr><tr><td>PERSONAL & ADV INJURY</td><td>\$ 1,000,000</td></tr><tr><td>GENERAL AGGREGATE</td><td>\$ 2,000,000</td></tr><tr><td>PRODUCTS - COM/OP AGG</td><td>\$ 2,000,000</td></tr><tr><td>Employee Benefits</td><td>\$ 1,000,000</td></tr><tr><td>COMBINED SINGLE LIMIT (Ea accident)</td><td>\$ 1,000,000</td></tr><tr><td>BODILY INJURY (Per person)</td><td>\$</td></tr><tr><td>BODILY INJURY (Per accident)</td><td>\$</td></tr><tr><td>PROPERTY DAMAGE (Per accident)</td><td>\$</td></tr><tr><td>Underinsured motorist</td><td>\$ 1,000,000</td></tr></table>	EACH OCCURRENCE	\$ 1,000,000	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 50,000	MED EXP (Any one person)	\$ 10,000	PERSONAL & ADV INJURY	\$ 1,000,000	GENERAL AGGREGATE	\$ 2,000,000	PRODUCTS - COM/OP AGG	\$ 2,000,000	Employee Benefits	\$ 1,000,000	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	BODILY INJURY (Per person)	\$	BODILY INJURY (Per accident)	\$	PROPERTY DAMAGE (Per accident)	\$	Underinsured motorist	\$ 1,000,000
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C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$ 0 <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE			YSM-CUP-1F910193-TIL-16	11/01/2018	11/01/2019	<table border="1"><tr><td>EACH OCCURRENCE</td><td>\$ 5,000,000</td></tr><tr><td>AGGREGATE</td><td>\$ 5,000,000</td></tr></table>	EACH OCCURRENCE	\$ 5,000,000	AGGREGATE	\$ 5,000,000																				
EACH OCCURRENCE	\$ 5,000,000																														
AGGREGATE	\$ 5,000,000																														
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input checked="" type="checkbox"/> Y <input type="checkbox"/> N	N/A		28000056556	11/01/2018	11/01/2019	<table border="1"><tr><td>PER STATUTE</td><td>OTH-ER</td></tr><tr><td>E.L. EACH ACCIDENT</td><td>\$ 1,000,000</td></tr><tr><td>E.L. DISEASE - EA EMPLOYEE</td><td>\$ 1,000,000</td></tr><tr><td>E.L. DISEASE - POLICY LIMIT</td><td>\$ 1,000,000</td></tr></table>	PER STATUTE	OTH-ER	E.L. EACH ACCIDENT	\$ 1,000,000	E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000	E.L. DISEASE - POLICY LIMIT	\$ 1,000,000																
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E	Foreign Liability			ZPP-31M88944-17-GC	11/01/2018	11/01/2019	<table border="1"><tr><td>Occurrence</td><td>1,000,000</td></tr></table>	Occurrence	1,000,000																						
Occurrence	1,000,000																														

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

CERTIFICATE HOLDER**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

© 1988-2015 ACORD CORPORATION. All rights reserved.

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,

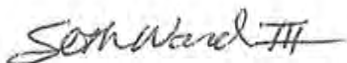
3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

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.

<u>NAME</u>	<u>RELATIONSHIPS</u>

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.



Seth Ward III President
01/31/2020

-
-

**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.

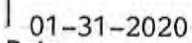
Contracts. Every Contract exceeding \$100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

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


Seth Ward III President
Print Name and Title


Date

CONTRACT PAYMENT METHOD

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 credit card payments via MasterCard or Visa as part of this program.

This allows you as a vendor of the City of Fort Lauderdale to receive your payments fast and safely. No more waiting for checks to be printed and mailed.

In accordance with the contract, payments on this contract will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, bidders must presently have the ability to accept the credit card or take whatever steps necessary to implement acceptance of a card before the start of the contract term, or contract award by the City.

All costs associated with the Contractor's participation in this purchasing program shall be borne by the Contractor. The City reserves the right to revise this program as necessary.

By signing below you agree with these terms.

Please indicate which credit card payment you prefer:

☒ MasterCard

☐ Visa

POM INCORPORATED
Company Name

SETH WARD III
Name (Printed)

01/31/2020
Date

Seth Ward III
Signature

President
Title

E-VERIFY AFFIRMATION STATEMENT

RFP/Bid /Contract No: 12342-205

Project Description: Parking Meter Technology

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- (a) all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- (b) all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name: POM Incorporated

Authorized Company Person's Signature: *Sept Ward III*

Authorized Company Person's Title: President

Date: 01-31-2020

Request for Taxpayer Identification Number and Certification

Give Form to the
requester. Do not
send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

POM INCORPORATEED

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:

- ☐ Individual/sole proprietor or single-member LLC
☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)

200 SOUTH ELMIRA AVENUE

6 City, state, and ZIP code

RUSSELLVILLE AR 72802

Requester's name and address (optional)

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

____ - ____ - ____

or

Employer identification number

7 1 - 0 5 5 1 0 0 6

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign
Here

Signature of
U.S. person ▶

Jerry Henderson

Date ▶ **01-31-2020**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Bid #12342-805 - Parking Meter Technology, with Maintenance and Support**RFP****Q & A deadline: Jan 28, 2020 4:00:00 PM CST****Print****7 Questions****0 Unanswered Questions****1. 12342-805 - Parking Meter Technology, with Maintenance and Support**

Section 2.34, Contract Period – The contract term is for four years with two, two year options (eight total years). Section 3.3, Equipment Warranty/Extended Maintenance, requests a two-year initial warranty with an optional, annual extended warranty for Years 3-7. Does the City want an extended warranty period for Year 8? - Jan 15, 2020 3:18:58 PM CST

Answer - Jan 16, 2020 2:50:28 PM CST

Yes. See addendum with updated document.

2. 12342-805 - Parking Meter Technology, with Maintenance and Support

Section 3.3, Equipment Warranty/Extended Maintenance – The initial two-year warranty period is for parts, material and labor. The extended warranty option requests "on-site maintenance/software support". Does the City really want the vendor to price "on-site" support for the extended warranty period? - Jan 15, 2020 3:19:14 PM CST

Answer - Jan 16, 2020 2:50:28 PM CST

Yes

3. 12342-805 - Parking Meter Technology, with Maintenance and Support

Section 4.2, Contents of the Proposal – The City prefers a page-length of no more than 75 double-sided pages. Please confirm this limit doesn't apply to required attachments (e.g., Required Forms, Standard Maintenance Agreement, sample Certificate of Insurance, etc.) - Jan 15, 2020 3:19:37 PM CST

Answer - Jan 16, 2020 2:50:28 PM CST

The 75 double-sided pages are for the proposals and does not apply to the required forms.

4. 12342-805 - Parking Meter Technology, with Maintenance and Support

Section VI, Cost Proposal Pages – There are Cost Proposal pages for Single Space, Multi-space (Pay-by-Plate), and Multi-space (Pay-by-Space). Elsewhere in Exhibit 1, Meter Technical Specifications, there is a worksheet for Dual Space meters. Is the City interested in receiving pricing for Dual Space meters? If so, can you please provide a Cost Proposal for the Dual Space meters? - Jan 15, 2020 3:19:59 PM CST

Answer - Jan 16, 2020 2:50:28 PM CST

Cost Proposal for Dual Space meter has been added. See addendum with updated document.

5. 12342-805 - Parking Meter Technology, with Maintenance and Support

Section VI, Cost Proposal Page – Single Space – Item #1 requests pricing to include "twelve (12) sets of maintenance keys and three (3) sets of collection keys". This RFP does not request meter housings. Please confirm that housings and keys should not be included in this Item. - Jan 15, 2020 3:20:16 PM CST

Answer - Jan 16, 2020 2:50:28 PM CST

Meter housing and keys are not part of the RFP.

☐ ☐**Results Per Page:** 5 ▼

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1	General Specifications	Please fill this sheet out for SINGLE SPACE METERS only	Proposer is to respond to all requirements highlighted in "yellow". If vendor selects "will meet" please list compliance date in Comments section.	If applicable, you may use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.
1.1	Pay for parking	Payment must be available through multiple options, including coin, credit card and mobile payment integration. Near Field Communication (NFC) (including Apple Pay and Google Pay) payments shall be supported and available.	Meets	Parklet 2.0 meters accept coins, magstripe credit cards, chip based stored value cards, and mobile payment applications (i.e., Parkmobile, Passport, etc.). The meters have physical connections reserved for NFC transceivers used in connection with Apple Pay and Google Pay, but we have not added NFC functionality because we do not believe there is a compelling economic use case for these services. To the extent the meter would be transmitting transaction data, Apple Pay and Google Pay would require an EMV certified transceiver, which would result in higher costs for both equipment and transaction fees. We believe parking apps are a better solution in that (1) all transaction data is sent through the end customer's device rather than the meter, and (2) there is no physical limitation (i.e., 3 inch distance requirement) attendant to using such apps. Moreover, Apple Pay (and, presumably, Google Pay) will soon be compatible with NFC enabled decals that can be added to the meters after the fact and for a significantly lower cost than dedicated onboard NFC transceivers. See, e.g., https://9to5mac.com/2019/05/13/apple-announces-support-for-apple-pay-nfc-stickers-partners-with-bird-scooters-and-more/ .
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and-Display, Pay-By-Space, and Pay-By Plate	Does Not Meet	The POM Parklet 2.0 may be either one space or two space. This is controlled by the software. The rate as well as the number of spaces is tied to the POST not the mechanism. Therefore all mechanisms are interchangeable.
1.2	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets	The meters have the ability to store at least one up to an unlimited number of rate structures that are configurable by time of day, length of stay, method of payment (down to individual coins as well), day of week, and up to 25 special event dates.
1.3	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets	The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.
1.4	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets	The meters have escrow (prepayment) option. Payment shows on the meter but does not start to run down until the beginning of the enforcement period.
1.5	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets	The mechanism allows adding time, whether by coin, card, or mobile payment, but not past the time limit of the meter.

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
Requirement Name								
1.6	Ability to Display Information		All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions		Meets		The mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and special events, city logo, etc. Messages shall be editable by the city's designated dashboard admin personnel.	
1.7	Vendor Support		Proposers must offer strong customer support 7 days a week including holidays. i. Timely, same-day responses are required. ii. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.		Meets		POM offers customer support during office hours (8AM-5PM CST Mon-Fri) via email, text, or 800-number. After-hours and holiday support shall be provided via email, text, or cell mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and cell phone (TBA). Same-day response shall be provided, as well as a single point of contact, with alternate designated for when the front line contact is off for any reason.	
1.8	Request for Quotations		Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.		Meets		Requests for Quotations for all equipment and parts shall be filed within three business days, or a status update provided on the third day and every two days thereafter.	
1.9	Return Merchandise Authorization		Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation.		Meets		Return Merchandise Authorization (RMA) requests shall be fulfilled within 30 calendar days, with status/ETA provided. RMA shipments to the City shall include advance email delivery notification, delivery date/time, with associated tracking number to the designated City point of contact. Delivery courier(s) shall be notified of the City's established delivery hours of operation, as well as the City's preferred location, contact person and phone.	
1.10	Change Rates		Charging rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of meters.		Meets		Web-based MeterManager.Net allows user defined rate structures, customizable tariff naming, the ability to download rates onto customizable, user-defined meters, whether by individual mechanism i.d. number or groups of meters, as well as scheduled download times (i.e. late night hours or weekends). Additionally, the user may assign specific rates to locations so that as meters are moved (i.e. taken from storage and installed on the street), they "call up" to the cloud dashboard and obtain the firmware and rate structure for that location (including single-space or two-space firmware).	

