



FT. LAUDERDALE

SOLICITATION 12342-205

PARKING METER TECHNOLOGY, WITH MAINTENANCE AND SUPPORT

DUE: FEBRUARY 4, 2020

PREPARED BY: IPS GROUP, INC. 7737 KENAMAR COURT, SAN DIEGO, CA 92121 U.S.A. IPSGROUP.COM

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CAM 21-0045

Exhibit 4

Page 1 of 136



As part of IPS Group's ongoing commitment to sustainable practices,
this document is printed on 100% recycled paper.

COMPLIANCE

PROPOSAL COMPLIANCE EVALUATION

EVALUATION CRITERIA	LOCATION/PAGE
EVALUATION 1 Firm understands the scope of the project and has the capacity to perform the contract and provide the services promptly, within the time specified, and without delay or interference	Chapter 3 – Page 29
The quality of the material and services offered; the ability, capacity and skill of the firm to perform and/or provide the material services	Chapter 3 – Page 32
The staffing qualifications, character, integrity, reputation, judgment, training, experience and efficiency of the bidder	Chapter 2 – Page 22
EVALUATION 2 The fitness and performance of the proposed equipment/software for the intended use of the City during test period	Chapter 3 – Page 32
PRESENTATION	Onsite Meeting
Total Cost including the cost of equipment, processing and other services, warranties, fees for annual hardware and software maintenance agreements, and ancillary charges for any other necessary software, equipment or services	In the Cost Proposal- Under Separate Cover

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February 4, 2020

Jim Hemphill

Sr. Procurement Specialist

Procurement Services Division
100 N. Andrews Avenue
Fort Lauderdale, FL 33301

Dear Mr. Hemphill,

IPS Group is pleased to submit a response to the City of Ft. Lauderdale's RFP #12342-205, Parking Meter Technology, with Maintenance Support.

Since 1994, IPS has partnered with cities worldwide to build Smart Parking solutions that bring Smart Cities to life. CIO magazine cited IPS as a Top 25 Government Tech Solutions Provider. IPS delivers the best long-term value in the industry—durable, feature-rich products built to meet the needs of today and adapt to the needs of the future. **IPS is the only provider in the parking industry to offer a fully integrated Smart Parking Platform.** Unlike our competition, we can provide a single source for all your parking needs.

IPS products and services are built with a strong understanding of how our client cities operate. Just as you do, we prioritize service and ease-of-use for our customers. We're eager to help the City of Ft. Lauderdale take its parking solution to the next level.

In brief, IPS products can let you better serve your patrons and provide your staff with a solution that's easy to operate and maintain, with a timely and seamless implementation. When you compare all the offerings, we believe you will agree that IPS is exceptionally positioned to provide Ft. Lauderdale with the best value, support, and partnership for the long term. We look forward to discussing the most cost-effective ways we can meet your needs.

Respectfully,

A handwritten signature in blue ink that reads "Chad P. Randall".

Chad Randall

Chief Operating Officer | IPS Group, Inc.



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IMPORTANT NOTE: IPS Group Inc. ("IPS") has made an effort to be as thorough and responsive as part of our request for proposal (RFP) submission. In doing so, we are providing valuable and protected information, including ideas and concepts that IPS considers to be confidential. Release of IPS confidential information may cause irreparable harm to IPS by publically disclosing such information that is not publically known. IPS respectfully requests the right to be notified and provided an opportunity to redact such confidential information in the event of any third-party request for public disclosure.

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CHAPTER 1

EXECUTIVE SUMMARY



CITY OF FT. LAUDERDALE EXECUTIVE SUMMARY

OUR MISSION IS TO TRANSFORM CITIES BY SUPPLYING THE MOST TECHNOLOGICALLY ADVANCED, VALUABLE AND USER-FRIENDLY SMART PARKING SOLUTIONS IN THE WORLD.

IPS FULLY UNDERSTANDS FT. LAUDERDALE'S SCOPE OF SERVICES

The City of Ft. Lauderdale is looking for the ideal vendor to replace its existing single and multi-space pay stations with fully-integrated, state-of-the-art technology combined with an easy to use, intuitive, user-friendly interface. IPS' proposed parking solution either meets or exceeds the key objectives as detailed in the City's RFP. IPS is truly the best partner for Ft. Lauderdale to reach its goal to find a technologically advanced parking solution with the ability to easily grow as the City's parking needs continue to evolve. IPS brings unmatched industry experience and expertise and is the only company to offer **fully-integrated smart meters** that connect to one, powerful data management system.

In order to meet the City's Scope of Services, IPS Group is proposing our MS3™ Pay Station, as well as our flagship M5™ Single-Space Parking Meter.

Our latest generation of Pay Station, the MS3™, offers Ft. Lauderdale patrons unparalleled ease of use.

Building on the highly successful MS platform, the MS3™ offers all of the features that you are asking for, in a compact, secure, stainless steel construction. Color touch screen with programming in any language as standard.

IPS IS THE SMARTER CHOICE

- Only true fully-integrated system
- Only U.S. manufacturer
- Inventor of the credit card enabled single-space meter
- More than 300,000 parking devices sold
- Installed in over 300 cities worldwide
- 150+ patents
- Best long term value
- 99% average meter uptime
- Millions invested yearly in R&D
- Full-time sales and support resources based in FLORIDA

The IPS flagship product and gold standard for single-space Smart Parking meters, the patented M5™, retrofits into existing parking meter housings to maximize infrastructure, and is fully operational in seconds. IPS meters provide Ft. Lauderdale and its patrons with a simple and consistent parking user experience that is more cost-effective, customer-friendly, and more reliable than alternatives. The credit card-enabled single-space smart meter patented by IPS offers multiple payment options including coins, credit/debit card, optional NFC/contactless payment (such as Apple Pay and Google Pay), EMV, smart card, and tokens; access to real-time data, solar power technology, and a comprehensive web-based meter management system.

IPS' meters are fully integrated with our powerful data management system (DMS) which empowers customers with advanced analytics. Our newly updated DMS is a

secure, real-time, web-based application that allows parking professionals to manage an entire parking network with ease. It provides a comprehensive set of financial, technical, and administrative reporting features paired with remote meter configuration, allowing managers to seamlessly integrate parking meters with pay-by-cell capability, enforcement and permitting, and other smart applications. Built for the future of Big Data, the DMS with advanced analytics will best support Fort Lauderdale's parking management needs and enable strategic, data-driven decisions.

As explained in more detail below in the Scope of Services section, for a variety of reasons IPS is not bidding on the dual space meters aspect of the Scope. Instead, IPS is offering Ft. Lauderdale a better alternative to dual space meters; two-meters per pole with a connecting yoke (if desired).

FT. LAUDERDALE AND IPS-FOCUSED ON THE CUSTOMER EXPERIENCE

Ft. Lauderdale was recently named as one of the top ten parking cities in America by NerdWallet in appreciation of the City's commitment to providing its citizens with superlative parking services. IPS is excited to partner with Ft. Lauderdale as it endeavors to take leadership in providing patron-centric Smart Parking Solutions to its citizenry. IPS is the leading innovator and the most trusted provider of smart parking technology

in the world. In 2005, we introduced the world's first Smart Parking Meter, powered by the massive, collective intelligence of IPS' organically developed data management system. For the first time, parking meters possessed the full power of computing, launching a new era of parking management. To date, **IPS has installed more than 300,000 wireless devices in over 300 cities worldwide.**

FT. LAUDERDALE DESERVES THE BEST ROI IN THE BUSINESS-PERIOD

There's no need to worry about long-term value if you choose IPS. Unlike some competitors' offerings, our smart meters are still in the field over a decade after installation. Software glitches can lead to significant downtime, revenue loss

and customer complaints **like the recent software failure in New York City.** To mitigate this risk, IPS constantly upgrades our systems over the air with the latest in smart software. Because all our products are part of the IPS Fully-Integrated Smart



Parking Suite, Ft. Lauderdale's parking system will never be outdated—you can always seamlessly upgrade as your needs expand. IPS also makes software updates regularly, keeping your meters future proof at no cost to the City.

IPS believes that for Ft. Lauderdale to fully perform an evaluative comparison of all bidders, it would be of great benefit for the City to conduct a no-cost, on-street trial of several meters provided by each vendor. This allows City stakeholders to get

direct feedback from your maintenance and support staff, your enforcement team and, most importantly, your citizens. Seattle WA, Asbury Park NJ, Baltimore MD, and Concord NH to name only a few have all participated in a competitive on-street trial. By providing their citizenry with the ability to contribute, combined with the optics of transparency, these cities communicated that they really wanted to ensure that they were providing the most convenient and user-friendly product available.

ABOUT IPS

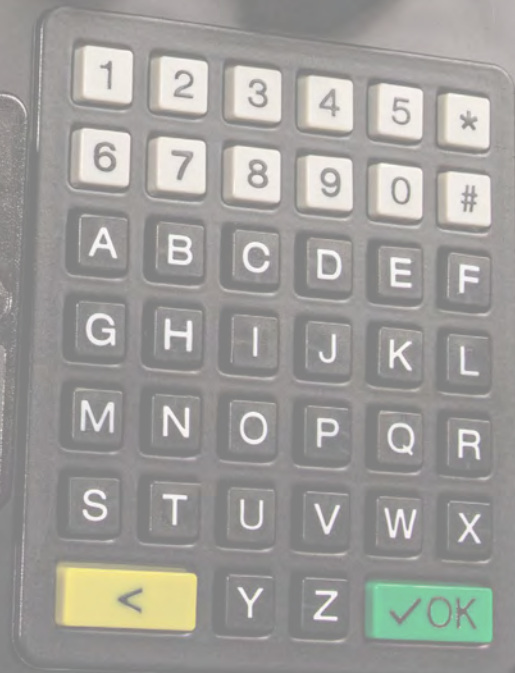
For more than two decades, IPS has been committed to the design, engineering, and manufacturing of intelligent parking technologies that shape the industry such as payment processing systems, SaaS management software, and low-power wireless telecommunications. Based in San Diego, CA, IPS is the proud inventor of the credit card enabled single-space parking meter and has more wireless parking devices deployed across the US than our competitors combined.

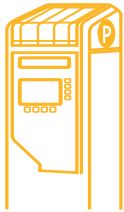
IPS is proud to manufacture all of our parking meters right here in America, at our headquarters in San Diego, California.

Led by Chief Operating Officer Chad Randall, the IPS team that will be focused on providing Ft. Lauderdale with the best customer service experience in the industry have, collectively, many decades of parking industry experience to draw from. To view more detailed account team information, please refer to Chapter 2, Experience and Qualifications.

CHAPTER 2

EXPERIENCE & QUALIFICATIONS





IPS BACKGROUND

OUR MISSION IS TO TRANSFORM CITIES BY SUPPLYING THE MOST TECHNOLOGICALLY ADVANCED, VALUABLE AND USER-FRIENDLY SMART PARKING SOLUTIONS IN THE WORLD.

For more than two decades, IPS has been committed to the design, engineering, and manufacturing of intelligent parking technologies that shape the industry such as payment processing systems, SaaS management software, and low-power wireless telecommunications. Based in San Diego, CA, IPS is the proud inventor of the credit card enabled single-space parking meter and has more wireless parking devices deployed across the US than our competitors combined.