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
Requirement Name								
1.11	ADA Compliance	All technology, equipment, and systems shall be ADA-compliant.		Meets			Meter height, achieved through post height, affects a lot of any single-space parking meter's ADA compliance. The POM Parktel meters also offers the largest, most visible, vertical e-reader type display, with easy-to push tactile buttons and user friendly interface, to achieve full ADA compliance.	
1.12	New Materials	All materials and components shall be new and unused.		Meets			All materials and components of POM products being offered are new and unused and shall be the latest and best version of said products.	
1.13	Modular Components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.		Meets			The Parktel meter is a modular design with all major components and batteries able to be quickly changed in the field.	
1.14	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.		Meets			All electronic components, connections and wiring shall be fully weatherproofed. We achieve this through conformal coated circuit boards, with plugs and wiring connections that are designed to prevent exposure and thus avoid corrosion.	
1.15	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.		Meets			POM meter housings and windows are designed to limit weather infiltration. The housings are offered in die cast zinc with iron vault options, all with six-step process to withstand the ASTM B117 1000-hour salt spray test, and powder painted to resist graffiti and rust.	
1.16	Doors	Vault and access doors must be sealed to prevent water/sand intrusion.		Meets			POM's vault offers drainage grooves inside/bottom, and the design of the access doors prevent freezing. We recommend drainage "weep holes" at the bottom of the posts to further promote drainage. POM has the most experience in providing parking meter systems in a wide range of climates, including those with extreme cold and snow.	
1.17	Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.		Meets			The Parktel meter offers LED-driven fibreoptic backlighting, which illuminates both the display and surrounds the buttons for low-light usage.	
1.18	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.		Meets			All the POM Parktel and MeterManager Net back office shall wirelessly communicate usage, payment status, and maintenance alert data in real-time via cellular communications.	
1.19	Web-based MMS	All technology shall be managed by a web-based meter maintenance system. It is required that the meter maintenance system provide an accessible chain of events that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.		Meets			Our web-based meter management system allows for multiple users with defined privileges, but it does not include a "usage footprint" as described. We are willing to add this feature by we are selected as the new meter vendor.	
1.20	Environmental Durability	All technology shall be warranted to operate as proposed within a temperature range of -15 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Fort Lauderdale, including but not limited to sleet, rain, not limited to sleet, rain, hail, ocean mist, grime, sand, fog, salt, sun (including direct sunlight), and vibrations.		Meets			POM's technology is warranted to operate as proposed within a temperature range of -20 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Fort Lauderdale, including but not limited to sleet, rain, hail, snow, grime, fog, salt, sun (including direct sunlight), and vibrations. The memory display, however, is rated for a temperature range of -4F to +158F.	
2	MMS Requirements							
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration		Meets			MeterManager Net cloud dashboard allows the user to remotely update meter pricing, regulations, and configuration	

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	
Requirement Name		Requirement Description	Requirement Compliance
Vendor Response Comments - Optional			
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii. Auto push of faults to Meter Technicians.	Meets
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets
3	Wireless Two-Way Communications		
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications.	Meets

MeterManager.Net provide reports on meter activity and includes (but is not limited to):
i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, with data available to calculate MTTR (completed date start and completed date end), and
ii. Auto push of faults to Meter Technicians by email, text, or both.

MeterManager.net creates maintenance work order tickets automatically as the meters report problems, or tickets are entered manually by staff as they are reported by patrons. Since this software is already mobile ready, the maintenance jobs/tickets allow updating online by smartphone or tablet running the Google Chrome browser app.

Meter repair staff shall be able to update maintenance records with notes and completed date/time, online at computer, smartphone, or tablet with Chrome app.

The Parktel smart meter indicates its status with display icons and messages, lights, transaction log records, and alerts sent by email and/or text message to designated staff.

The Parktel smart meter technology is equipped with a modem, antenna, and the required software to support wireless communications.

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	
Requirement Name		Requirement Description	Requirement Compliance
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets
4	Equipment Display		
4.1	Display in and out of light	Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles.	Meets
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar-charging (or equivalent) configuration and not cause excessive battery drain.	Meets
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Meets
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets
4.7	Pre Payment (Special Events/Valet Operations)	City shall have the ability to have meters show meters are not available during the hours and not take a payment.	Meets
4.6	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets
4.7	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely..	Meets

Vendor Response Comments - Optional

POM contracts through a wireless provider (Kore Teleomatics) to provide the wireless communications as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply. Kore does have the flexibility to work with different SIMs based on the needs of specific areas.

The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair, at various angles. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.

The Parktel meter's backlit graphic display is a large 4.4", 320x240 pixel, e-reader type display with font size and placement to optimize view and user experience. The display is static and uses no power when at rest, and always uses solar power when available, one of the unique power saving components of the Parktel that allows the meter to be "always on" with minimum power drain.

The display is protected by Lexan cover when installed in the housing, making it scratch and impact resistant.

Current rates and hours are displayed on the Parktel graphic display and are remotely programmed.

POM will train the City to program rates from the MeterManager.Net cloud dashboard, independent of POM support with no additional costs associated with these changes.

All the POM Parktel meters shall have the ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely including free parking.

If the City chooses to vary the parking rates by payment type, this difference can be shown on the home screen and will be handled automatically as the customer pays, at which time they will also see their payment value and time purchased, simplifying and shortening the payment process.

The POM Parktel graphic display supports dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.

All the POM Parktel meters shall have the ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely.

Exhibit 1 - Meter Technical Specifications - Single Space Meters

POM INCORPORATED		Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
Company Name and Contact Information:		Requirement Name					
4.9	Display Content	<p>Meter display shall clearly communicate the following electronically, alphanumerically and graphically:</p> <ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slots are inoperable, with customizable instructions. v. Special messaging 		Meets		<p>The POM Parktel display shall clearly communicate the following electronically, alphanumerically and graphically:</p> <ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slot are inoperable, with customizable instructions. v. Special messaging 	

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
5	Keypad							
5.1	Keypad Durability		Keypads must be vandal resistant, weatherproof, and corrosion resistant.		Meets		The stainless steel POM Parktel buttons are tactile, vandal resistant (durable and yet easily replaceable); weatherproof, and corrosion resistant.	
5.2	Display Feedback		Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.		Meets		The POM Parktel meters provide visual and tactile indication that a button has been pressed, as feedback to the patron.	
5.3	Security		Meters shall have high security locks for all meter doors. Electronic locks are required on any revenue accessible door with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock malfunction.		Meets		POM is able to offer two different levels of security locks for this specification. We can fit the meters with Medeco Nexgen locks, as we did for our installation at LA County Beaches and Harbors. We also have SmartLock, whereby a solenoid is disengaged in the lock when the audit card is presented, thereby allowing the key to turn in the lock. The Medeco Nexgen keys have online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. The SmartLock audit cards have online programmable access parameter to assign the cards to specific maintenance or collections personnel and restrict the date/time to be used, with expiration date/time, and limited number of uses as well. The cost of the two solutions and related replacement parts and keys are the major difference between the two. The POM meters will have a manual override process in case of failure or electronic lock malfunction.	
5.4	Upgrades		Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.		Meets		Upgrades to MeterManager.Net and/or meter firmware will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City. This will be in the form of Webex training where necessary.	
6	Payments							
6.1	Credit cards		All meters must support secure real-time authorization of credit cards and optional contactless cards.		Meets		Our meter supports real-time authorization of magstripe cards. We do not support contactless cards at this time for the same reason we do not support Apple Pay or Google Pay, as outlined in our response.	
6.3	Payments		Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).		Meets		See our response to Requirement 1.1 on contactless cards. The same rationale applies to EMV based chip cards. As of today, magstripe cards are the standard for unattended payment devices such as gas pumps and parking meters.	
6.4	Coin payment		The meter shall accept coins through a jam-resistant coin interface and jam-resistant card payments through a card interface.		Meets		The POM Parktel meter has a straight free-fall coin chute with no moving parts inside or out, making it the most jam resistant design on the market. The card slot provides a narrow opening in the outer zinc housing to discourage insertion of foreign objects and attachment of skimming devices, yet the inner architecture is open except for the mag stripe reader heads and chip reader head. This design allows small debris to fall out of the path of the card and keep it more jam resistant.	
6.5	Alternative payment to coin		If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).		Meets		If the coin slot is inoperable, the Parktel smart meters shall still accept card payments and third-party payments (e.g., mobile payments).	
6.6	Coin chute free-fall		The coin chute or track and coin verifier unit shall be a free-fall type (non-moving and non-mechanized) or an equivalent.		Meets		The coin chute of the Parktel smart meter is a free-fall design with no moving parts inside or out, making it the most jam resistant on the market and easier to keep clean.	

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
6.7	Coin chute anti-backup		The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).		Meets		The Parktel coin chute detects backward movement of coins (i.e. attached to strings, ribbons, paddles, wires, etc.) and will remove the time from the meter. At the same time, a record of the attempted cheating will be logged in the meter and uploaded to the dashboard. As an option, small swinging "fingers" may also be added to the coin chute to catch and hinder the backward movement of coins, but this type of moving part can be jerked out with a wire loop and can also cause jams if coins back up from the coin box, and the fingers can freeze and cause coin jams as well.	
6.8	Coin security		Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.		Meets		Coins are deposited directly into, and stored within, secured containers in the vault area of the meter.	
6.9	Money collection		Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.		Meets		Meter coins are easy to collect using POM's internal security coin box, inserted to a special receptacle on a push cart. The meters call up to the cloud dashboard every night and report coin intake	
6.10	Clearing jammed coin		Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.		Meets		Maintenance personnel shall be able to clear and dump coin jams out of the Parktel mechanism without the use of special tools, without disassembling the coin chute, and without accessing the vault.	
6.11	Clearing jammed bills		Maintenance personnel must be able to easily clear bill jams without the use of special tools and without accessing the vault.		Does Not Meet		Parktel 2.0 meters accept coins, magstripe credit cards, chip based stored value cards, and mobile payment applications (i.e., Parkmobile, Passport, etc.). They do not accept bills.	
6.12	Pre-payment acceptance		All meters shall be able to be programmed to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.		Meets		The Parktel meters may be programmed for an "escrow" period, to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.	