To date, IPS operates more than 300,000 wireless devices in over 300 cities worldwide. IPS drives the Smart Cities evolution as an innovator and trusted provider of Smart Parking technology.

IPS offers the industry's only Fully-Integrated Parking Management Suite. Several IPS customers have already subscribed to the complete product suite for the ease of city-wide parking data integration and access to all parking applications via one cloud-based platform. The Suite of Smart Parking products includes single- and multi-space meters, sensors, enforcement and permitting solutions, and mobile payments that connect to one, powerful integrated Data Management System (DMS). The secure, cloud-based DMS aggregates the data from all integrated devices into meaningful analytics and reports.

A truly integrated solution allows cities and communities of any size to manage their

entire parking network from anywhere, anytime, with single sign-on (SSO) access to all applications and consolidated parking data in one place. While the IPS Parking Management Suite offers all of the interrelated parking applications a city may need, it can also seamlessly integrate with any third-party service via API.

IPS handles all design, final assembly, and ongoing support from our San Diego offices, where we employ 200+ full-time employees. By manufacturing in the US, we are able to provide outstanding quality, reduce environmental impact, and meet quick delivery turnaround requirements.

IPS also has local sales and field staff in Florida to provide the level of support our customers require. In addition to sales and dedicated customer support assigned to your account, IPS has an in-house team of product engineers, computer programmers, marketing and PR professionals, accountants, and technical support specialists to support any project.

Our goal is to develop a long-term partnership, rooted in open, honest communications, close cooperation, and practical application of parking technologies. Our project approach includes proven technology, seasoned team members, and solid experience using such technology to improve customer satisfaction and optimize and increase parking revenue requirements.

1994

IPS Group South Africa established as one of the first manufacturers of card and coin multi-space parking pay stations



2002

Deloitte Fast 50 Award

2007

First credit card enabled, solar-powered single-space parking meter installed

2011

Corporate Social Responsibility donation meter program begun

2013

M5™ next generation single-space parking meter introduced

Revolution pay station retrofit kits and MS1™ multi-space meters designed

IPS meters are CDMA certified



2016

New innovative solutions introduced including PARK SMARTER™ mobile payment app and My Parking Receipt™



2018

Launched Enforcement & Permitting Management System as a vital component of a true, fully-integrated solution

MS3™ color screen, multi-language pay station introduced

2000

IPS Group, Inc. USA Incorporated in Pennsylvania



2005

"Smart" single-space parking meter invented

2009

TechAmerica "Green Technology" Award

Wireless vehicle detection sensors developed



2012

U.S. Conference of Mayors Award for public/private partnership

Vik Kops Humanitarian Award

Connected World Award



2015

First **end-to-end cloud-based enforcement solution** created

Dome-mount sensor developed, providing the most accurate data on the market

2017

IPS calculated a reduction in U.S. CO₂ emissions of 34,192 metric tons, after partnering with Verizon to lessen miles driven to find available parking.

2019

Reached 150+ Patents

IPS Group Innovation Studio introduces Alexa-enabled Data Analytics in development phase





AWARDS

RESULTING FROM ITS SIGNIFICANT INVESTMENT IN R&D, IPS GROUP OWNS 150+ PATENTS, A CONTINUING GROWING LIST.

We believe our experience in the technology and telecommunications industries has helped us create products that provide the best combination of convenience, user experience, enforceability, and cost of ownership among any parking meter product in the industry today. Our awards reflect our commitment to surpassing expectations in innovation and providing an outstanding client experience.

AS EVIDENCE OF OUR COMMITMENT, IPS HAS BEEN RECOGNIZED WITH THE FOLLOWING AWARDS:

FIRST PLACE IN THE DELOITTE TECHNOLOGY FAST 50

(an honor bestowed upon the fastest growing technology companies)

INTERNATIONAL DESIGN AWARD

CLEAN TECHNOLOGY AWARD

CONNECTED WORD VALUE CHAIN AWARD

US MAYORS FOR EXCELLENCE IN PUBLIC/PRIVATE PARTNERSHIP

for Coin/Credit Parking Meter Technology Upgrade in Los Angeles, CA

VIC KOPS HUMANITARIAN AWARD, ALONZO AWARDS

SMART UNIVERSITY PARKING SYSTEM, GOOD DESIGN SELECTION

Commercial and Industrial Category, 2014

2014 INTERNATIONAL PARKING INSTITUTE PARKING MATTERS
MARKETING & COMMUNICATIONS AWARD

CIO TOP 25 GOVERNMENT TECH, 2018

IPI PEOPLE'S CHOICE AWARD, 2 CONSECUTIVE YEARS

Voted Best in Show

IPS RECOGNIZED AS GREEN STAR EXHIBITOR, INTERNATIONAL
PARKING AND MOBILITY INSTITUTE CONFERENCE

Committed to Environmental Sustainability and Green Initiatives





KEY DIFFERENTIATING FACTORS

01 FULLY INTEGRATED MANAGEMENT SYSTEM:

IPS is the only supplier to provide a best-in-class product suite, fully connected and powered by one back-end software solution that intelligently manages all aspects of a parking program.

The system is built from the ground up and offers complete system-wide control at your fingertips. Unlike some solutions that promote surface-level integrated solutions with basic data sharing, IPS offers a deeply connected system of future-proof technology that harmoniously complement each other as part of a truly comprehensive Smart Parking solution. This includes M5™ single-space meters and MS1™/MS3™ pay-stations with more flexible payment options offered than any other meter or pay station in the industry (such as smart payments with Apple Pay and Android Pay); mobile payment/pay-by-cell, in-vehicle payment, cloud-based parking enforcement and citation management, permit management and more.

02 UNPARALLELED POWER EFFICIENCY:

IPS products boast unparalleled power efficiency that is derived from low-power (solar) energy. By incorporating solar energy into our products, we help cities realize their GREEN initiatives and reduce the number of batteries in landfills.

03 LEADER IN INNOVATION:

IPS invests heavily in research and development in order to position itself as the industry leader. Our company culture fosters the flow of ideas. We currently own over 160 patents, a list that continues to grow. As such, we are able to provide our clients with state-of-the-art products to help maximize existing infrastructure, enhance revenue, and improve the overall customer experience. Some examples include: vehicle detection sensors, smart collection systems, visual analytics tools, and mobile maintenance phone applications. The result of our investment has led to groundbreaking innovation such as offering the only smart meter that provides in-vehicle payment capability through Bluetooth technology, and also allowing users additional flexible payment options such as Apple Pay and Android Pay.

04 POWERFUL DATA MANAGEMENT SYSTEM:

Each IPS meter is integrated into a web-based data management system (The Data Management System - DMS) and data is stored on central servers hosted by IPS. This data transfer happens automatically and, unlike others, our parking meter technology allows all rate changes, firmware downloads, and communication to and from the meter to take place remotely with no need to physically visit the meter. Built for the future of Big Data, our next-generation DMS connects all IPS solutions with modules, data intelligence, and an enhanced user interface design that improves management of parking networks from anywhere, at any time.

05 MANUFACTURED IN THE US:

While many of our competitors' products are manufactured outside of the U.S., IPS is proud to manufacture at its corporate headquarters in San Diego, CA. Furthermore, all engineering, card processing, data storage, and back office hosting server systems are based in the US.





ENVIRONMENTAL SUSTAINABILITY

AND GREEN INITIATIVES

GREEN IS GREEN — BETTER ROI THROUGH SUSTAINABILITY

IPS is committed to sustainable business and manufacturing processes to minimize the impact on our environment. We have incorporated the following practices to increase energy efficiency, minimize the amount of waste we contribute to landfills, and ensure environmental responsibility:

PRODUCTS AND COMPONENTS SUSTAINABLE CHOICES



Solar power: IPS meters are powered by a patented combination solar power and battery system. The solar panel allows for constant recharging of the battery with ambient light, resulting in maximum battery life. A Los Angeles department report estimated that **IPS solar-powered meters keep approximately 60,000 AA batteries out of LA landfills each year.**



Equipment longevity: IPS reduces the waste of discarded equipment by building more durable products to maximum product life. Many of our first-generation machines are still in the field. By contrast, clients have had to replace our competitors' machines within only a few years, resulting in unnecessary waste. Stainless steel is a standard feature, which will maximize longevity and save both waste and money.



Hardware upcycling: Our Upgrade Kits allow cities to reuse old meter and paystation hardware. Expanding the useful life of older equipment helps reduce the demand for new materials, as well as keeping discarded equipment out of landfills.



Battery recycling: IPS partners with battery recycling partners to offer battery recycling services both internally and to our customers. IPS has never used environmentally toxic nickel-cadmium batteries.



Plastics recycling: Plastic components and Lexan coverings from old meters are recycled into new plastic parts whenever possible, reducing the amount of plastic in local landfills.



Reducing CO2 Emissions: Using a combination of our meter, sensor and mobile app technologies, green cities can offer their parking patrons “wayfinding”—the ability to find available spaces with a phone app—thereby reducing the carbon waste of congestion and circling. In the US alone, a report conducted by Verizon Wireless calculated a an annualized reduction of 34,192 metric tons of CO² from IPS meters.



Remote Monitoring: Our web-based Enforcement Management System gives a birds-eye view of maintenance needs and parking violations, allowing Maintenance Staff and Parking Enforcement Officers to immediately spot citable vehicles, significantly reducing the amount of field patrolling.



Online Enforcement & Permitting Processing: Our online portals allow the public to pay citations or apply for permits entirely online, eliminating paper forms and reducing trips to municipal offices.

INTERNAL INITIATIVES SUSTAINABLE PRACTICES



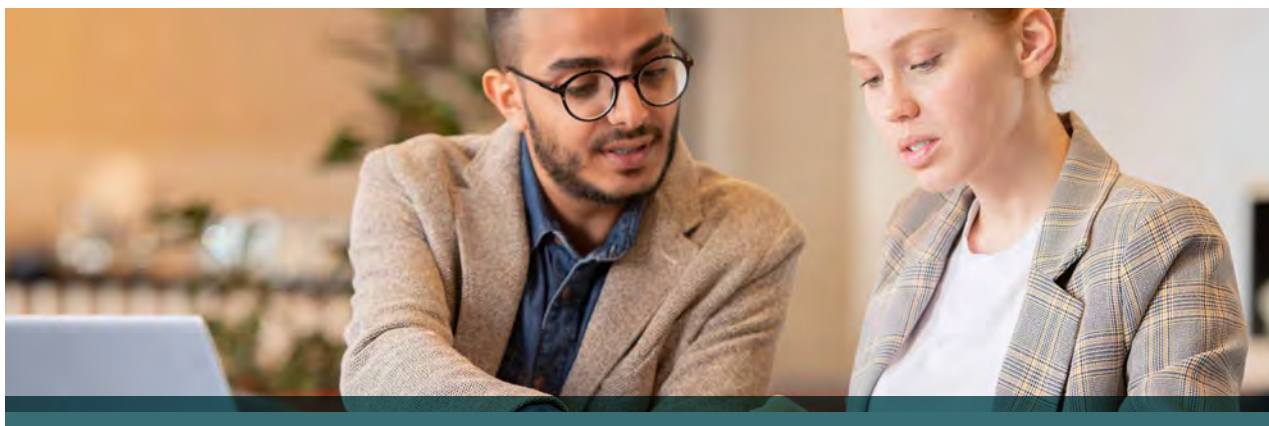
LED lights: IPS equips our corporate offices with state-of-the-art LED lighting, which conserves 60 percent more energy than conventional lighting.



Auto shut-off: To conserve electricity, our corporate offices have motion detector sensors to turn off lights automatically. To conserve water, the faucets in our bathrooms have auto shut-off valves.



Waste prevention: To reduce the amount of paper we use, IPS employs the “Think Before You Print” philosophy—we have set the printers in all of our corporate offices to default to two-sided paper. We use recyclable paper and materials whenever possible and send all corporate communications via electronic media. Our shipping department constantly re-uses and repurposes our suppliers’ packaging.



IPS PROJECT SUPPORT

For nearly two decades, we at IPS have built a reputation as a parking industry leader due to our fully-integrated Smart Parking Platform. This includes our Parking Enforcement and Permit Management solutions built to promote efficient compliance. Our solutions are backed by a professional support team that provides fast, efficient service. We know our customers' ultimate goal for parking enforcement is to optimize parking management and promote public safety, and we aim to help them achieve this by establishing a lasting relationship built on a foundation of trust, outstanding quality and integrity.

The diverse IPS team possesses more than 200 combined years of experience in specialties ranging from management, R&D, sales and marketing, to engineering and customer support. Our team also includes two members located nearby in Florida. Frank del Monico, Vice President of Sales lives in Naples, Florida, and our Tier 2 Field Support Technician, Alexander Miles, lives in Orlando, Florida. In addition, Sherry Fountain, Director of Sales, has an ongoing 8+ years relationship with Ft. Lauderdale and knows the City's parking needs and goals intimately.

Our high-performing project management team will apply best practices to ensure that the entire solution is implemented within budget, on schedule, and within scope. We strive to provide you with the tools to make you successful.

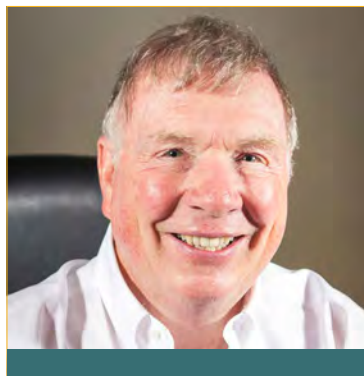
IPS clearly understands the importance of ongoing support and we encourage the City to speak with our references in this regard. We also understand that ongoing support is a critical element of any successful project and the basis of a long-term partnership. IPS is uniquely positioned to provide support services that will translate into the most responsive and comprehensive service offering available to the City. The City will be provided a designated Customer Support Manager who will understand all of the intricacies of your project.

Designed with your goals in mind, our continuous investment in future-proof technology ensure your needs are met — whether it's today, tomorrow, or 10 years down the road.

For any challenge, we have a solution. We promise total satisfaction.

ON THE FOLLOWING PAGES YOU WILL FIND PROFILES OF THE PROPOSED TEAM MEMBERS.

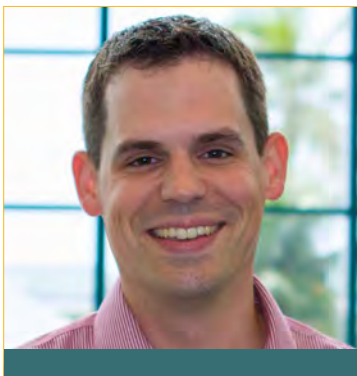
EXECUTIVE TEAM



DAVID W. KING
IPS President & CEO

ROLE: Authorized to Bind and Negotiate

David King is the founder and Chief Executive Officer of IPS Group, Inc. A leader in telecommunications for over 20 years and the senior brainchild behind the solar powered single-space parking meter, King's responsibilities include leadership and oversight of all the Company's initiatives and operations. As a business leader, King has had a far reach across the globe. In South Africa, King was an executive for Barlow Rand Limited, the largest industrial company in the country. King also served as President of Telkor Pty, a large high-tech telecommunications and military electronics company employing over 1,000 employees, half of which were highly skilled engineers.



CHAD P. RANDALL
IPS Chief Operating Officer

ROLE: Authorized to Bind and Negotiate

As COO, Chad Randall is responsible for the broad oversight of IPS Group's ongoing operations and maintains direct supervision of the Company's business development unit. Randall joined the Company in 2008 at his current position, bringing many years of Fortune 500 corporate experience in both the automotive and instrumentation industries. In addition to business management, Randall has functional experience in engineering, manufacturing, marketing and product line management. Randall holds a Bachelor of Science in Mechanical Engineering from Rose-Hulman Institute of Technology and a Master's in Business Administration from Harvard Business School.



ALEXANDER M. SCHWARZ

IPS Chief Technical Officer

ROLE: All Meter and Back Office Technical Integration

Alex Schwarz serves as the Chief Technical Officer of IPS Group, Inc. As CTO, Schwarz has played a major role in the development of IPS' flagship product, the solar powered single-space parking meter, and is responsible for the oversight of IPS Group's research and development efforts. Schwarz joined IPS Group in 1998 as a specialist in information technology and cellular telecommunications. Schwarz has comprehensive knowledge of the design and manufacturing of electronic peripherals, electronic parking meters, and cellular interface technology (CDMA and GSM).



MIKE DALZELL

IPS Senior Vice President of US Sales | ROLE: Senior Vice President of US Sales

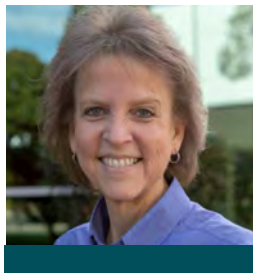
With more than 30 years of professional sales experience, including 3 years of prior military service, Dalzell has built a career as a successful systems sales engineering and sales team manager. This includes over 10 years selling Communications Technology into Fortune 500 companies, and over 20 years providing sales management and marketing services to startup technology companies all over the USA.



FRANK DEL MONACO

Vice President of Sales/East Coast | ROLE: Vice President of Sales, East Coast

Frank Del Monaco joined IPS in May 2011 and brings more than 30 years of public parking management experience to IPS in both local government and private management positions. He recently held the position of Director of Municipal Services for LAZ Parking and since 2001 was responsible for government services contract oversight in outsourced and P3 concession agreements. Del Monaco served as the chief parking administrator for municipalities in New Jersey, Florida, and Connecticut. He has also served as an elected official on the International Parking Institute's Board of Directors, served as a member on their Board of Advisors and achieved designation as a Certified Administrator of Public Parking (CAPP) by the International Parking Institute (IPI) as part of the inaugural class in 1994.



SHERRY FOUNTAIN

IPS Regional Sales Manager | ROLE: Director of Regional Sales

Sherry Fountain joined IPS Group in 2012 as Director of Regional Sales for the Southern Region of the United States. With over 29 years of experience in the parking industry and eight years serving Florida customers, Sherry brings a great deal of product knowledge and understanding to help our customers make the most of their parking systems. Sherry's years of success are a direct result of her commitment to providing the best customer service possible. Combining her commitment to customers with the best parking solutions on the market gives IPS customers a level of confidence and support that cannot be found elsewhere.



MARK WALKER

IPS Regional Sales Director | ROLE: Southern US Sales

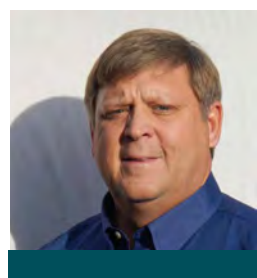
Mark Walker joined IPS Group with more than 10 years of industry experience, providing technology solutions to the public and private sectors. He previously worked for Parken as Director of Sales, Federal Singal Corp. off-street. His sales success is based on solution selling and providing top-notch customer support.



DAVID HIGH

Project Manager | Role: Project Management

David High has been dedicated to the parking industry for over 20 years. He began his parking career in 1996 as a site manager for Standard Parking (SP+) in Washington, DC. Mr. High has also been employed by two of the largest global Parking, Access and Revenue Control Systems (PARCS) providers. David was a 10 year board member and Past President of The Parking Association of the Virginias (PAV) as well as a 10 year board member for the Middle Atlantic Parking Association (MAPA). David was born and raised in Pennsylvania, attended The Ohio State and The Pennsylvania State Universities, and graduated from Penn State with a bachelor's.



GARY MELONEY

IPS Engineering | ROLE: VP Engineering

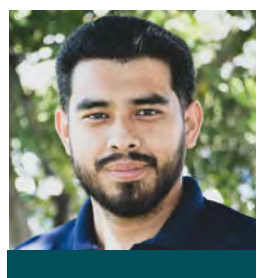
Gary Meloney serves as VP of Engineering of IPS Group, Inc. As Director, Gary is responsible for the management of the Parking Meter Engineering Group and maintains supervision over the technical and operations units. Gary joined IPS in 2016 with 35 years of software and hardware design experience with a major focus on IoT devices and services. Gary works directly with the CTO to manage legacy systems while also working on new product innovation and design.



JAMES EMERY

Director of Operations - East | ROLE: Customer Support

James Emery serves as a Director of Operations for east US providing product support with IPS. James' main focus is to make sure the customer is more than satisfied with IPS products. With his extensive background knowledge of parking meters, he is able to give insight into what will work best for each situation. Emery comes to IPS from a large municipal department where he brought a team-centered collaborative approach that was effective in delivering results.



RENE VEGA

IPS Customer Support Manager | ROLE:: East Customer Support

Rene Vega joined IPS Group in June of 2010. During his tenor with IPS Group he has always been in roles working directly with our customers and has always strived for excellence when providing outstanding Support to not only our IPS customers but to our Internal IPS team as well. Rene has 10+ years in the Technical service and Customer Service field. In his spare time Rene is an Avid Soccer enthusiast.

IPS' RELEVANT PROJECT EXPERIENCE

After careful analysis of the City of Ft. Lauderdale's project scope as detailed in its RFP, IPS is confident that we will exceed City expectations in both meeting required timelines as well as budgetary requirements. For nearly two decades, IPS has been in the business of providing cities best-in-class, fully integrated parking solutions. IPS is best known as the inventor of the world's first credit-card enabled single-space meter, which is now deployed in over 300 cities worldwide, including large-scale implementations in over 35 cities with installations of 1,000 or more solar-powered credit card-enabled parking devices.

IPS HAS CONTRACTS WITH OVER 300 MUNICIPALITIES WORLDWIDE. IN THE STATE OF FLORIDA ALONE, IPS HAS CONTRACTS WITH THE FOLLOWING CITIES/AGENCIES:

- | | |
|---|-------------------|
| ■ Clearwater | ■ Surfside |
| ■ Cocoa Beach | ■ West Miami |
| ■ Florida Atlantic University | ■ West Palm Beach |
| ■ Orlando | ■ Wilton Manors |
| ■ Hollywood | ■ Lantana |
| ■ Jacksonville (IPS' oldest in Florida) | ■ Hernando County |
| ■ St. Petersburg | ■ Lake Worth |

Please see Chapter 4, References to view our references which also contain detailed project descriptions addressing relevant experience.