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Vendor Response Comments - Optional	
Requirement Name		Requirement Description	Requirement Compliance	
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	The Parktel meter does not store credit card data, but rather outsources compliance through its PCI level 1 certified gateway provider (CreditCall/NMI), backend server (Amazon), and communications system (Kore Telematics). Documentation can be provided for all.
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Does Not Meet	NOT APPLICABLE. See answer 6.13, as POM is out of scope for this requirement.
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	POM offers the option of EMV compliant transactions at an additional price per meter. We believe, however, that EMV card transactions are overkill for this application and greatly slow down the card transaction time.
6.16	Adjust parking prices	The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time.	Meets	MeterManager.Net cloud management will allow the City to dynamically and remotely adjust parking prices on the meters in real-time.
7	Clock			
7.1	24/7/365 Time Display	The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	Our meter syncs with our server's time on every transaction. Programming is stored in flash memory so that's always retained regardless of power loss. We have a Super Capacitor that retains power for several minutes without losing the clock settings. Power is available via solar, rechargeable lithium ion battery, super capacitor and our lithium thionyl backup battery. The meter will have at least 15 minutes given the multitude of sources of power available. In fact, a mechanism powered by the Super Cap only will last 12 minutes. We may be able to improve this; however, our meter is designed to immediately report the loss of power and when the voltage gets low enough then our meter purposely removes the rest of the power stored to prevent memory corruption. This is a common practice in the electronics industry.
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	The quartz timepiece of the POM Parktel smart meter features a frequency tolerance of $\pm 20\text{ppm}$, which equates to plus or minus 1.64 seconds per 24-hour day. i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. In fact, the Parktel meter will sync (and thus reset this deviation) with every connection to the dashboard. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.
8	Power			
8.1	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	Both the Parktel rechargeable battery and backup battery are located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.
8.2	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	Meets	
8.3	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	Meets	The Parktel meter is powered by a lithium thionyl backup battery and/or lithium ion battery that recharged by large solar panels in the back window of the meter. A power management chip in the meter chooses the most efficient source of power in order to optimize battery life.
8.4	Battery alert	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service.	Meets	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Additionally, battery voltage and status shall always be seen at the

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Company Name and Contact Information:		POM INCORPORATED		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	Meets	Battery connections for the Parktel meter are designed to resist corrosion and sustain a minimum of five years of service.
8.6	Battery life display	Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS.	Meets	Parktel smart meter battery voltage and status shall always be seen at the meter display (at bottom just below street view level of the display), and battery level is reported every night at meter call-ins to the dashboard.
8.7	Data retention without power	All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets	
8.8	Battery life	Battery shall have a life of at least 1 year.	Meets	The POM Parktel 2 rechargeable Lithium Ion battery will last at least 5 years. The Lithium Thionyl backup battery can be guaranteed for one year, with a second year prorated guarantee.

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Vendor Response Comments - Optional		
Requirement Name		Requirement Description	Requirement Compliance		
9	Security				
9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets		After passing through the smart meter coin chute, the coins are deposited directly into, and stored within, a secured container "coin box" in the vault area of the meter.
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets		The coin vault areas shall not be accessible from the maintenance compartment. The SmartLock system, however, has a manual override attachment that is used from the maintenance compartment and requires a vault key as well. These items, however, should be kept in a secure location and issued only to authorized personnel.
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets		Vandal resistant features of the POM vault include rear-loaded lock to resist pulling or punching in; machine tapered door edges to
10	Warranty/Vendor Support				
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets		During normal business hours, the City staff may contact POM support staff at 800-331-PARK. Email support staff at support@pom.com.
10.2	Toll free phone number	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets		1-800-331-7275
10.3	Off-Site Diagnosis	Vendor shall be required to provide quarterly technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall system and performance details including software and firmware upgrades with an explanation of features and improvements.	Meets		MeterManager.Net allows remote off-site diagnosis, support, and upgrades of both the cloud software and the meters via wireless access.
10.4	Quarterly bulletins	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Will Meet		due by 08/01/2020
10.5	System Warranty/Guarantee	The City requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets		POM warrants its goods to be free of defects in materials and workmanship for a period of one year from date of installation (as long as installation occurs within 60 days of delivery), with option of
11	Training by Vendor				
11.1	Continued Training	Vendor shall cover all travel costs.	Meets		
11.2	Vendor travel costs	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets		Manuals and videos are also available at the dashboard under Help.
11.3	Training/System Documentation				
12	MMS Reporting/Maintenance				
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets		
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets		

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Company Name and Contact Information:		POM INCORPORATED		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	MeterManager.Net is inherently enhanced for mobile use on smartphones; users may be assigned limited access so as to merely update, reassign, and close out maintenance tickets
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	Will Meet	We already do most of this and have the data and capability to have uptime reporting due by 08/01/2020

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED	Requirement Description		Requirement Compliance		Vendor Response Comments - Optional	
Requirement Name								
12.5	Maintenance Scheduling		The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.		Will Meet		Open and completed tasks data is available, but currently scheduling is up to the client due by 08/01/2020	
12.6	Maintenance Dispatch		The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.		Will Meet		This will require completion of scheduling as a prerequisite, but all the other data will be there due by 08/01/2020	
12.7	Maintenance/Enforcement Area/Zones		The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes.		Meets			
12.8	Sync Rate Changes		The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.		Meets		MeterManager.Net allows the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	
12.9	Reporting Analytics Tool		The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use		Meets		MeterManager.Net already offers i and iii, but "drag and drop" is a little unclear. Data can be taken to/from our application into other applications.	
12.10	Export Data		The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.		Meets		MeterManager.Net allows for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	
13	Integrations							
13.1	Real-Time Integration		Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.		Will Meet		due by 08/01/2020	
13.2	Data and integration		Vendor will be required to provide data and integration with other City designated systems, initially including Mapit, a live database connection with GIS data that requires 9 decimals and, in the near future, Cartegraph and other potential system to be identified.		Will Meet		due by 08/01/2020	
13.3	Meter data		Vendor will be required to provide all meter related data in a format and interface as defined by the City.		Meets		MeterManager.Net provides meter related data directly into Excel, csv, pdf, from Excel, the data can then be saved as all the format	
14	Extensibility							
14.1	Data Import/Export		System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, Mapit, PMIS		Meets		Data is available in Excel and CSV delimited formats, and all secondary formats offered by Excel, for export to management	
14.2	Availability %		System shall have availability of 99.9%		Meets			
15	Capacity							
15.1	Number of Users		System will allow access to approximately 30 employees		Meets		Subscription to MeterManager.Net allows unlimited access (authorized users need only have internet access and Google Chrome browser).	
15.2	Number of Customer Records		Meters shall have ability to process approximately 100 transactions per meter per day.		Meets		POM Parktel meters shall have ability to process at least 100 transactions per meter per day. This is made possible by our "always-on" technology and the fact that the realtime transactions only take 10-20 seconds to show on the meter display as well as the cloud dashboard. These transactions include coin, credit/debit card, and mobile payments.	
15.3	Historical Data		Ability to store over a million transactions per year.		Meets			
15.4	Spaces		Ability to support up to 6500 spaces.		Meets			

Exhibit 1 - Meter Technical Specifications - Single Space Meters

Company Name and Contact Information:		POM INCORPORATED		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
16	Continuity			
16.1	Recovery Time Objective (RTO)	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less.	Meets	
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirements.	Meets	POM utilizes Amazon EC2 (AWS) secure server with redundant backups to store data. In the event of communications downtime, the Parktel 2 smart meters will accept coins and smart cards offline, storing the transactions for upload when signal is restored.
17	Usability			
17.1	Web UX/UI Standards	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	
18	Data			
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets	
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.	Meets	
19	System Migration			
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Meets	

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1	General Specifications	Please note: Please fill this sheet out for DUAL SPACE METERS only	Proposer is to respond to all requirements highlighted in *yellow*. If vendor selects "will meet" please list compliance date in notes section	If, applicable, you may use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.
1.1	Pay for parking	Payment must be available through multiple options, including coin, credit card and mobile payment integration. Near Field Communication (NFC) (including Apple Pay and Google Pay) payments shall be supported and available.	Meets	Parktel 2.0 meters accept coins, magstripe credit cards, chip based stored value cards, and mobile payment applications (i.e., Parkmobile, Passport, etc.). The meters have physical connections reserved for NFC transceivers used in connection with Apple Pay and Google Pay, but we have not added NFC functionality because we do not believe there is a compelling economic use case for these services. To the extent the meter would be transmitting transaction data, Apple Pay and Google Pay would require an EMV certified transceiver, which would result in higher costs for both equipment and transaction fees. We believe parking apps are a better solution in that (1) all transaction data is sent through the end customer's device rather than the meter, and (2) there is no physical limitation (i.e., 3 inch distance requirement) attendant to using such apps. Moreover, Apple Pay (and, presumably, Google Pay) will soon be compatible with NFC enabled decals that can be added to the meters after the fact and for a significantly lower cost than dedicated onboard NFC transceivers. See, e.g., https://9to5mac.com/2019/05/13/apple-announces-support-for-apple-pay-nfc-stickers-partners-with-bird-scooters-and-more/ .
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and-Display, Pay-By-Space, and Pay-By Plate	Does Not Meet	POM Meters may be single or two space
1.3	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets	<i>The meters have the ability to store at least one up to an unlimited number of rate structures that are configurable by time of day, length of stay, method of payment (down to individual coins as well), day of week, and up to 25 special event dates.</i>
1.4	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets	The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.
1.5	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets	The meters have escrow (prepayment) option. Payment shows on the meter but does not start to run down until the beginning of the enforcement period.
1.6	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets	The mechanism allows adding time, whether by coin, card, or mobile payment, but not past the time limit of the meter.
1.7	Ability to Display Information	All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions	Meets	The mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and special events, city logo, etc. Messages shall be editable by the city's designated dashboard admin personnel.

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated			
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
1.8	Vendor Support	Proposers must offer strong customer support 7 days a week including holidays. i. Timely, same-day responses are required. ii. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.	Meets	POM offers customer support during office hours (8AM-5PM CST Mon-Fri) via email, text, or 800-number. After-hours and holiday support shall be provided via email, text, or cell mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and cell phone (TBA). Same-day response shall be provided, as well as a single point of contact, with alternate designated for when the front line contact is off for any reason.	
1.9	Request for Quotations	Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.	Meets	Requests for Quotations for all equipment and parts shall be filled within three business days, or a status update provided on the third day and every two days thereafter.	
1.10	Return Merchandise Authorization	Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation.	Meets	Return Merchandise Authorization (RMA) requests shall be fulfilled within 30 calendar days, with status/ETA provided. RMA shipments to the City shall include advance email delivery notification, delivery date/time, with associated tracking number to the designated City point of contact. Delivery courier(s) shall be notified of the City's established delivery hours of operation, as well as the City's preferred location, contact person and phone.	
1.11	Change Rates	Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of meters.	Meets	Web-based MeterManager.Net allows user defined rate structures, customizable tariff naming, the ability to download rates onto customizable, user-defined meters, whether by individual mechanism i.d. number or groups of meters, as well as scheduled download times (i.e. late night hours or weekends). Additionally, the user may assign specific rates to locations so that as meters are moved (i.e. taken from storage and installed on the street), they "call up" to the cloud dashboard and obtain the firmware and rate structure for that location (including single-space or two-space firmware).	
1.12	ADA Compliance	All technology, equipment, and systems shall be ADA-compliant.	Meets	Meter height, achieved through post height, affects a lot of any single-space parking meter's ADA compliance. The POM Parktel meters also offers the largest, most visible, vertical e-reader type display, with easy-to push tactile buttons and user friendly interface, to achieve full ADA compliance.	
1.13	New Materials	All materials and components shall be new and unused.	Meets	All materials and components of POM products being offered are new and unused and shall be the latest and best version of said products.	
1.14	Modular Components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	The Parktel meter is a modular design with all major components and batteries able to be quickly changed in the field.	
1.15	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets	All electronic components, connections and wiring shall be fully weatherproofed. We achieve this through conformal coated circuit boards, with plugs and wiring connections that are designed to prevent exposure and thus avoid corrosion.	
1.16	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	Meets	POM meter housings and windows are designed to limit weather infiltration. The housings are offered in die cast zinc with iron vault options, all with six-step process to withstand the ASTM B117 1000-hour salt spray test, and powder painted to resist graffiti and rust.	