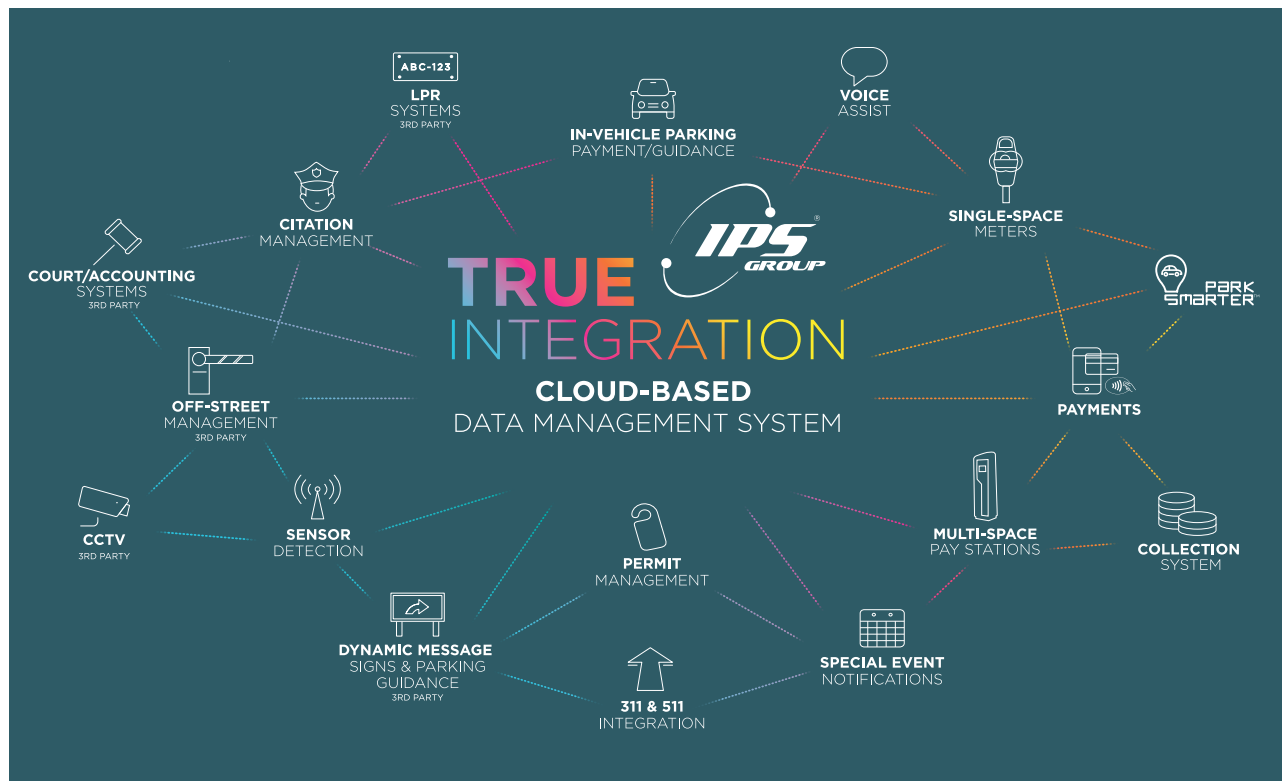
IPS Group Inc. is a privately held Pennsylvania Corporation with headquarters in San Diego, California. The majority of IPS' 200+ employees work at our headquarters which is located at 7737 Kenamar Court San Diego, CA 92121. To visit our website, please go to www.ipsgroupinc.com. Should you have any questions regarding our proposal, or would like additional information, the main point of contact for IPS is Chief Operating Officer, Chad Randall. His phone number is: 877-630-6638, and his email address is: chad.randall@ipsgroup.com.

IPS' meters are ADA compliant and PCI data security certified. Please see the appendix for certifications.

CHAPTER 3

APPROACH TO SCOPE OF WORK





APPROACH TO SCOPE OF WORK

IPS manufacturers every single one of our meters at our San Diego, California headquarters utilizing state of the art technology and sustainability best practices. To best meet the City of Ft. Lauderdale's parking needs, IPS is proposing its state of the art MS3 parking pay station along with our flagship product, the M5 single space meter.

If the City is interested in a parking coupon program for their patrons, please refer to the appendix for further information.



Upon being rated the **“easiest and most convenient to use”** in a survey administered to the public of all the participating vendors, IPS Group was selected as the parking technology provider for the Seattle Department of Transportation to replace the existing Parkeon pay stations. IPS went on to successfully install ~1,500 MS1 pay stations and upgrade kits.

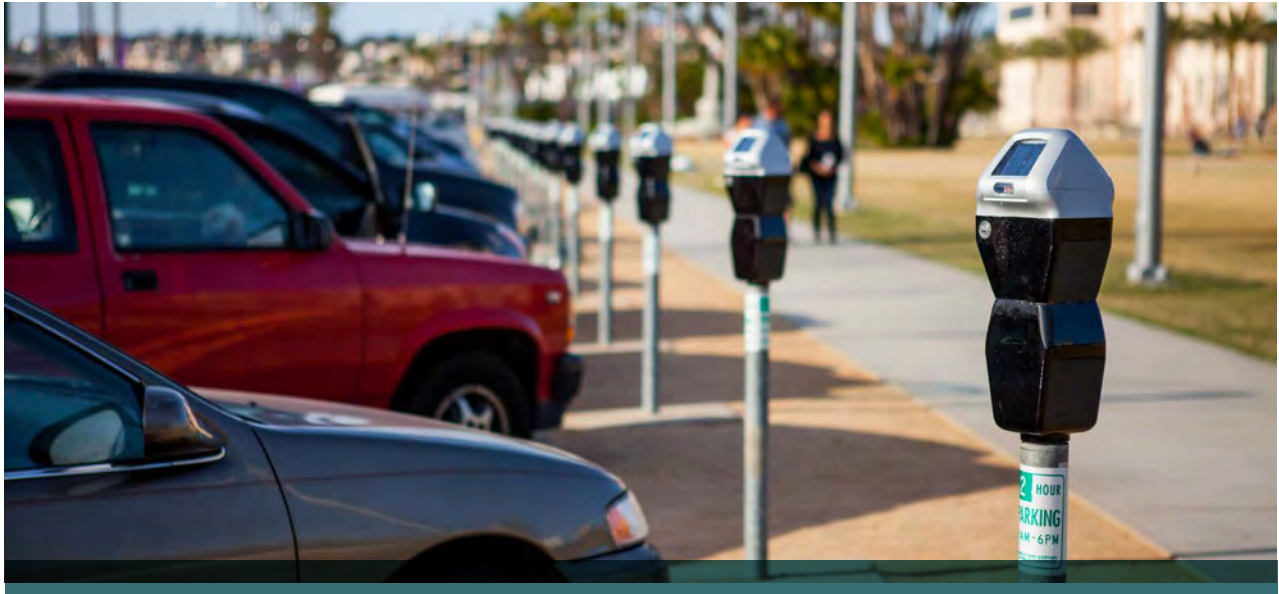
IMPLEMENTATION PLAN

Below is an anticipated schedule of events based on the signing of a contract or approval to proceed from the City. The target timeline listed below is relative to the Notice to Proceed (“NTP”) that the City will give to

IPS upon receipt of a fully executed contract. Many of these activities happen in parallel. Below is a standard installation/implementation timeline. IPS will work with the City to meet their desired installation dates.

IPS WILL CUSTOMIZE THIS FURTHER WITH THE INPUT OF THE CITY OF FT. LAUDERDALE IF AWARDED.

TASK	PARTY	TARGET TIMELINE
Notice to Proceed (NTP)	City/IPS	TBD
Define & Map all Meter Installation Locations	City/IPS	30 calendar days
Complete Meter Configuration Data Sheets	City/IPS	30 calendar days
Complete Credit Card Processing Information	City/IPS	30 calendar days
Meter Programming Configuration Approved	City	30 calendar days
Meter Locations Site Preparations	City/IPS	45 calendar days
Initial Public Outreach <i>City Marketing provided by IPS may include websites, brochures, video tutorials, etc. as determined by the City and IPS as most appropriate. Details regarding our marketing offering is included in the Appendix.</i>	City/IPS	Immediately before and during implementation
Meter Solution Implementation, Delivery	IPS	75 calendar days
Meter Prep, Testing & Installation	City/IPS	Immediately following delivery
Meter Installation Completed	IPS	90 calendar days
On-Site Hardware Training of City/Parking personnel (1-2 days)	City/IPS	At the time of delivery and installation
DMS Webinar Training for City/Parking Personnel (1-2 sessions)	City/IPS	Prior to and at the time of delivery and installation
Continued Public Outreach	City/IPS	During and approx. 1 week after installation
Post-Installation follow-up meeting <i>Conference call including designated CSM, Director of Sales and City to discuss and ensure all criteria has been met and system is meeting expectations.</i>	City/IPS	Post-Installation



TIMELINE

	WEEK No.																
MILESTONE / DELIVERABLE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
Phase I: Project Initiation																	
1. Internal Project Kickoff																	
2. External Project Kickoff																	
Phase II: Infrastructure Configuration																	
3. Project Kickoff Follow-up																	
4. Product Manufacturing																	
5. Pre-Installation Site Visit & Prep																	
6. Product Shipment & Delivery																	
7. Scheduling																	
Phase III: Project Implementation																	
8. Installation																	
9. Training (Onsite)																	
10. Post-Install Follow-up Training (Web)																	
Phase IV: Ongoing Project Management																	
11. Open Items																	



M5TM SINGLE-SPACE METER

Incorporates enhanced payment options, modular design for ease of service, and **unparalleled power efficiency.**



M5™ SINGLE-SPACE METER

The IPS flagship product and gold standard for single-space Smart Parking meters, the patented M5™ retrofits into existing parking meter housings to maximize infrastructure, and is fully-operational in seconds. IPS meters provide Cities and their patrons with a simple and consistent parking user experience that is more cost-effective, customer-friendly, and more reliable than alternatives. The credit card-enabled single-space smart meter patented by IPS offers multiple payment options including coins, credit/debit card, optional NFC/contactless payment (such as Apple Pay and Google Pay), smart card, and tokens; access to real-time data, solar power technology, and a comprehensive web-based meter management system.

PHYSICAL FEATURES

- Mechanism is protected by zinc alloy meter dome and UV resistant, anti-fog Lexan cover
- Keypad has four easy-to-read mechanical buttons for intuitive payment navigation—rated at more than 250,000 cycles
- Tri-colored LED lights on front and back of meter alert enforcement officers of meter status: paid (green), unpaid (red), and meter fault (yellow)
- Vandal resistant coin slot/chute allows for worry-free operation and quick servicing
- Environmentally-friendly solar panel and combination rechargeable/back-up battery pack maximize ongoing power
- Proven ability to operate under varying environmental conditions such as snow, sleet, rain, humidity, dust storms, extreme cold, and extreme heat



M5TM FEATURE

BENEFIT

Keypad has four easy-to-read mechanical buttons for intuitive payment navigation—rated for more than 250,000 cycles.	Easy, intuitive user interface increases patron satisfaction with their parking experience. Longevity of buttons cuts down on replacement.
Patented combination solar power and battery system	Maximizes ongoing power. Offers a power-efficient energy source that reduces frequency of battery replacement keeping batteries out of landfills and the ocean.
Retrofits into existing meter housings/poles, and maintains all current meter enforcement and collection processes with minimal effort.	Cities can easily upgrade their entire fleet of meters quickly and inexpensively without having to entirely replace meters which translates into significant cost savings in the long term.
Meters accept payment with credit/debit card, coins, tokens, and smart card.	Cities report increased revenue, due to credit cards acceptance. Patrons report satisfaction due to ease of payment.
Contactless payment acceptance with NFC applications such as Android PayTM and Apple PayTM	Makes the payment process less burdensome for contactless card and smartphone users. Speaks to the ease of use of IPS' meters.
RFID technology automatically identifies the meter location and downloads the correct operating parameters from the DMS when meters are installed/replaced.	Reduces the risk of losing expensive data keys and eliminates the need to physically visit each meter saving countless staff hours.
Meters wirelessly notify parking operations staff of any vaults, such as a card reader or coin validator jam, via text message, email, or both.	Eliminates the need for parking maintenance officials “roving”, cutting costs and reducing co2 emissions.



MS3™ PAY STATION

WITH MULTIPLE PAYMENT OPTIONS, MODULAR DESIGN, AND CUSTOMER-FOCUSED FEATURES SUCH AS INTELLITOUCH™, THE MS3™ IS **A TRUE, FUTURE-PROOF DESIGN.**

The MS3™ Pay Station features a **full-color screen**, multiple languages, intuitive interface, and the flexibility to meet future needs.



MS3™ MULTI-SPACE PAY STATION

The MS3 Pay Station features a full-color screen with the flexibility of an optional touchscreen. With the MS3, you can give your patrons easy-to-read parking instructions in a vibrant showcase. For your staff, the MS3 ties into the powerful IPS Data Management System, allowing you in-depth analysis of parking patterns and the ability to remotely update rates, and other operational features.

PHYSICAL FEATURES

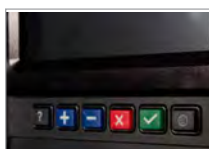
- **Display:** Large color, touch screen (optional), multi-language, 800x480 pixels and allows for alpha-numeric or graphical messages. Display is protected by anti-glare coated bonded glass (standard).
- **Payment Accepted:** Credit and debit cards, smart cards, coins, tokens, pay-by-cell, smart payments through apps like Apple Pay™ and Google Pay™, and optional bill notes.
- **Cabinet Housing:** Unibody construction. High grade corrosion-resistant stainless steel treated and covered with weather and graffiti-resistant powder. Protected by a six (6) point secure locking system.
- **Flexible & User Friendly:** The MS3 is available in pay-by-space, pay-and-display and pay-by-plate models.



COLOR DISPLAY



OPTIONAL TOUCH SCREEN



INTUITIVE KEYPAD



PAY-BY-PLATE KEYPAD



SOLAR PANEL

MS3™ PAY STATION

- **User Friendly:** Our unique IntelliTouch™ interface offers patrons the flexibility to complete transactions in the order they choose. Pay-by-plate automatically populates when patrons use PARK SMARTER™ mobile payments or their My Parking Receipt™ account.
- **Flexible:** The MS3 is available in pay-by-space, pay-and-display and pay-by-plate models. With modular parts, it's easy to change modes when needed.
- **Customizable:** Configurable buttons include help screens, multiple-language options, plus or minus time, and more.
- **Upgradable:** Your existing MS1 inventory can be easily upgraded to MS3 models. Check with your sales rep for details and additional cost.
- **Environmentally Friendly:** Combines solar panels with battery back-up for maximum power efficiency. A great choice for Green Initiatives.
- **Built to Last:** Highly secure, stainless steel cabinet with graffiti-resistant powder coating and scratch-resistant bonded LCD is durable and easy to maintain. MS3 pay stations can withstand vandals and extreme weather conditions.
- **Maintenance-Friendly:** Modularly designed with the technician in mind for easy plug-and-play maintenance.
- **Security and Peace-of-Mind:** Each unit contains a separate maintenance cabinet and collection vault. The cash box is housed in a secure vault that features a six-point locking system and a high-security lock, protected from thieves, nesting insects, and animals.
- **Future-Proof Design:** The IPS Group open interface provides seamless integration with enforcement, permitting, and license plate recognition.
- **Additional Payment Options:** Upgradable to contactless payment and/or EMV-approved card readers.

TECHNOLOGY



COLOR



WIRELESS



ULTRA-LOW POWER



INTEGRATION READY



RFID TECHNOLOGY



FEATURE

BENEFIT

Only pay station in the industry to offer combination touch screen and keypad

Provides patrons with a data entry interface choice at nighttime and in inclement weather

An 800x480 High-Bright Sunlight Readable Transmissive Active Matrix 262k Color Display

The High Bright display provides for an easier, more comfortable user interface in both daytime and nighttime, and in all kinds of weather

IPS power-efficient solar and fully rechargeable battery system - Provides all of the features that the City desires in a power-efficient manner, maximizing battery life and allowing batteries to be fully recharged and reused

Allows for the inclusion of dual-core iMX5 processor which runs Linux, providing heightened security

Processor is Industrial temperature compliant, -40 to 85C

Enables display and touchscreen to withstand a full temperature range

Unique industry support feature, unheard of previously

Enables a quicker response to discover and solve issues with meters remotely

Linux open-source operating system

Has no limitations and can quickly be extended maintaining quality and security

A SPECIAL NOTE ON DUAL-SPACE METERS

IPS strongly advises against the use of dual-space meters in the City of Ft. Lauderdale. Based on our experience, observations, and feedback from Cities that tried dual-space meters, we have determined the following consistent flaws in this system:

PUBLIC CONFUSION

- Unlike the simplicity of single-space, dual-space meters can confuse customers. Confusion may result in misapplication of payment and unwarranted citations (see Customer Use Case for Seal Beach at right).

LOSS OF REVENUE

- Downtime affects two spaces instead of one. This means that response to alerts is critical to avoid additional revenue loss associated with downtime.

DIFFICULT TO ENFORCE

- While single-space parking meters have a simple visual indication for enforcement, dual-space meters require more time and attention from enforcement staff to properly enforce. This leads to reduced enforcement efficiency.

TWO SEPARATE METER SYSTEMS/SUPPLIERS

- If both single- and dual-space meters are installed, City must manage the meter fleet from two separate systems, with two incompatible sets of spare parts, collection cans and possibly collection canisters.
- Staff must be trained on two different types of meters, and obtain support from two separate vendors, leading to confusion and frustration.

INCREASED MAINTENANCE AND COLLECTIONS

- Dual-space meters with rechargeable battery systems require more frequent maintenance due to double the use and power drain.
- Dual-space meters fill the coin vault 2x faster requiring more frequent collections.

These inefficiencies will most likely require additional staffing resources and city funding.



CUSTOMER USE CASE: FAILED DUAL-SPACE METER TRIAL IN CITY OF SEAL BEACH LEADS TO CHOOSING IPS SINGLE-SPACE METERS

The City of Seal Beach conducted a trial of dual-space meters that revealed a track record of inaccurate citations and limited visibility of the visual indicators. Many patrons experienced confusion, often paying for the wrong space. This led to many incorrect citations — a burden to the unsatisfied patrons and City staff that had to manually correct the errors. In addition, the limited visibility of enforcement visual indicators meant the officers needed to get much closer to the meter to confirm paid/unpaid status.

Due to the poor performance of the dual-space meters, the City discontinued the trial and chose to install IPS single-space meters instead, which have proven to nearly eliminate the errors and provide additional efficiencies to their meter program. Steve Bowles, Police Commander for the City of Seal Beach has agreed to openly share his experience with trial. Please see **Chapter 2** for more information.

A man in a dark suit and light-colored shirt is shown from the chest up, looking down at a control panel. The background is blurred, showing what appears to be an airport tarmac with an airplane. A teal-colored rectangular overlay is positioned on the right side of the image, containing the chapter title in white text. A thin yellow line is visible on the top right corner of the teal overlay.

CHAPTER 4

REFERENCES



REFERENCES

LIST REFERENCES FROM CONTRACTS SIMILAR IN SIZE AND SCOPE.

With installations across North America and internationally, IPS meters are installed in a variety of humid, salty weather conditions, including climates similar to that of Ft. Lauderdale. We invite the City of Ft. Lauderdale to contact our references, who can attest to the high level of customer support and product dependability IPS provides — a hallmark of the IPS brand.

01



CITY OF COCOA BEACH, FL

Primary Contact: Ben Cook

Address: 1600 Minuteman Causeway, Cocoa Beach, FL 32931

Email: bcook@cityofcocoabeach.com **Tel:** 954-863-3293

Project Dates: April 2014, account still active

Project Description: 40 IPS M5™ Single-Space Meter, 70 MS1™ Multi-Space Pay Stations

Approximate Contract Value: \$1,000,000

Estimated Project Cost: \$1,000,000

02



CITY OF CINCINNATI, OH

Primary Contact: Dan Fortinberry, Parking Division Manager

Address: 300 W. 6th St., Cincinnati, Ohio 45202

Email: daniel.fortinberry@cincinnati-oh.gov **Tel:** 513-352-4526

Project Dates: June 2011-Present

Project Description: Installed 400 M3™ Single-Space Meters, 2,100 M5™ Single-Space Meters, 140 MS1™ Multi-Space Pay Stations.

Approximate Contract Value: \$5,000,000

Estimated Project Cost: \$5,000,000

03



BALTIMORE PARKING AUTHORITY

Primary Contact: Peter Little, Executive Director

Address: 510 Fallsview, Baltimore, MD 21201

Email: peter.little@baltimorecity.gov **Tel:** 443.573.2801

Project Dates: 2013

Project Description: 3700 Single-Space Meters, 100 Multi-Space Pay Stations, 250 Multi-Space Pay Stations (June 2020)

Approximate Contract Value: \$6,000,000

Estimated Project Cost: \$6,000,000

04



CITY OF SAN DIEGO, CA

Primary Contact: Jonathan Carey, Parking Program Manager

Email: jcarey@sandiego.gov **Tel:** 619.533.3610

Project Dates: January 2009 - Present

Project Description: 4,400 M5™ Single-Space Meters, 100 MS1™ Multi-Space Pay Stations, 1,000 vehicle detection sensors

Approximate Contract Value: \$10,000,000

Estimated Project Cost: \$10,000,000

05



SEATTLE DEPARTMENT OF TRANSPORTATION, WA

Primary Contact: Mike Estey, Manager of Parking Programs

Email: mike.estey@seattle.gov **Tel:** 206.684.8132

Project Dates: 2014 - Present

Project Description: Initial purchase: 1500 MS1™ Pay Stations, and 560 Upgrade Kits. Seattle recently converted to more than 1500 pay-by-plate pay stations provided by IPS.

Seattle is one of the largest pay-by-plate deployments in the U.S.

Approximate Contract Value: \$25,000,000

Estimated Project Cost: \$25,000,000

PLEASE REFER TO THE APPENDIX TO VIEW REFERENCE LETTERS.