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1.17	Doors	Vault and access doors must be sealed to prevent water/sand intrusion.	Meets	POM's vault offers drainage grooves inside/bottom, and the design of the access doors prevent freezing. We recommend drainage "weep holes" at the bottom of the posts to further promote drainage. POM has the most experience in providing parking meter systems in a wide range of climates, including those with extreme cold and snow.
1.18	Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.	Meets	The Parktel meter offers LED-driven fibreoptic backlighting, which illuminates both the display and surrounds the buttons for low-light usage.
1.19	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	Meets	All the POM Parktel and MeterManager.Net back office shall wirelessly communicate usage, payment status, and maintenance alert data in real-time via cellular communications.
1.20	Web-based MMS	All technology shall be managed by a web-based meter maintenance system. It is required that the meter maintenance system provide an accessible chain of events that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.	Meets	Our web-based meter management system allows for multiple users with defined privileges, but it does not include a "usage footprint" as described. We are willing to add this feature by 3/2020 if we are selected as the new meter vendor.
1.21	Environmental Durability	All technology shall be warranted to operate as proposed within a temperature range of -15 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Fort Lauderdale, including but not limited to sleet, rain, hail, ocean mist, grime, sand, fog, salt, sun (including direct sunlight), and vibrations.	Meets	POM's technology is warranted to operate as proposed within a temperature range of -20 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Denver, including but not limited to sleet, rain, hail, snow, grime, fog, salt, sun (including direct sunlight), and vibrations. The memory display, however, is rated for a temperature range of -4F to +158F, so at lower than this, the display will have a delayed reaction.
2	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	Meets	MeterManager.Net cloud dashboard allows the user to remotely update meter pricing, regulations, and configuration
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii. Auto push of faults to Meter Technicians.	Meets	MeterManager.Net provide reports on meter activity and includes (but is not limited to: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, with data available to calculate MTTR (competed date start and completed date end), and ii. Auto push of faults to Meter Technicians by email, text, or both.
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets	MeterManager.net creates maintenance work order tickets automatically as the meters report problems, or tickets are entered manually by staff as they are reported by patrons. Since this software is already mobile ready, the maintenance jobs/tickets allow updating online by smartphone or tablet running the Google Chrome browser app.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	Meter repair staff shall be able to update maintenance records with notes and completed date/time, online at computer, smartphone, or tablet with Chrome app.
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	The Parktel smart meter indicates its status with display icons and messages, lights, transaction log records, and alerts sent by email and/or text message to designated staff.
3	Wireless Two-Way Communications			

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications.	Meets	The Parktel smart meter technology is equipped with a modem, antenna, and the required software to support wireless communications.
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets	POM contracts through a wireless provider (Kore Telematics) to provide the wireless communications as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply. Kore does have the flexibility to work with different SIMs based on the needs of specific areas.
4	Equipment Display			
4.1	Display in and out of light	Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles.	Meets	The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair, at various angles. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar-charging (or equivalent) configuration and not cause excessive battery drain.	Meets	The Parktel meter's backlit graphic display is a large 4.4", 320x240 pixel, e-reader type display with font size and placement to optimize view and user experience. The display is static and uses no power when at rest, and always uses solar power when available, one of the unique power saving components of the Parktel that allows the meter to be "always on" with minimum power drain.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets	The display is protected by Lexan cover when installed in the housing, making it scratch and impact resistant.
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Meets	Current rates and hours are displayed on the Parktel graphic display and are remotely programmed.
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets	POM will train the City to program rates from the MeterManager.Net cloud dashboard, independent of POM support with no additional costs associated with these changes.
4.6	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets	If the City chooses to vary the parking rates by payment type, this difference can be shown on the home screen and will be handled automatically as the customer pays, at which time they will also see their payment value and time purchased, simplifying and shortening the payment process.
4.7	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets	The POM Parktel graphic display supports dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely..	Meets	All the POM Parktel meters shall have the ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
4.9	Display Content	<p>Meter display shall clearly communicate the following electronically, alphanumerically and graphically:</p> <ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slots are inoperable, with customizable instructions. v. Special messaging 	Meets	<p>The POM Parktel display shall clearly communicate the following electronically, alphanumerically and graphically:</p> <ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slot are inoperable, with customizable instructions. v. Special messaging

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
5	Keypad			i. Rates
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant.	Meets	The stainless steel POM Parktel buttons are tactile, vandal resistant (durable and yet easily replaceable); weatherproof, and corrosion resistant.
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets	The POM Parktel meters provide visual and tactile indication that a button has been pressed, as feedback to the patron.
5.3	Security	Meters shall have high security locks for all meter doors. Electronic locks are required with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock malfunction.	Meets	POM is able to offer two different levels of security locks for this specification. We can fit the meters with Medeco Nexgen locks, as we did for our installation at LA County Beaches and Harbors. We also have SmartLock, whereby a solenoid is disengaged in the lock when the audit card is presented, thereby allowing the key to turn in the lock. The Medeco Nexgen keys have online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. The SmartLock audit cards have online programmable access parameter to assign the cards to specific maintenance or collections personnel and restrict the date/time to be used, with expiration date/time, and limited number of uses as well. The cost of the two solutions and related replacement parts and keys are the major difference between the two. The POM meters will have a manual override process in case of failure or electronic lock malfunction.
5.4	Upgrades	Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.	Meets	Upgrades to MeterManager.Net and/or meter firmware will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City. This will be in the form of Webex training where necessary.
6	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of credit cards and optional contactless cards.	Meets	Our meter supports real-time authorization of magstripe cards. We do not support contactless cards at this time for the same reason we
6.2	Credit cards	Credit card payments can be accepted during weak wireless signal occurrences.	Does Not Meet	We do not "hold and send" or otherwise batch cardholder data due to (1) the PCI security risk, and (2) the potential for fraudulent transactions. See https://www.aspentimes.com/news/aspens-parking-director-reassigned-in-wake-of-meter-scam/ . Moreover, we have never had an issue where payments could not be processed due to a "weak" wireless signal. See our response to Requirement 1.1 on contactless cards. The Parktel 2 meter will, however, store and send coin and smart card transactions once signal has been restored.
6.3	Payments	Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).	Meets	See our response to Requirement 1.1 on contactless cards. The same rationale applies to EMV based chip cards. As of today, magstripe cards are the standard for unattended payment devices such as gas pumps and parking meters.

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.4	Coin payment	The meter shall accept coins through a jam-resistant coin interface and jam-resistant card payments through a card interface.	Meets	The POM Parktel meter has a straight free-fall coin chute with no moving parts inside or out, making it the most jam resistant design on the market. The card slot provides a narrow opening in the outer zinc housing to discourage insertion of foreign objects and attachment of skimming devices, yet the inner architecture is open except for the mag stripe reader heads and chip reader head. This design allows small debris to fall out of the path of the card and keep it more jam resistant.
6.5	Coin shutter	The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects.	Does Not Meet	Not applicable, as this meter is basically the same as our single-space meter, except with firmware to meter two left-right spaces.
6.6	Alternative payment to coin	If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).	Meets	If the coin slot is inoperable, the Parktel smart meters shall still accept card payments and third-party payments (e.g., mobile payments).
6.7	Coin chute free-fall	The coin chute or track and coin verifier unit shall be a free-fall type (non-moving and non-mechanized) or an equivalent.	Meets	The coin chute of the Parktel smart meter is a free-fall design with no moving parts inside or out, making it the most jam resistant on the market and easier to keep clean.
6.8	Coin chute anti-backup	The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).	Meets	The Parktel coin chute detects backward movement of coins (i.e. attached to strings, ribbons, paddles, wires, etc.) and will remove the time from the meter. At the same time, a record of the attempted cheating will be logged in the meter and uploaded to the dashboard. As an option, small swinging "fingers" may also be added to the coin chute to catch and hinder the backward movement of coins, but this type of moving part can be jerked out with a wire loop and can also cause jams if coins back up from the coin box, and the fingers can freeze and cause coin jams as well.
6.9	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	Meets	Coins are deposited directly into, and stored within, secured containers in the vault area of the meter.
6.10	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	Meets	Meter coins are easy to collect using POM's internal security coin box, inserted to a special receptacle on a push cart. The meters call up to the cloud dashboard every night and report coin intake along with other status data, and that report helps monitor coin boxes that may become too full. A special audit is swiped during collections to send up the audit data as of the date/time of meter collection, to reconcile with reports from the counting room, credit card reports, and third party mobile payments report
6.11	Clearing jammed coin	Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.	Meets	Maintenance personnel shall be able to clear and dump coin jams out of the Parktel mechanism without the use of special tools, without disassembling the coin chute, and without accessing the
6.12	Pre-payment acceptance	All meters shall be able to be programmed to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.	Meets	The Parktel meters may be programmed for an "escrow" period, to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	The Parktel meter does not store credit card data, but rather outsources compliance through its PCI level 1 certified gateway provider (CreditCall/NMI), backend server (Amazon), and communications system (Kore Telematics). Documentation can be provided for all.
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Does Not Meet	NOT APPLICABLE. See answer 6.13, as POM is out of scope for this requirement.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	POM offers the option of EMV compliant transactions at an additional price per meter. We believe, however, that EMV card transactions are overkill for this application and greatly slow down the card transaction time.
6.16	Adjust parking prices	The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time.	Meets	MeterManager.Net cloud management will allow the City to dynamically and remotely adjust parking prices on the meters in real-
7	Clock			
7.1	24/7/365 Time Display	The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	Our meter syncs with our server's time on every transaction. Programming is stored in flash memory so that's always retained regardless of power loss. We have a Super Capacitor that retains power for several minutes without losing the clock settings. Power is available via solar, rechargeable lithium ion battery, super capacitor and our lithium thionyl backup battery. The meter will have at least 15 minutes given the multitude of sources of power available. In fact, a mechanism powered by the Super Cap only will last 12 minutes. We may be able to improve this; however, our meter is designed to immediately report the loss of power and when the voltage gets low enough then our meter purposely removes the rest of the power stored to prevent memory corruption. This is a common practice in the electronics industry.
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	The quartz timepiece of the POM Parktel smart meter features a frequency tolerance of ± 20 ppm, which equates to plus or minus 1.64 seconds per 24-hour day. i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. In fact, the Parktel meter will sync (and thus reset this deviation) with every connection to the dashboard. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.
8	Power			
8.1	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	Meets	
8.2	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	Both the Parktel rechargeable battery and backup battery are located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.
8.3	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	Meets	The Parktel meter is powered by a lithium thionyl backup battery and/or lithium ion battery that recharged by large solar panels in the back window of the meter. A power management chip in the meter chooses the most efficient source of power in order to optimize battery life.
8.4	Battery alert	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service.	Meets	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Additionally, battery voltage and status shall always be seen at the
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	Meets	Battery connections for the Parktel meter are designed to resist corrosion and sustain a minimum of five years of service.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
8.6	Battery life display	Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS.	Meets	Parktel smart meter battery voltage and status shall always be seen at the meter display (at bottom just below street view level of the display), and battery level is reported every night at meter call-ins to the dashboard.
8.7	Data retention without power	All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets	
8.8	Battery life	Battery shall have a life of at least 1 year.	Meets	The POM Parktel 2 rechargeable Lithium Ion battery will last at least
9	Security			
9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets	After passing through the smart meter coin chute, the coins are deposited directly into, and stored within, a secured container "coin
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets	The coin vault areas shall not be accessible from the maintenance compartment. The SmartLock system, however, has a manual override attachment that is used from the maintenance compartment and requires a vault key as well. These items, however, should be kept in a secure location and issued only to authorized personnel.
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets	Vandal resistant features of the POM vault include rear-loaded lock to resist pulling or punching in; machine tapered door edges to
10	Warranty/Vendor Support			
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	During normal business hours, the City staff may contact POM support staff at 800-331-PARK. Email support staff at support@pom.com.
10.3	Off-Site Diagnosis	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets	MeterManager.Net allows remote off-site diagnosis, support, and upgrades of both the cloud software and the meters via wireless access.
10.4	Quarterly bulletins	Vendor shall be required to provide quarterly technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall system and performance details including software and firmware upgrades with an explanation of features and improvements.	Will Meet	by 08/01/2020
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Meets	POM warrants its goods to be free of defects in materials and workmanship for a period of one year from date of installation (as long as installation occurs within 60 days of delivery), with option of one additional year extended warranty. POM does not warranty against defects due to misuse and abuse; acts of God; storage and maintenance procedures contrary to documented training instruction; and improper or inadequate packaging for return shipment to POM.
11	Training by Vendor			
11.1	Continued Training	The City requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets	