2 hr.
Max. Parking

Premium Rate

9am to 6pm Mon-Sat

Pay for Parking at Machine

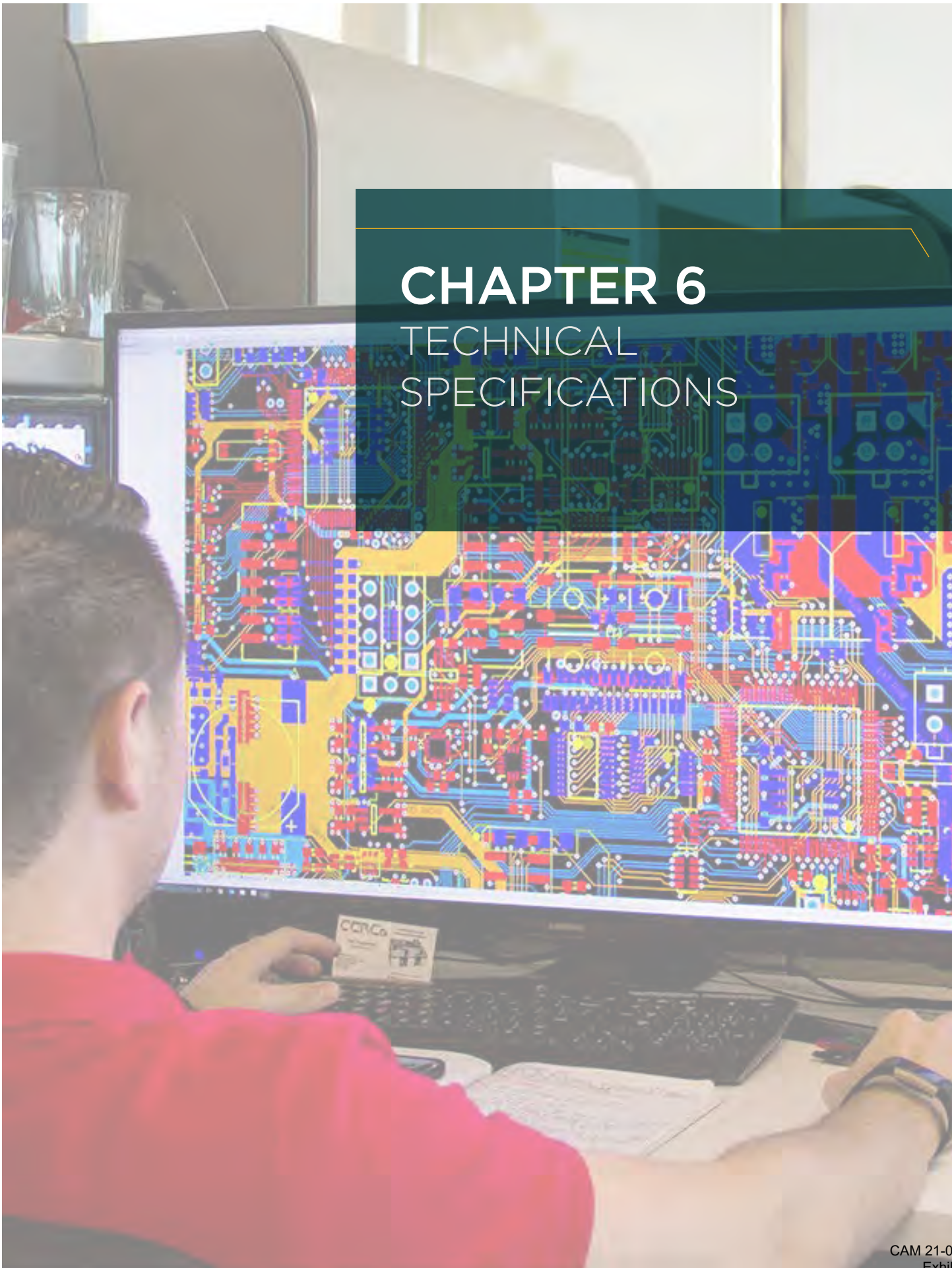
CHAPTER 5

COST PROPOSAL

PLEASE SEE COST PROPOSAL
SHIPPED UNDER SEPARATE COVER.

CHAPTER 6

TECHNICAL SPECIFICATIONS



Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1	General Specifications	Please note: 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.	IPS complies.	The patented IPS Smart Meter retrofits into current on-street parking meter housings, and offers multiple payment options (coins, credit/debit card, smart card, tokens, pay-by-phone, and optional NFC/contactless payment). This is available today. Additional information on all M5 single-space meter capabilities for all of the specifications contained in this document are contained in our attached M5 brochure and online at www.ipsgroupinc.com/products/m5-single-space-meters/
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and Display, Pay-By-Space, and Pay-By Plate	Not applicable for single space meters.	
1.2	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different	IPS complies.	IPS meters can incorporate dynamic rate structures and can accommodate up to 15 rate structures per day 7 days a week. Demand-based rate structures can be managed via the web-based DMS, providing remote management capability and

		rate structures that are configurable by time of day, length of stay and day of the week.		eliminating the need for staff to physically program the meter. In the configurations menu, the DMS allows the user to drag and drop the configuration. This drag and drop feature allows the customer to see exactly how the display screen is going to appear before performing a communications test on the meter.
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.	IPS complies.	IPS' M5 Single Space Meter's graphical display is a large, 160X160 pixel, backlit LCD which can be customized and programmed remotely via our web-based DMS.
1.4	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	IPS complies.	Customers can configure pre-payment options for each meter, through the DMS.
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.	IPS complies.	IPS meters allow purchases up to the max time allowable per space per City policy. This is available today.
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	IPS complies.	Screen displays are completely configurable by the City for the specific items listed and more.

1.7	Vendor Support	<p>Proposers must offer strong customer support 7 days a week including holidays.</p> <p>i. Timely, same-day responses are required.</p> <p>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.</p>	IPS complies.	<p>IPS provides telephone based help desk services during standard business hours from 8am – 5pm PST. IPS offers both in-state phone support and a toll-free telephone option (877-630-6638). IPS can provide a mechanism for live transfers from The City staff to IPS staff in order to expedite service resolution. Additionally, IPS provides after hour's service in the case of emergencies, weekends, and holidays which is 24/7 and 365 days a year. Additionally, IPS will also provide contact information to all IPS senior staff should such an emergency arise. IPS offers same day (24 hour) response time. Very importantly, IPS has a local technician based in Orlando, FL.</p>
1.8	Request for Quotations	<p>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.</p>	IPS complies.	<p>IPS will meet this requirement when asked by the City. The City will also have a complete list of contacts, including IPS executives if escalation is ever required. Coming soon, the City will have access to an online meter store provided by IPS as part of our DMS system. The City will be able to build their own quotes and submit for processing to IPS.</p>
1.9	Return Merchandise Authorization	<p>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</p>	IPS complies.	<p>IPS always endeavors to process RMAs within 30 days. On occasion, either due to holidays or staffing, this period of time has exceeded 30 days. However, IPS has built an on line RMA system so that the City can process RMA, create shipment labels and track RMA throughout the entire process. This includes the email notifications with status updates. In this new system, delivery/ tracking info is automatically processed and designated delivery dates can be set-up on</p>

		only occur within the mutually established delivery hours of operation.		request. IPS is further willing to provide additional meters and spare parts on-site as needed in support of the contract and rapid turn around times.
1.10	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.	IPS complies.	Customers can configure all payment options (tariffs) for each meter, through the Data Management System.

1.11	ADA Compliance	All technology, equipment, and systems shall be ADA-compliant.	IPS complies.	Refer to the appendix for more information.
1.12	New Materials	All materials and components shall be new and unused.	IPS complies.	IPS will only supply new meters as part of this contract
1.13	Modular Components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	IPS complies.	M5™ single-space meters are completely modular. Components can be swapped by City staff with training provided by IPS. Additionally, every meter can be completely replaced with a spare meter if needed and returned to the IPS facility in San Diego, CA. Parts can easily be swapped out independently, or with customer support assistance
1.14	Weatherproof Electronics	All electronic components, connections and wiring shall be	IPS complies.	All IPS meters have been independently certified to operate in all climate types

		fully weatherproofed.		including temperatures ranging from -40°F to 140°F (-40°C to +60°C).
1.15	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	IPS complies.	IPS meters mechanisms and domes are made of cast zinc to prevent rust or corrosion.
1.16	Doors	Vault and access doors must be sealed to prevent water/sand intrusion.	IPS complies.	For single-space meters, IPS would expect to use the existing meter housings, however, we now can manufacture our own new housings if needed.
1.17	Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.	IPS complies.	All IPS meters offer backlit meter displays when any button, card or coin is used.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1.18	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	IPS complies.	All IPS meters are wirelessly connected and are fully configurable to the City needs for data.
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	IPS complies.	The DMS system is accessible through the IPS Single-Sign-On (SSO) system, which requires each user to create a unique log-in and password, for accountability. Account user access details are logged for future use.

		stamp, who completed an input, activity or event and the action completed.		
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, hail, ocean mist, grime, sand, fog, salt, sun (including direct sunlight), and vibrations.	IPS complies.	All IPS meters have been independently certified to operate in all climate types including temperatures ranging from -40°F to 140°F (-40°C to +60°C). IPS has had meters in the State of FL for more than 10 years.
2	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	IPS complies.	<p>All IPS meters are connected Over the Air (OTA) to the Data Management System (DMS), where unlimited rate/day/seasonal/duration/etc. configurations can be created and assigned to a pole/street/area/city/etc. as desired. This is available today.</p> <p>For more information the IPS DMS capabilities, please refer to the attached brochure and sample DMS reports in the appendix of this proposal and online at www.ipsgroupinc.com/products/DMS</p>
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional

2.2	Meter Activity Reporting	<p>Shall be able to provide reports on meter activity and shall, at a minimum, include:</p> <p>i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc.,</p> <p>ii. Auto push of faults to Meter Technicians.</p>	IPS complies.	IPS currently provides meter maintenance reports by meter, zone, area, sub-zone, maintenance routes and meter technicians. Reports can be further customized at the City's requests to show all required information. Additionally, IPS is launching a new maintenance analytics capability in the DMS to identify trends in maintenance operations. Meter technicians can receive meter alerts via email or SMS.
2.3	Work Order Tickets	<p>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.</p>	IPS complies	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meter issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. Additional integration would be required to import tickets from 3rd party sources or other internal sources. IPS would provide this integration at no additional cost.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	IPS complies.	IPS DMS reports show all maintenance activities logged by pay-station by technician. Maintenance logging can be completed at the pay-station or using our free mobile maintenance app.
2.5	Meter Status Indicator	<p>Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.</p>	IPS complies.	IPS meters offer configurable LED indicators as well as remote communications to notify City staff of any meter errors, which are available in the DMS, and also received via a distribution list of email or SMS users.
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.	IPS complies.	IPS provides all of these capabilities as standard.
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Company Name and Contact Information:				
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Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
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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.	IPS complies.	IPS agrees that we shall provide this service to the City. IPS can offer multiple carriers if there is a need based on signal strength or coverage requirements.
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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.	IPS complies.	IPS meter have an antifog coating on all meter display windows to prevent fog. Our displays are visible in all conditions and are backlit for nighttime conditions. The monochrome display makes it very visible, even in direct sunlight.
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	IPS complies.	IPS complies. The M5™ features a 160 x 160 pixel graphical LCD capable of displaying 7 lines of text on two rotating screens in any language and in all lighting conditions, allowing the City to display current enforcement hours, time limits, time remaining, and rate information. The backlight function is enabled by pushing any button or inserting payment. Backlight

		equivalent) configuration and not cause excessive battery drain.		idle time can be configured through the DMS.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	IPS complies.	IPS meters come standard with a UV-stabilized Lexan cover, which allows for clear viewing of the recessed display screen. Lexan is an extremely durable material and is often used to make bulletproof windows. IPS has been manufacturing this style of meter housing for over 8 years and our customers will attest to its resistance to graffiti, vandalism, and other environmental factors. However, any Lexan can be scratched.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	IPS complies.	IPS provides all of these capabilities as standard. The IPS pay-stations and IPS single-space meters are similar in this fashion and both are remotely programmable from a common DMS back office.
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	IPS complies.	IPS provides all of these capabilities as standard. The IPS pay-stations and IPS single-space meters are similar in this fashion and both are remotely programmable from a common DMS back office.

4.7	Pre Payment (Special Events/Valet Operations)	City shall have the the ability to have meters show meters are not available during the hours and not take a payment.	IPS complies.	IPS provides all of these capabilities as standard. If configured to not take payments, the meter will display such information and not take a payment.
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.	IPS complies.	Similar to gas stations and the use of coins at traditional single-space meters, IPS single-space meters are design to start a CC transaction with the insertion of the card. The user is able to then select the amount of time they wish to purchase before accepting the payment amount and pressing "OK". Any time prior to pressing "OK" the user can press cancel to stop 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.	IPS complies.	IPS provides all of these services today as standard. Additionally, IPS has significant experience in demand based pricing programs in places like Los Angeles and San Francisco, where progressing rates, time of date rates, and event rates are in place. The IPS DMS provides the ability to program these rate structures independently from IPS and does not charge for this service.
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..	IPS complies.	IPS provides all of these services today as standard.

Company Name and Contact Information:				
Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
4.9	<p>Display Content</p> <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. ii. Special messaging 	IPS complies.	IPS provides all of these capabilities as standard today. In fact, each of these messages are programmable so that the City can use custom messaging and enforce policies as necessary. Everything can be programmed from the IPS back office and remotely updated to the field.	

5 Keypad				
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant.	Not applicable to single space meters.	IPS has had our keypads installed in meters for many years in all weather conditions
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Not applicable to single space meters.	IPS keypads do provide an audible beep when pressed by a user.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
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.	See comment.	IPS will plan to use current city meter housings. We can provide our own as well. IPS can provide both mechanical and elocks for single-space applications. We use a manual lock/key by default, but offers an optional electronic lock/key (by Medeco). Medeco offers software to fully customize and program their locks/keys.
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.	IPS complies.	IPS will provide as much training as required by the City including additional sessions, specialized sessions customized to the needs of the City, both before, during and after meter deployment.
6	Payments			

6.1	Credit cards	All meters must support secure real-time authorization of credit cards and optional contactless cards.	IPS complies.	IPS offers these solutions today, including contactless payment at single-space M5 meters as an optional feature.
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).	IPS complies.	IPS meters are capable of accepting all denominations of US coins. Additionally, IPS meters can accept mag stripe, contactless and chip-based card. Additionally, IPS meters in Denver today also accept chip based smart cards supplied by IPS Group. IPS meters also take all brands for credit card systems including V/MC/AMEX/DISCOVER.
Company Name and Contact Information:				
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.	IPS complies.	IPS coin slots are designed only to let coins of a certain size through and are given the limited amount of space, prevent users from the ability to insert oversized coins or debris into the meter. Any debris is easily removed from the coin validator as the validator has clear sides to aide in visually inspecting and resolving jams. IPS credit card readers also are designed to only allow items that are credit card size into the reader. The reader is further designed to allow foreign objects to drop through the bottom via a cutout at the bottom of the reader. No meter can fully prevent people from intentionally jamming, however, these features are designed to deter such activity.

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).	IPS complies.	This is a standard feature for all IPS meters. The screens update the information displayed to inform the users as well until returned to full operation.
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.	IPS complies.	This is a standard feature for all IPS meters.
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.).	IPS complies.	This is a standard feature for all IPS meters. Mechanical fingers prevent reversal. Additionally, IPS has deployed software in the meter to recognize a coin moving in the reverse direction and to Zero any time on the meter when this occurs. This is a configurable feature of the meter.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.8	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	IPS complies.	<p>The M5 passes coins through the coin chute, which will deposit coins directly into the meters' sealed containers in the lower vault of the meter (separate from the upper housing). The main and upper housing are opened using separate keys.</p> <p>The coin vault is able to be easily removed with a separate key that is specific to the coin vault/canister.</p>

6.9	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	IPS complies.	IPS meters also allow collectors to swipe a card to determine who collected the meter, at what time and how much money was in the meter at the time of collection.
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.	IPS complies.	IPS meter mechanisms can be removed from the single-space housings and the coin validator is easily removed, inspected and cleared without special tools.
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.	Not applicable for Single-Space Meters.	
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.	IPS complies.	Meters can accept pre-payment amounts (at hours assigned by the City), up to the maximum allowable amount (assigned by the City). This is available today.

Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card	IPS complies.	Please refer to our included certificates. IPS is a PCI level 1 certified payment gateway.

		Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).		
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	IPS complies.	IPS pay-stations are PA-DSS certified and IPS is listed on the PCI council security website at https://www.pcisecuritystandards.org
6.15	EMV Compliance	The technology must be EMV compliant.	IPS complies.	IPS meters offer an optional EMV certified card reader. This is not something that we would recommend for the City of Ft. Lauderdale or any client when it comes to parking transactions and the incredibly low risk of fraud. The cost of the EMV reader does not balance with such low risk and we always advise our customers to rather use their money in better ways, however, we can offer this if required. You can refer to www.emvco.com/approved-registered/approved-products/ and search for IPS Group to find our certified products.
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.	IPS complies.	The IPS back office allows the City to configure the system as they desire, in addition to planning for future configurations that can be scheduled in advance.
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	IPS complies.	The IPS meter features a 365-day, real-time clock. All settings will be retained in the event of battery replacement or servicing. The timer on the meter is synced to server time, which in turn is synced to a

		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.		stratum 1 time server (atomic clock) to maximize accuracy of time throughout the entire network. The displayed internal clock time can be set in the DMS and will be consistent across the City's meter system. If the meter clock does not correspond with DMS, the system will automatically reset.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	IPS complies.	Because IPS meters are synced to server time, they automatically update during Daylight Savings Time.
7.3	Time and Date accuracy	<p>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).</p> <p>i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS.</p> <p>ii. The clock shall track the day of week, Monday through Sunday.</p>	IPS complies.	The timer on the meter is synced to the server time, which in turn is synced to a stratum 1-time server (atomic clock) to maximize accuracy of time throughout the entire network.

		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.	IPS complies.	The battery can be removed and replaced in less than 30 seconds
8.2	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	IPS complies.	IPS has never and will never use nickel-cadmium batteries. IPS uses the latest Lithium battery systems for maximum performance.
8.3	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	IPS complies.	The M5™ is powered by a patented combination solar power and battery recharge system, that we believe to be the most power-efficient, smart, single-space meter on the market today. Our solar panel location and size make it unnecessary to have multiple panels to achieve superior performance.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional

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.	IPS complies.	In the case of critically low power, the DMS will issue an alert, notifying maintenance personnel via text, email, or both.
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	IPS complies.	This is a standard feature for IPS meters.
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.	IPS complies.	Power levels are continuously monitored and reported to the backend system. When power falls below a safe limit, the meter will send an alert to the DMS, which will subsequently notify designated maintenance staff.
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.	IPS complies.	This is a standard feature for IPS meters.
8.8	Battery life	Battery shall have a life of at least 1 year.	IPS complies.	Battery life is dependent on operating conditions and environmental factors. Battery life can last up to five years depending on these factors. A nominal amount of ambient sunlight keeps the battery packs charged. Primary Cell technology keeps the unit operating, even with minimal sunlight, and acts as the back-up battery. When power falls below a minimum threshold, the meter will generate an alert in the DMS which will notify

				maintenance staff via email, text message, or both.
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Company Name and Contact Information:	
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Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
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9	Security		
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9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	IPS complies.	This is a standard feature for IPS meters. We anticipate using the City meter housings, but can provide new housings manufactured by IPS if required.
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9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	IPS complies.	This is a standard feature for IPS meters. We anticipate using the City meter housings, but can provide new housings manufactured by IPS if required.
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9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	IPS complies.	This is a standard feature for IPS meters. We anticipate using the City meter housings, but can provide new housings manufactured by IPS if required.
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10	Warranty/Vendor Support			
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10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meter issues, with resolutions logged at the meter in the
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		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		diagnostics menu or on our free meter maintenance application. IPS can provide the City with the ability to log call in reports into the DMS so that these items can also be logged in the IPS maintenance app. Customer service or our local technician based in FLORIDA can assist as needed.
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.	IPS complies.	IPS offers this today to all of our clients.
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.	IPS complies.	This is a standard feature of all IPS meters.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
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	IPS will comply.	IPS will agree to provide such information quarterly (as needed).

		upgrades with an explanation of features and improvements.		
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	IPS complies	IPS offers many warranty options and will provide these to the City based on date of installation. All warranty information can be tracked in the IPS DMS as well as in the IPS RMA module.
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.	IPS will comply	IPS will meet this requirement as described.
11.2	Vendor travel costs	Vendor shall cover all travel costs.	IPS will comply	IPS will agree to provide training as needed at no additional cost.
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.	IPS complies.	All IPS documentation is online today within the DMS help section.
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	IPS complies.	This is a standard feature of the IPS meter systems and back office.

		equipment downtime and data transmission issues.		
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. IPS can also build a work flow management of other tickets that may be submitted by 3rd parties or other City departments.
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	IPS complies.	IPS provides our maintenance app for this purpose at no additional charge. Customization of the application is also available upon request, for example to manage meter bagging operations.

Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. The IPS DMS also tracks meter uptime for the system monthly and is available in our monthly statistics report.

Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.	IPS complies.	IPS can insert preventative maintenance tasks on a standard basis for the City staff. This will require coordination to ensure appropriate assignment of staff to specific locations or routes. If the City wants an interface to create these tasks internally, IPS will customize this module to allow the City to be fully self sufficient.
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. The DMS can then report on all maintenance activities include planned maintenance.
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.	IPS complies	IPS DMS offers many mapping options such as this as standard. The maps can be segmented by zone, area or sub-area, including maintenance routes. IPS would require vehicle sensors to determine violations for vehicles not paid in occupied spaces, but can report payment status to officers if needed.
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	IPS complies.	All IPS meters are connected Over the Air (OTA) to the Data Management System (DMS), where unlimited rate/day/seasonal/duration/etc. configurations can be created and

		no upcharge for wireless data usage.		assigned to a pole/street/area/city/etc. as desired. Our pricing includes the ability to perform these tasks.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
12.9	Reporting Analytics Tool	<p>The web-based MMS reporting analytics tool shall allow for:</p> <ul style="list-style-type: none"> i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use 	IPS complies.	<p>The IPS Data Management System (DMS) provides a full set of Management, Financial, and Maintenance Reports. Data can be exported into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements. Standard reports include:</p> <ol style="list-style-type: none"> 1. DMS Dashboard: Dashboards offer a simple view into the data associated with your IPS Account. Through the management system, IPS offers a variety of reports and charts for your convenience. Dashboards come in a variety of formats including grids, charts, and graphs. 2. DMS Reporting Features: The DMS includes reports that differentiate between payment methods (coin, credit card, and smart card). Each type of transaction is categorized into its respective payment time and the

				<p>DMS presents the transactions independently as such. The DMS includes summary reporting, financial detail reporting, pay station or terminal transaction details, and several more.</p> <p>3. Filtering: Users can drag and drop any header to any location or remove it from the report. The user has the ability to completely filter, and customize each report in this manner.</p> <p>4. Exporting: Exporting capability is available in multiple formats (XLS, CSV, PDF and RTF). See the Appendix for an example of the summary reporting and pay station transaction detail capabilities with multiple payment methods identified. Any future payment types will be automatically integrated into this form.</p>
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	IPS complies.	Data can be exported into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements.
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	IPS complies.	IPS has active integrations for enforcement, LPR and mobile payments today, including Passport and Pay-by-Phone. Additionally, IPS can offer pre-integrated IPS enforcement and mobile payment applications. Integrations may

		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.		carry an annual / monthly fee based on the complexity of services required. There would be no additional fees if using IPS enforcement services or mobile payment applications. . These fees are for the establishment and maintenance of ongoing back office servers, applications and associated staffing.
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.	IPS complies.	IPS has integrated mapping services into our offering with other customers and do so for the City in this instance as well.
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	IPS complies.	Data can be exported from the DMS into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
14 Extensibility				
14.1	Data Import/Export		IPS complies.	Data can be exported from the DMS into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements.