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Company Name and Contact Information:		POM Incorporated		
Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
11.2	Vendor travel costs	Vendor shall cover all travel costs.	Meets	
11.3	Training/System Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	Manuals and videos are also available at the dashboard under Help.
12	MMS Reporting/Maintenance Tracking/Enforcement			
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets	
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	MeterManager.Net is inherently enhanced for mobile use on smartphones; users may be assigned limited access so as to merely update, reassign, and close out maintenance tickets.
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	Will Meet	Open and completed tasks data is available, but currently scheduling is up to the client. We can have this onboard capability ready by 08/01/2020
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.	Will Meet	Open and completed tasks data is available, but currently scheduling is up to the client. We can have this onboard capability ready by 08/01/2020
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.	Will Meet	This will require completion of scheduling as a prerequisite, but all the other data will be there and dispatching function can be ready by 08/01/2020.
12.7	Maintenance/Enforcement Area/Zones	The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes.	Meets	
12.8	Sync Rate Changes	The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Meets	MeterManager.Net allows the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.
12.9	Reporting Analytics Tool	The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use	Meets	MeterManager.Net already offers i and iii, but "drag and drop" is a little unclear. Data can be taken to/from our application into other applications.
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	Meets	MeterManager.Net allows for online scheduled reports to be exported as Excel, CSVs and/or PDFs.
12.11	System Transactions	For a pay-by-plate or pay-by-space solution, system transactions shall be communicated to the back-office system in real time to support enforcement queries and integration requirements. The system shall support enforcement queries for vehicle payment status.	Meets	Although this item is struck through on the single-space questionnaire, and although this dual-space meter is basically the same as our single-space meter, payment status of the parking space does, however, show on the back office and is available for query by third party enforcement applications.
13	Integrations			

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
13.1	Real-Time Integration	Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.	Will Meet	by 08/01/2020
13.2	Data and integration	Vendor will be required to provide data and integration with other City designated systems, initially including MapIt, a live database connection with GIS data that requires 9 decimals and, in the near future, Cartegraph and other potential system to be identified.	Will Meet	by 08/01/2020
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	Meets	MeterManager.Net provides meter related data directly into Excel, csv, pdf; from Excel, the data can then be saved as all the format options offered by Excel.
14	Extensibility			
14.1	Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, MapIt, PMIS	Meets	Data is available in Excel and CSV delimited formats, and all secondary formats offered by Excel, for export to management software/dashboards i.e. Cartegraph, MapIt, and PMIS. The MeterManager.Net back office is integrated with the backoffice of several major mobile app providers (i.e. Parkmobile, Passport, MPay, and MobileNow!) through shared API. Data import to MeterManager.Net is currently handled by in-house engineering staff.
14.2	Availability %	System shall have availability of 99.9%	Meets	

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	Meets	Subscription to MeterManager.Net allows unlimited access (authorized users need only have internet access and Google Chrome browser).
15.2	Number of Customer Records	Meters shall have ability to process approximately 100 transactions per meter per day.	Meets	POM Parktel meters shall have ability to process at least 100 transactions per meter per day. This is made possible by our "always-on" technology and the fact that the realtime transactions only take 10-20 seconds to show on the meter display as well as the cloud dashboard. These transactions include coin, credit/debit card, and mobile payments.
15.3	Historical Data	Ability to store over a million transactions per year.	Meets	
15.4	Spaces	Ability to support up to 6500 spaces.	Meets	MeterManager.Net can support at least 6500 spaces, and more.
16	Continuity			
16.1	Recovery Time Objective (RTO)	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less.	Meets	
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirements.	Meets	POM utilizes Amazon EC2 (AWS) secure server with redundant backups to store data. In the event of communications downtime, the Parktel 2 smart meters will accept coins and smart cards offline, storing the transactions for upload when signal is restored.
17	Usability			
17.1	Web UX/UI Standards	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	
18	Data			
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets	
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.	Will Meet	POM is willing to share mutual NDAs and work with outside vendors to perform data migration for the City. We are already integrated with the major mobile payments providers and are familiar with the coordination of linked locations and mechanism i.d. numbers/SIMs in order to show mobile payments on the meter display. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements. See our answer 19.1 regarding any data migration that may involve the current single-space meter vendor. 08/01/2020
19	System Migration			
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Will Meet	Although we doubt most vendors will be willing to directly share any proprietary or city data with POM. However, the City should be able to export their own current data to a delimited format, or otherwise request this from the current vendor. The data can then be provided (by email attachment, FTP, cloud storage link, or removable USB drive) to POM for import into our cloud database MeterManager.Net

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1	General Specifications	Please note: Please fill this sheet out for DUAL SPACE METERS only	Proposer is to respond to all requirements highlighted in *yellow*. If vendor selects "will meet" please list compliance date in notes section	If, applicable, you may use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.
1.1	Pay for parking	Payment must be available through multiple options, including coin, credit card and mobile payment integration. Near Field Communication (NFC) (including Apple Pay and Google Pay) payments shall be supported and available.	Meets	Parktel 2.0 meters accept coins, magstripe credit cards, chip based stored value cards, and mobile payment applications (i.e., Parkmobile, Passport, etc.). The meters have physical connections reserved for NFC transceivers used in connection with Apple Pay and Google Pay, but we have not added NFC functionality because we do not believe there is a compelling economic use case for these services. To the extent the meter would be transmitting transaction data, Apple Pay and Google Pay would require an EMV certified transceiver, which would result in higher costs for both equipment and transaction fees. We believe parking apps are a better solution in that (1) all transaction data is sent through the end customer's device rather than the meter, and (2) there is no physical limitation (i.e., 3 inch distance requirement) attendant to using such apps. Moreover, Apple Pay (and, presumably, Google Pay) will soon be compatible with NFC enabled decals that can be added to the meters after the fact and for a significantly lower cost than dedicated onboard NFC transceivers. See, e.g., https://9to5mac.com/2019/05/13/apple-announces-support-for-apple-pay-nfc-stickers-partners-with-bird-scooters-and-more/ .
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and-Display, Pay-By-Space, and Pay-By Plate	Does Not Meet	POM Meters may be single or two space
1.3	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets	The meters have the ability to store at least one up to an unlimited number of rate structures that are configurable by time of day, length of stay, method of payment (down to individual coins as well), day of week, and up to 25 special event dates.
1.4	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets	The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.
1.5	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets	The meters have escrow (prepayment) option. Payment shows on the meter but does not start to run down until the beginning of the enforcement period.
1.6	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets	The mechanism allows adding time, whether by coin, card, or mobile payment, but not past the time limit of the meter.
1.7	Ability to Display Information	All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions	Meets	The mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and special events, city logo, etc. Messages shall be editable by the city's designated dashboard admin personnel.

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Company Name and Contact Information:		POM Incorporated			
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
1.8	Vendor Support	Proposers must offer strong customer support 7 days a week including holidays. i. Timely, same-day responses are required. ii. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.	Meets	POM offers customer support during office hours (8AM-5PM CST Mon-Fri) via email, text, or 800-number. After-hours and holiday support shall be provided via email, text, or cell mechanism shall be able to electronically display to the patron with minimal effort: rates; days and hours of operation; user instructions; as well as custom messages i.e. for holidays and cell phone (TBA). Same-day response shall be provided, as well as a single point of contact, with alternate designated for when the front line contact is off for any reason.	
1.9	Request for Quotations	Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.	Meets	Requests for Quotations for all equipment and parts shall be filled within three business days, or a status update provided on the third day and every two days thereafter.	
1.10	Return Merchandise Authorization	Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation.	Meets	Return Merchandise Authorization (RMA) requests shall be fulfilled within 30 calendar days, with status/ETA provided. RMA shipments to the City shall include advance email delivery notification, delivery date/time, with associated tracking number to the designated City point of contact. Delivery courier(s) shall be notified of the City's established delivery hours of operation, as well as the City's preferred location, contact person and phone.	
1.11	Change Rates	Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of meters.	Meets	Web-based MeterManager.Net allows user defined rate structures, customizable tariff naming, the ability to download rates onto customizable, user-defined meters, whether by individual mechanism i.d. number or groups of meters, as well as scheduled download times (i.e. late night hours or weekends). Additionally, the user may assign specific rates to locations so that as meters are moved (i.e. taken from storage and installed on the street), they "call up" to the cloud dashboard and obtain the firmware and rate structure for that location (including single-space or two-space firmware).	
1.12	ADA Compliance	All technology, equipment, and systems shall be ADA-compliant.	Meets	Meter height, achieved through post height, affects a lot of any single-space parking meter's ADA compliance. The POM Parktel meters also offers the largest, most visible, vertical e-reader type display, with easy-to push tactile buttons and user friendly interface, to achieve full ADA compliance.	
1.13	New Materials	All materials and components shall be new and unused.	Meets	All materials and components of POM products being offered are new and unused and shall be the latest and best version of said products.	
1.14	Modular Components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	The Parktel meter is a modular design with all major components and batteries able to be quickly changed in the field.	
1.15	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets	All electronic components, connections and wiring shall be fully weatherproofed. We achieve this through conformal coated circuit boards, with plugs and wiring connections that are designed to prevent exposure and thus avoid corrosion.	
1.16	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	Meets	POM meter housings and windows are designed to limit weather infiltration. The housings are offered in die cast zinc with iron vault options, all with six-step process to withstand the ASTM B117 1000-hour salt spray test, and powder painted to resist graffiti and rust.	

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Company Name and Contact Information:		POM Incorporated		
Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
1.17	Doors		Meets	POM's vault offers drainage grooves inside/bottom, and the design of the access doors prevent freezing. We recommend drainage "weep holes" at the bottom of the posts to further promote drainage. POM has the most experience in providing parking meter systems in a wide range of climates, including those with extreme cold and snow.
1.18	Meter Lighting		Meets	The Parktel meter offers LED-driven fibreoptic backlighting, which illuminates both the display and surrounds the buttons for low-light usage.
1.19	Wireless Communication		Meets	All the POM Parktel and MeterManager.Net back office shall wirelessly communicate usage, payment status, and maintenance alert data in real-time via cellular communications.
1.20	Web-based MMS		Meets	Our web-based meter management system allows for multiple users with defined privileges, but it does not include a "usage footprint" as described. We are willing to add this feature by 3/2020 if we are selected as the new meter vendor.
1.21	Environmental Durability		Meets	POM's technology is warranted to operate as proposed within a temperature range of -20 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Denver, including but not limited to sleet, rain, hail, snow, grime, fog, salt, sun (including direct sunlight), and vibrations. The memory display, however, is rated for a temperature range of -4F to +158F, so at lower than this, the display will have a delayed reaction.
2	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	Meets	MeterManager.Net cloud dashboard allows the user to remotely update meter pricing, regulations, and configuration
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii.Auto push of faults to Meter Technicians.	Meets	MeterManager.Net provide reports on meter activity and includes (but is not limited to: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, with data available to calculate MTTR (competed date start and completed date end), and ii.Auto push of faults to Meter Technicians by email, text, or both.
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets	MeterManager.net creates maintenance work order tickets automatically as the meters report problems, or tickets are entered manually by staff as they are reported by patrons. Since this software is already mobile ready, the maintenance jobs/tickets allow updating online by smartphone or tablet running the Google Chrome browser app.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	Meter repair staff shall be able to update maintenance records with notes and completed date/time, online at computer, smartphone, or tablet with Chrome app.
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	The Parktel smart meter indicates its status with display icons and messages, lights, transaction log records, and alerts sent by email and/or text message to designated staff.
3	Wireless Two-Way Communications			

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications.	Meets	The Parktel smart meter technology is equipped with a modem, antenna, and the required software to support wireless communications.
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets	POM contracts through a wireless provider (Kore Telematics) to provide the wireless communications as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply. Kore does have the flexibility to work with different SIMs based on the needs of specific areas.
4	Equipment Display			
4.1	Display in and out of light	Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles.	Meets	The mechanism features a Sharp 4.4", 320x240 pixel, 50% reflective display, vertically mounted for optimum viewing, even in bright sunlight and from a vehicle or wheelchair, at various angles. For low-light conditions, fibreoptic backlighting illuminates the display and around each button.
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar-charging (or equivalent) configuration and not cause excessive battery drain.	Meets	The Parktel meter's backlit graphic display is a large 4.4", 320x240 pixel, e-reader type display with font size and placement to optimize view and user experience. The display is static and uses no power when at rest, and always uses solar power when available, one of the unique power saving components of the Parktel that allows the meter to be "always on" with minimum power drain.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets	The display is protected by Lexan cover when installed in the housing, making it scratch and impact resistant.
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Meets	Current rates and hours are displayed on the Parktel graphic display and are remotely programmed.
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets	POM will train the City to program rates from the MeterManager.Net cloud dashboard, independent of POM support with no additional costs associated with these changes.
4.6	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets	If the City chooses to vary the parking rates by payment type, this difference can be shown on the home screen and will be handled automatically as the customer pays, at which time they will also see their payment value and time purchased, simplifying and shortening the payment process.
4.7	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets	The POM Parktel graphic display supports dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely..	Meets	All the POM Parktel meters shall have the ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
4.9	Display Content	Meets	The POM Parktel display shall clearly communicate the following electronically, alphanumerically and graphically:	
	<ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slots are inoperable, with customizable instructions. v. Special messaging 		<ul style="list-style-type: none"> i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: <ul style="list-style-type: none"> 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slot are inoperable, with customizable instructions. v. Special messaging 	

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
5	Keypad			i. Rates
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant.	Meets	The stainless steel POM Parktel buttons are tactile, vandal resistant (durable and yet easily replaceable); weatherproof, and corrosion resistant.
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets	The POM Parktel meters provide visual and tactile indication that a button has been pressed, as feedback to the patron.
5.3	Security	Meters shall have high security locks for all meter doors. Electronic locks are required with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock malfunction.	Meets	POM is able to offer two different levels of security locks for this specification. We can fit the meters with Medeco Nexgen locks, as we did for our installation at LA County Beaches and Harbors. We also have SmartLock, whereby a solenoid is disengaged in the lock when the audit card is presented, thereby allowing the key to turn in the lock. The Medeco Nexgen keys have online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. The SmartLock audit cards have online programmable access parameter to assign the cards to specific maintenance or collections personnel and restrict the date/time to be used, with expiration date/time, and limited number of uses as well. The cost of the two solutions and related replacement parts and keys are the major difference between the two. The POM meters will have a manual override process in case of failure or electronic lock malfunction.
5.4	Upgrades	Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.	Meets	Upgrades to MeterManager.Net and/or meter firmware will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City. This will be in the form of Webex training where necessary.
6	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of credit cards and optional contactless cards.	Meets	Our meter supports real-time authorization of magstripe cards. We do not support contactless cards at this time for the same reason we
6.2	Credit cards	Credit card payments can be accepted during weak wireless signal occurrences.	Does Not Meet	We do not "hold and send" or otherwise batch cardholder data due to (1) the PCI security risk, and (2) the potential for fraudulent transactions. See https://www.aspentimes.com/news/aspden-parking-director-reassigned-in-wake-of-meter-scam/ . Moreover, we have never had an issue where payments could not be processed due to a "weak" wireless signal. See our response to Requirement 1.1 on contactless cards. The Parktel 2 meter will, however, store and send coin and smart card transactions once signal has been restored.
6.3	Payments	Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).	Meets	See our response to Requirement 1.1 on contactless cards. The same rationale applies to EMV based chip cards. As of today, magstripe cards are the standard for unattended payment devices such as gas pumps and parking meters.

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.4	Coin payment	The meter shall accept coins through a jam-resistant coin interface and jam-resistant card payments through a card interface.	Meets	The POM Parktel meter has a straight free-fall coin chute with no moving parts inside or out, making it the most jam resistant design on the market. The card slot provides a narrow opening in the outer zinc housing to discourage insertion of foreign objects and attachment of skimming devices, yet the inner architecture is open except for the mag stripe reader heads and chip reader head. This design allows small debris to fall out of the path of the card and keep it more jam resistant.
6.5	Coin shutter	The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects.	Does Not Meet	Not applicable, as this meter is basically the same as our single-space meter, except with firmware to meter two left-right spaces.
6.6	Alternative payment to coin	If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).	Meets	If the coin slot is inoperable, the Parktel smart meters shall still accept card payments and third-party payments (e.g., mobile payments).
6.7	Coin chute free-fall	The coin chute or track and coin verifier unit shall be a free-fall type (non-moving and non-mechanized) or an equivalent.	Meets	The coin chute of the Parktel smart meter is a free-fall design with no moving parts inside or out, making it the most jam resistant on the market and easier to keep clean.
6.8	Coin chute anti-backup	The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).	Meets	The Parktel coin chute detects backward movement of coins (i.e. attached to strings, ribbons, paddles, wires, etc.) and will remove the time from the meter. At the same time, a record of the attempted cheating will be logged in the meter and uploaded to the dashboard. As an option, small swinging "fingers" may also be added to the coin chute to catch and hinder the backward movement of coins, but this type of moving part can be jerked out with a wire loop and can also cause jams if coins back up from the coin box, and the fingers can freeze and cause coin jams as well.
6.9	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	Meets	Coins are deposited directly into, and stored within, secured containers in the vault area of the meter.
6.10	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	Meets	Meter coins are easy to collect using POM's internal security coin box, inserted to a special receptacle on a push cart. The meters call up to the cloud dashboard every night and report coin intake along with other status data, and that report helps monitor coin boxes that may become too full. A special audit is swiped during collections to send up the audit data as of the date/time of meter collection, to reconcile with reports from the counting room, credit card reports, and third party mobile payments report
6.11	Clearing jammed coin	Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.	Meets	Maintenance personnel shall be able to clear and dump coin jams out of the Parktel mechanism without the use of special tools, without disassembling the coin chute, and without accessing the
6.12	Pre-payment acceptance	All meters shall be able to be programmed to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.	Meets	The Parktel meters may be programmed for an "escrow" period, to accept pre-payments prior to start of regulated parking and extended payment within applicable City policy requirements.
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	The Parktel meter does not store credit card data, but rather outsources compliance through its PCI level 1 certified gateway provider (CreditCall/NMI), backend server (Amazon), and communications system (Kore Telematics). Documentation can be provided for all.
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Does Not Meet	NOT APPLICABLE. See answer 6.13, as POM is out of scope for this requirement.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	POM offers the option of EMV compliant transactions at an additional price per meter. We believe, however, that EMV card transactions are overkill for this application and greatly slow down the card transaction time.
6.16	Adjust parking prices	The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time.	Meets	MeterManager.Net cloud management will allow the City to dynamically and remotely adjust parking prices on the meters in real-
7	Clock			
7.1	24/7/365 Time Display	The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	Our meter syncs with our server's time on every transaction. Programming is stored in flash memory so that's always retained regardless of power loss. We have a Super Capacitor that retains power for several minutes without losing the clock settings. Power is available via solar, rechargeable lithium ion battery, super capacitor and our lithium thionyl backup battery. The meter will have at least 15 minutes given the multitude of sources of power available. In fact, a mechanism powered by the Super Cap only will last 12 minutes. We may be able to improve this; however, our meter is designed to immediately report the loss of power and when the voltage gets low enough then our meter purposely removes the rest of the power stored to prevent memory corruption. This is a common practice in the electronics industry.
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	The quartz timepiece of the POM Parktel smart meter features a frequency tolerance of ± 20 ppm, which equates to plus or minus 1.64 seconds per 24-hour day. i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. In fact, the Parktel meter will sync (and thus reset this deviation) with every connection to the dashboard. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.
8	Power			
8.1	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	Meets	
8.2	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	Both the Parktel rechargeable battery and backup battery are located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.
8.3	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	Meets	The Parktel meter is powered by a lithium thionyl backup battery and/or lithium ion battery that recharged by large solar panels in the back window of the meter. A power management chip in the meter chooses the most efficient source of power in order to optimize battery life.
8.4	Battery alert	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service.	Meets	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Additionally, battery voltage and status shall always be seen at the
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	Meets	Battery connections for the Parktel meter are designed to resist corrosion and sustain a minimum of five years of service.

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Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
8.6	Battery life display	Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS.	Meets	Parktel smart meter battery voltage and status shall always be seen at the meter display (at bottom just below street view level of the display), and battery level is reported every night at meter call-ins to the dashboard.
8.7	Data retention without power	All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets	
8.8	Battery life	Battery shall have a life of at least 1 year.	Meets	The POM Parktel 2 rechargeable Lithium Ion battery will last at least
9	Security			
9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets	After passing through the smart meter coin chute, the coins are deposited directly into, and stored within, a secured container "coin
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets	The coin vault areas shall not be accessible from the maintenance compartment. The SmartLock system, however, has a manual override attachment that is used from the maintenance compartment and requires a vault key as well. These items, however, should be kept in a secure location and issued only to authorized personnel.
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets	Vandal resistant features of the POM vault include rear-loaded lock to resist pulling or punching in; machine tapered door edges to
10	Warranty/Vendor Support			
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	During normal business hours, the City staff may contact POM support staff at 800-331-PARK. Email support staff at support@pom.com.
10.3	Off-Site Diagnosis	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets	MeterManager.Net allows remote off-site diagnosis, support, and upgrades of both the cloud software and the meters via wireless access.
10.4	Quarterly bulletins	Vendor shall be required to provide quarterly technical bulletins that identify product notifications, technology updates, lessons learned from other installations and overall system and performance details including software and firmware upgrades with an explanation of features and improvements.	Will Meet	by 08/01/2020
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Meets	POM warrants its goods to be free of defects in materials and workmanship for a period of one year from date of installation (as long as installation occurs within 60 days of delivery), with option of one additional year extended warranty. POM does not warranty against defects due to misuse and abuse; acts of God; storage and maintenance procedures contrary to documented training instruction; and improper or inadequate packaging for return shipment to POM.
11	Training by Vendor			
11.1	Continued Training	The City requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets	

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Company Name and Contact Information:		POM Incorporated		
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
11.2	Vendor travel costs	Vendor shall cover all travel costs.	Meets	
11.3	Training/System Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	Manuals and videos are also available at the dashboard under Help.
12	MMS Reporting/Maintenance Tracking/Enforcement			
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets	
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	MeterManager.Net is inherently enhanced for mobile use on smartphones; users may be assigned limited access so as to merely update, reassign, and close out maintenance tickets.
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	Will Meet	Open and completed tasks data is available, but currently scheduling is up to the client. We can have this onboard capability ready by 08/01/2020
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.	Will Meet	Open and completed tasks data is available, but currently scheduling is up to the client. We can have this onboard capability ready by 08/01/2020
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.	Will Meet	This will require completion of scheduling as a prerequisite, but all the other data will be there and dispatching function can be ready by 08/01/2020.
12.7	Maintenance/Enforcement Area/Zones	The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes.	Meets	
12.8	Sync Rate Changes	The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Meets	MeterManager.Net allows the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.
12.9	Reporting Analytics Tool	The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use	Meets	MeterManager.Net already offers i and iii, but "drag and drop" is a little unclear. Data can be taken to/from our application into other applications.
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	Meets	MeterManager.Net allows for online scheduled reports to be exported as Excel, CSVs and/or PDFs.
12.11	System Transactions	For a pay-by-plate or pay-by-space solution, system transactions shall be communicated to the back-office system in real time to support enforcement queries and integration requirements. The system shall support enforcement queries for vehicle payment status.	Meets	Although this item is struck through on the single-space questionnaire, and although this dual-space meter is basically the same as our single-space meter, payment status of the parking space does, however, show on the back office and is available for query by third party enforcement applications.
13	Integrations			

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
13.1	Real-Time Integration	Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.	Will Meet	by 08/01/2020
13.2	Data and integration	Vendor will be required to provide data and integration with other City designated systems, initially including MapIt, a live database connection with GIS data that requires 9 decimals and, in the near future, Cartegraph and other potential system to be identified.	Will Meet	by 08/01/2020
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	Meets	MeterManager.Net provides meter related data directly into Excel, csv, pdf; from Excel, the data can then be saved as all the format options offered by Excel.
14 Extensibility				
14.1	Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, MapIt, PMIS	Meets	Data is available in Excel and CSV delimited formats, and all secondary formats offered by Excel, for export to management software/dashboards i.e. Cartegraph, MapIt, and PMIS. The MeterManager.Net back office is integrated with the backoffice of several major mobile app providers (i.e. Parkmobile, Passport, MPay, and MobileNow!) through shared API. Data import to MeterManager.Net is currently handled by in-house engineering staff.
14.2	Availability %	System shall have availability of 99.9%	Meets	

Exhibit 1 - Meter Technical Specifications - Dual Space Meters

Company Name and Contact Information:		POM Incorporated		
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	Meets	Subscription to MeterManager.Net allows unlimited access (authorized users need only have internet access and Google Chrome browser).
15.2	Number of Customer Records	Meters shall have ability to process approximately 100 transactions per meter per day.	Meets	POM Parktel meters shall have ability to process at least 100 transactions per meter per day. This is made possible by our "always-on" technology and the fact that the realtime transactions only take 10-20 seconds to show on the meter display as well as the cloud dashboard. These transactions include coin, credit/debit card, and mobile payments.
15.3	Historical Data	Ability to store over a million transactions per year.	Meets	
15.4	Spaces	Ability to support up to 6500 spaces.	Meets	MeterManager.Net can support at least 6500 spaces, and more.
16	Continuity			
16.1	Recovery Time Objective (RTO)	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less.	Meets	
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirments.	Meets	POM utilizes Amazon EC2 (AWS) secure server with redundant backups to store data. In the event of communications downtime, the Parktel 2 smart meters will accept coins and smart cards offline, storing the transactions for upload when signal is restored.
17	Usability			
17.1	Web UX/UI Standards	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	
18	Data			
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets	
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.	Will Meet	POM is willing to share mutual NDAs and work with outside vendors to perform data migration for the City. We are already integrated with the major mobile payments providers and are familiar with the coordination of linked locations and mechanism i.d. numbers/SIMs in order to show mobile payments on the meter display. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements. See our answer 19.1 regarding any data migration that may involve the current single-space meter vendor. 08/01/2020
19	System Migration			
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Will Meet	Although we doubt most vendors will be willing to directly share any proprietary or city data with POM. However, the City should be able to export their own current data to a delimited format, or otherwise request this from the current vendor. The data can then be provided (by email attachment, FTP, cloud storage link, or removable USB drive) to POM for import into our cloud database MeterManager.Net

Payment Card Industry (PCI) Data Security Standard

Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2.1

June 2018

Section 1: Assessment Information

Instructions for Submission

This Attestation of Compliance must be completed as a declaration of the results of the service provider's assessment with the *Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures (PCI DSS)*. Complete all sections: The service provider is responsible for ensuring that each section is completed by the relevant parties, as applicable. Contact the requesting payment brand for reporting and submission procedures.

Part 1. Service Provider and Qualified Security Assessor Information

Part 1a. Service Provider Organization Information

Company Name:	Network Merchants, LLC	DBA (doing business as):	Not Applicable		
Contact Name:	Jeremy Gumbley	Title:	Chief Security/Information Officer		
Telephone:	+1 (800) 868-1832	E-mail:	jeremy.gumbley@nmi.com		
Business Address:	201 E. Main Rd	City:	Roselle		
State/Province:	IL	Country:	USA	Zip:	60172
URL:	http://www.networkmerchants.com				

Part 1b. Qualified Security Assessor Company Information (if applicable)

Company Name:	Trustwave				
Lead QSA Contact Name:	Jimmie Rutledge	Title:	QSA		
Telephone:	(312) 873-7500	E-mail:	jrutledge@trustwave.com		
Business Address:	70 West Madison Street Suite 600	City:	Chicago		
State/Province:	IL	Country:	USA	Zip:	60602
URL:	http://www.trustwave.com				

Part 2. Executive Summary

Part 2a. Scope Verification

Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) assessed:

Network Merchants Payment Gateway, Merchant Services

Type of service(s) assessed:

Hosting Provider:

- ☐ Applications / software
- ☐ Hardware
- ☐ Infrastructure / Network
- ☐ Physical space (co-location)
- ☐ Storage
- ☐ Web
- ☐ Security services
- ☐ 3-D Secure Hosting Provider
- ☐ Shared Hosting Provider
- ☐ Other Hosting (specify):

Managed Services (specify):

- ☐ Systems security services
- ☐ IT support
- ☐ Physical security
- ☐ Terminal Management System
- ☒ Other services (specify):
 - Online Portal
 - Batch Processing
 - API Integration

Payment Processing:

- ☒ POS / card present
- ☒ Internet / e-commerce
- ☐ MOTO / Call Center
- ☐ ATM
- ☐ Other processing (specify):

☐ Account Management

☐ Fraud and Chargeback

☒ Payment Gateway/Switch

☐ Back-Office Services

☐ Issuer Processing

☐ Prepaid Services

☐ Billing Management

☐ Loyalty Programs

☐ Records Management

☒ Clearing and Settlement

☐ Merchant Services

☐ Tax/Government Payments

☐ Network Provider

☐ Others (specify):

Note: These categories are provided for assistance only, and are not intended to limit or predetermine an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.

Part 2a. Scope Verification (continued)

Services that are provided by the service provider but were NOT INCLUDED in the scope of the PCI DSS Assessment (check all that apply):

Name of service(s) not assessed: Not applicable

Type of service(s) not assessed:

Hosting Provider: <input type="checkbox"/> Applications / software <input type="checkbox"/> Hardware <input type="checkbox"/> Infrastructure / Network <input type="checkbox"/> Physical space (co-location) <input type="checkbox"/> Storage <input type="checkbox"/> Web <input type="checkbox"/> Security services <input type="checkbox"/> 3-D Secure Hosting Provider <input type="checkbox"/> Shared Hosting Provider <input type="checkbox"/> Other Hosting (specify):	Managed Services (specify): <input type="checkbox"/> Systems security services <input type="checkbox"/> IT support <input type="checkbox"/> Physical security <input type="checkbox"/> Terminal Management System <input type="checkbox"/> Other services (specify):	Payment Processing: <input type="checkbox"/> POS / card present <input type="checkbox"/> Internet / e-commerce <input type="checkbox"/> MOTO / Call Center <input type="checkbox"/> ATM <input type="checkbox"/> Other processing (specify):
<input type="checkbox"/> Account Management	<input type="checkbox"/> Fraud and Chargeback	<input type="checkbox"/> Payment Gateway/Switch
<input type="checkbox"/> Back-Office Services	<input type="checkbox"/> Issuer Processing	<input type="checkbox"/> Prepaid Services
<input type="checkbox"/> Billing Management	<input type="checkbox"/> Loyalty Programs	<input type="checkbox"/> Records Management
<input type="checkbox"/> Clearing and Settlement	<input type="checkbox"/> Merchant Services	<input type="checkbox"/> Tax/Government Payments
<input type="checkbox"/> Network Provider		
<input type="checkbox"/> Others (specify):		
Provide a brief explanation why any checked services were not included in the assessment:		

Part 2b. Description of Payment Card Business

Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.	<p>Network Merchants, LLC (NMI) provides an electronic payment gateway for transaction processing and is considered a Level 1 Service Provider.</p> <p>NMI provides merchant services including an online portal, API integration and batch processing. NMI also offers business affiliates the ability to market its merchant services to other business associates.</p> <p>NMI accepts Visa, MasterCard, American Express, Discover, JCB and Diners Club. Cardholder data (PAN, cardholder name, expiration date, card security code or full track data) is received from merchants over the Internet through TLS 1.2 (AES-128, AES-256) for processing and then transmitted to the upstream processors over IPsec VPN or HTTPS, using TLS 1.2 (AES-128, AES-256) connections.</p> <p>All cardholder data (PAN, cardholder name, expiry) is stored [REDACTED] with AES-128-bit encryption and stored for a retention period of 36 months. In addition, PAN is stored through truncation of PANs (last four) [REDACTED]. In addition to storage for reporting, cardholder data that is stored [REDACTED] is also used for recurring transactions with the PAN encrypted with AES-128 bit. NMI does not maintain any direct connections to any card brands.</p>
Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.	Not applicable

Part 2c. Locations

List types of facilities (for example, retail outlets, corporate offices, data centers, call centers, etc.) and a summary of locations included in the PCI DSS review.

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Data Center	2	[REDACTED]
Main Offices	1	Roselle, IL, USA

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? ☒ Yes ☐ No

Provide the following information regarding the Payment Applications your organization uses:

Payment Application Name	Version Number	Application Vendor	Is application PA-DSS Listed?	PA-DSS Listing Expiry date (if applicable)
NMI Proxy Application	Not applicable	Network Merchants	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Not applicable
NMI Settlement Application	Not applicable	Network Merchants	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Not applicable
NMI Batch Processing Application	Not applicable	Network Merchants	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Not applicable
NMI API.	Not applicable	Network Merchants	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Not applicable

Part 2e. Description of Environment

Provide a **high-level** description of the environment covered by this assessment.

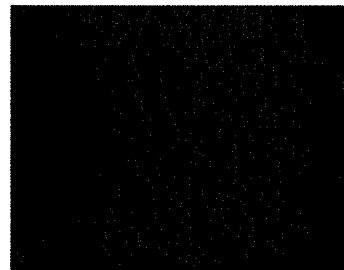
For example:

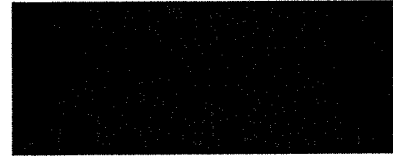
- Connections into and out of the cardholder data environment (CDE).
- Critical system components within the CDE, such as POS devices, databases, web servers, etc., and any other necessary payment components, as applicable.

Technologies:

- Firewalls
- Switches
- Load Balancers
- Routers
- Operating Systems
- File Integrity Monitor Software
- Databases
- Intrusion Detection Systems
- Web Application Firewall
- Vulnerability Scanners
- Log Server
- Virtualization Platform
- Encryption Solution
- Laptop
- VPN Concentrator
- Processor Connections

Network Segments:





Internally Developed Applications:

- NMI Proxy Application
- NMI Settlement Application
- NMI Batch Processing Application
- NMI API

Does your business use network segmentation to affect the scope of your PCI DSS environment?

(Refer to "Network Segmentation" section of PCI DSS for guidance on network segmentation)

☒ Yes ☐ No

Part 2f. Third-Party Service Providers

Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated? ☐ Yes ☒ No

If Yes:

Name of QIR Company: Not Applicable

QIR Individual Name: Not Applicable

Description of services provided by QIR: Not Applicable

Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated? ☒ Yes ☐ No

If Yes:

Name of service provider:	Description of services provided:
	System Hosting and Physical Security requirements.
	System Hosting and Physical Security requirements.
	Key injection of POI devices, cardholder data not being shared.

Note: Requirement 12.8 applies to all entities in this list.

Part 2g. Summary of Requirements Tested

For each PCI DSS Requirement, select one of the following:

- **Full** – The requirement and all sub-requirements of that requirement were assessed, and no sub-requirements were marked as “Not Tested” or “Not Applicable” in the ROC.
- **Partial** – One or more sub-requirements of that requirement were marked as “Not Tested” or “Not Applicable” in the ROC.
- **None** – All sub-requirements of that requirement were marked as “Not Tested” and/or “Not Applicable” in the ROC.

For all requirements identified as either “Partial” or “None,” provide details in the “Justification for Approach” column, including:

- Details of specific sub-requirements that were marked as either “Not Tested” and/or “Not Applicable” in the ROC
- Reason why sub-requirement(s) were not tested or not applicable

Note: One table to be completed for each service covered by this AOC. Additional copies of this section are available on the PCI SSC website.

Name of Service Assessed:		Network Merchants Payment Gateway, Merchant Services			
PCI DSS Requirement	Details of Requirements Assessed				
	Full	Partial	None	Justification for Approach (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)	
Requirement 1:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 2:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2.1.1 – Not applicable. Network Merchants, LLC does not have any in-scope wireless environments. 2.2.3 – Not applicable. Network Merchants, LLC does not have any enabled insecure services, daemons, or protocols 2.6 – Not applicable. Network Merchants, LLC is not a Shared Hosting Provider.	
Requirement 3:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	3.4.1 – Not applicable. Disk Encryption not in use.	
Requirement 4:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	4.1.1 – Not applicable. No wireless networks in scope for the assessment.	
Requirement 5:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 6:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	6.4.6 – Not applicable. Network Merchants, LLC has not undergone any significant network infrastructure changes within the past 12 months.	
Requirement 7:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Requirement 8:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	8.1.5 – Not applicable. No third-party access to in-scope systems.	
Requirement 9:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9.6.2, 9.6.3 – Not applicable. No media moved off-site.	

				<p>9.8.1 – Not applicable. No cardholder data in hardcopy material.</p> <p>9.9, 9.9.1, 9.9.2, 9.9.3 – Not applicable. No capture devices in scope for the assessment.</p>
Requirement 10:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Requirement 11:	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>11.1.1 – Not applicable. Network Merchants, LLC does not maintain any authorized wireless access points as part of the cardholder data environment.</p> <p>11.2.3 – Not applicable. Not applicable. Network Merchants, LLC has not undergone any significant network infrastructure changes within the past 12 months.</p>
Requirement 12:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Appendix A1:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Not applicable. Network Merchants, LLC is not classified as a shared hosting provider
Appendix A2:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Section 2: Report on Compliance

This Attestation of Compliance reflects the results of an onsite assessment, which is documented in an accompanying Report on Compliance (ROC).

The assessment documented in this attestation and in the ROC was completed on:	<i>March 27, 2019</i>	
Have compensating controls been used to meet any requirement in the ROC?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Were any requirements in the ROC identified as being not applicable (N/A)?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Were any requirements not tested?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Were any requirements in the ROC unable to be met due to a legal constraint?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated **March 27, 2019**.

Based on the results documented in the ROC noted above, the signatories identified in Parts 3b-3d, as applicable, assert(s) the following compliance status for the entity identified in Part 2 of this document (**check one**):

<input checked="" type="checkbox"/>	Compliant: All sections of the PCI DSS ROC are complete, all questions answered affirmatively, resulting in an overall COMPLIANT rating; thereby <i>Network Merchants, LLC</i> has demonstrated full compliance with the PCI DSS.						
<input type="checkbox"/>	Non-Compliant: Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall NON-COMPLIANT rating, thereby <i>Network Merchants, LLC</i> has not demonstrated full compliance with the PCI DSS. Target Date for Compliance: 3/28/2019 An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. <i>Check with the payment brand(s) before completing Part 4.</i>						
<input type="checkbox"/>	Compliant but with Legal exception: One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand. <i>If checked, complete the following:</i> <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 40%;">Affected Requirement</th> <th style="width: 60%;">Details of how legal constraint prevents requirement being met</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Affected Requirement	Details of how legal constraint prevents requirement being met				
Affected Requirement	Details of how legal constraint prevents requirement being met						

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

<input checked="" type="checkbox"/>	The ROC was completed according to the <i>PCI DSS Requirements and Security Assessment Procedures</i> , Version 3.2.1 and was completed according to the instructions therein.
<input checked="" type="checkbox"/>	All information within the above-referenced ROC and in this attestation fairly represents the results of my assessment in all material respects.
<input type="checkbox"/>	I have confirmed with my payment application vendor that my payment system does not store sensitive authentication data after authorization.
<input checked="" type="checkbox"/>	I have read the PCI DSS and I recognize that I must maintain PCI DSS compliance, as applicable to my environment, at all times.
<input checked="" type="checkbox"/>	If my environment changes, I recognize I must reassess my environment and implement any additional PCI DSS requirements that apply.

Part 3a. Acknowledgement of Status (continued)

<input checked="" type="checkbox"/>	No evidence of full track data ¹ , CAV2, CVC2, CID, or CVV2 data ² , or PIN data ³ storage after transaction authorization was found on ANY system reviewed during this assessment.
<input checked="" type="checkbox"/>	ASV scans are being completed by the PCI SSC Approved Scanning Vendor <i>Trustwave</i>

- ¹ Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.
- ² The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.
- ³ Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

Part 3b. Service Provider Attestation

J. Cumble

Signature of Service Provider Executive Officer ↑	Date: 27 MARCH 2019
Service Provider Executive Officer Name: J. CUMBLE	Title: CSO

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)

If a QSA was involved or assisted with this assessment, describe the role performed:	QSA Jimmie Rutledge conducted the assessment and composed the Report on Compliance.
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Michael Aminzade

Signature of Duly Authorized Officer of QSA Company ↑	Date: March 27, 2019
Duly Authorized Officer Name: Michael Aminzade	QSA Company: Trustwave

Part 3d. Internal Security Assessor (ISA) Involvement (if applicable)

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel and describe the role performed:	Not applicable
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Part 4. Action Plan for Non-Compliant Requirements

Select the appropriate response for "Compliant to PCI DSS Requirements" for each requirement. If you answer "No" to any of the requirements, you may be required to provide the date your Company expects to be compliant with the requirement and a brief description of the actions being taken to meet the requirement.

Check with the applicable payment brand(s) before completing Part 4.

PCI DSS Requirement	Description of Requirement	Compliant to PCI DSS Requirements (Select One)		Remediation Date and Actions (If "NO" selected for any Requirement)
		YES	NO	
1	Install and maintain a firewall configuration to protect cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3	Protect stored cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
4	Encrypt transmission of cardholder data across open, public networks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5	Protect all systems against malware and regularly update anti-virus software or programs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
6	Develop and maintain secure systems and applications	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
7	Restrict access to cardholder data by business need to know	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	Identify and authenticate access to system components	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9	Restrict physical access to cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
10	Track and monitor all access to network resources and cardholder data	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
11	Regularly test security systems and processes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
12	Maintain a policy that addresses information security for all personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Appendix A1	Additional PCI DSS Requirements for Shared Hosting Providers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Appendix A2	Additional PCI DSS Requirements for Entities using SSL/early TLS for Card-Present POS POI Terminal Connections	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