		System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, MapIt, PMIS		IPS can further important additional information based on the required integration documentation.
14.2	Availability %	System shall have availability of 99.9%	IPS complies.	The IPS DMS meets this requirement.
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	IPS complies.	IPS allows for unlimited City users.
15.2	Number of Customer Records	Meters shall have ability to process approximately 100 transactions per meter per day.	IPS complies.	IPS complies will all transaction processing requirements.
15.3	Historical Data	Ability to store over a million transactions per year.	IPS complies.	IPS complies and processes millions of customer transactions per month.
15.4	Spaces	Ability to support up to 6500 spaces.	IPS complies.	IPS has the ability to support systems of this size

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.	IPS complies.	IPS systems are designed with redundancy in mind both at the meter and the back office levels. Please note that all meter systems rely on wireless and internet services of 3rd parties. IPS data

				systems have redundant internet as well as power generation services.
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.	IPS complies.	IPS meets this requirement today.
Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
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.	IPS complies.	M5™ single-space meters are completely modular and can be replaced with a Phillips screwdriver. Parts can be swapped out independently, or with customer support assistance. IPS will provide ample training to allow the City to manage this process independently.
18	Data			
18.1	Data Retention	Ability to retain data based on City standards - see attachment "General Records Retention Schedule of the City and County of Denver"	N/A-please see comment.	IPS Group can likely comply, however this was a reference to the City of Denver. and we would need more clarification in order to respond to this item fully.
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data	IPS complies.	IPS will meet all of the requirements that the City may have.

		mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.		
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.	IPS complies.	IPS will meet all of the requirements that the City may have.

Exhibit 1 - Meter Technical Specifications – Pay Stations

Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
1	General Specifications	Please note: 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.	IPS complies.	IPS pay-stations offers multiple payment options (coins, credit/debit card, smart card, tokens, pay-by-phone, and optional NFC/contactless payment). This is available today. Additional information on all MS1/MS3 pay-station capabilities for all of the specifications contained in this document are contained in our attached MS1 & MS3 brochures and online at www.ipsgroupinc.com/products/ms1/
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and-Display, Pay-By-Space, and Pay-By Plate	IPS complies.	The MS3™ is available in pay-by-space, pay-and-display, and pay-by-plate models. Technicians can easily change the keypad and a firmware update is all that's required.
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.	IPS complies.	Rates can be configured by minute, hour, day week, month, special event, variable, progressive, regressive, incremental, flat, holiday, and more. The DMS accepts current and future configurations, bad credit card uploads, rate descriptions, and multiple tax rates. The DMS can configure meters in any language. The City can wirelessly configure the rates depending on the day, time, special event, etc. via the DMS. This user-friendly format makes rate configuration easy and clear.
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.	IPS complies.	Color: The MS3™ features an optional 7" diagonal, 800 x 480 pixel, 262k color LCD capable of displaying five lines of text on two rotating screens in any language and in all lighting conditions. Because the meter display is programmable, it can support any bitmap image, such as advertisements or announcements, allowing the City to easily display different fonts and styles of characters on the same screen.

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				Monochrome: The MS3™ transfective monochrome display is one of the largest in the industry and has superior visibility in daylight conditions when compared with similar color displays. Transfective technology utilizes backlight in low ambient light conditions and reflected light in high ambient light conditions to provide optimum display readability under various light conditions.
1.4	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	IPS complies.	Customers can configure pre-payment options for each meter, through the DMS.
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.	IPS complies.	IPS meters allow purchases up to the max time allowable per space per City policy. This is available today.
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	IPS complies.	Screen displays are completely configurable by the City.
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.	IPS complies.	IPS provides telephone based help desk services during standard business hours from 8am – 5pm PST. IPS offers both in-state phone support and a toll-free telephone option (877-630-6638). IPS can provide a mechanism for live transfers from The City staff to IPS staff in order to expedite service resolution. Additionally, IPS provides after hour's service in the case of emergencies, weekends, and holidays which is 24/7 and 365 days a year. Additionally, IPS will also provide contact information to all IPS senior staff should such an emergency arise. IPS offers same day (24 hour) response time. Very importantly, IPS has a local technician based in Orlando, FL.
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.	IPS complies.	IPS will meet this requirement when asked by the City. The City will also have a complete list of contacts, including IPS executives if escalation is ever required. Coming soon, the City will have access to an online meter store provided by IPS as part of our DMS system. The City will be able to build their own quotes and submit for processing to IPS.

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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.	IPS will comply.	IPS always endeavors to process RMAs within 30 days. On occasion, either due to holidays or staffing, this period of time has exceeded 30 days. However, IPS has built an on line RMA system so that the City can process RMA, create shipment labels and track RMA throughout the entire process. This includes the email notifications with status updates. In this new system, delivery/tracking info is automatically processed and designated delivery dates can be set-up on request. IPS is further willing to provide additional meters and spare parts on-site as needed in support of the contract and rapid turn around times.
1.10	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.	IPS complies	All IPS pay-stations are connected OTA to the Data Management System (DMS), where unlimited rate/day/seasonal/duration/etc. configurations can be created and assigned to a pole/street/area/city/etc. as desired. IPS offers our customers the ability to create an unlimited number of meter configurations, including the ability to assign them to multiple or a single pay-station.

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Company Name and Contact Information:				
Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -	
1.11 ADA Compliance	All technology, equipment, and systems shall be ADA-compliant.	IPS complies.	Refer to the appendix for more information.	
1.12 New Materials	All materials and components shall be new and unused.	IPS complies.	IPS will only supply new pay-stations as part of this contract	
1.13 Modular Components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	IPS complies.	<p>The MS3™ utilizes individual BUS peripherals that can be swapped out in the field as required. IPS will provide the City with all necessary training to do so.</p> <p>Additionally, MS3™ parts are all module and can be swapped out with customer support assistance. Customer Support is available 24/7 365 days a year.</p>	
1.14 Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	IPS complies.	All IPS meters have been independently certified to operate in all climate types including temperatures ranging from -40°F to 140°F (-40°C to +60°C).	
1.15 Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	IPS complies.	The MS3™ pay station is the latest generation of unattended payment systems from the IPS Group. The MS3™ offers a stainless steel cabinet and armored glass as standard features. High-security stainless steel housing with the weather and graffiti-resistant powder coating make it both durable and easy to maintain.	
1.16 Doors	Vault and access doors must be sealed to prevent water/sand intrusion.	IPS complies.	Weather proofing is a standard feature for IPS pay-stations.	
1.17 Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.	IPS complies.	<p>The MS3™ features a backlit LCD graphical display that is automatically enabled in low light conditions or when payment is inserted in the pay station.</p> <p>In addition, blue LED lighting above the display provides increased visibility for drivers, technicians, and collections staff. The LED lighting is illuminated when sensors detect the presence of a customer, or when a transaction is initiated.</p>	
1.18 Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-	IPS complies.	All IPS pay-stations are wirelessly connected and are fully configurable to the City needs for data.	

Exhibit 1 - Meter Technical Specifications – Pay Stations

		time.		
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.	IPS complies.	The DMS system is accessible through the IPS Single-Sign-On (SSO) system, which requires each user to create a unique log-in and password, for accountability. Account user access details are logged for future use.
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, hail, ocean mist, grime, sand, fog, salt, sun (including direct sunlight), and vibrations.	IPS complies.	IPS shall warrant the meters as described, and our pay-stations have been installed in many climates that have similar conditions of the elements as described, including the state of FLORIDA. Additionally, we have certified our meters to these temperatures in independent labs.
2	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	IPS complies.	All IPS pay-stations are connected Over the Air (OTA) to the Data Management System (DMS), where unlimited rate/day/seasonal/duration/etc. configurations can be created and assigned to a pole/street/area/city/etc. as desired. This is available today.
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.	IPS complies.	IPS currently provides meter maintenance reports by meter, zone, area, sub-zone, maintenance routes and meter technicians. Reports can be further customized at the City's requests to show all required information. Additionally, IPS is launching a new maintenance analytics capability in the DMS to identify trends in maintenance operations. Meter technicians can receive meter alerts via email or SMS.
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.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any pay-station issues, with resolutions logged at the pay-station in the diagnostics menu or on our free meter maintenance application. Additional integration would be required to import tickets from 3rd party sources or other internal sources. IPS would provide this integration at no additional cost.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	IPS complies.	IPS DMS reports show all maintenance activities logged by pay-station by technician. Maintenance logging can be completed at the pay-station or

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				using our free mobile maintenance app.
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	IPS complies.	IPS meters offer configurable LED indicators as well as remote communications to notify City staff of any pay-station errors, which are available in the DMS, and also received via a distribution list of email or SMS users.
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.	IPS complies.	IPS provides these services as standard.

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Company Name and Contact Information:				
Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -	
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.	IPS complies.	IPS agrees that we shall provide this service to the City. IPS can offer multiple carriers if there is a need based on signal strength or coverage requirements.
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.	IPS complies.	<p>Color: The MS3™ features an optional 7" diagonal, 800 x 480 pixel, 262k color LCD capable of displaying five lines of text on two rotating screens in any language and in all lighting conditions. Because the meter display is programmable, it can support any bitmap image, such as advertisements or announcements, allowing the City to easily display different fonts and styles of characters on the same screen.</p> <p>Monochrome: The MS3™ transfective monochrome display is one of the largest in the industry and has superior visibility in daylight conditions when compared with similar color displays. Transfective technology utilizes backlight in low ambient light conditions and reflected light in high ambient light conditions to provide optimum display readability under various light conditions.</p> <p>In addition to the display type, Blue LED lighting above the display provides increased visibility for drivers, technicians, and collections staff. The LED lighting is illuminated when sensors detect the presence of a customer, or when a transaction is initiated.</p>
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	IPS complies.	IPS displays are backlit and event driven. The backlight is turned off to save power during non-use periods, but is activated with the press of any button, card insertion or coin insertion. This is a customizable feature in the DMS. Additionally, IPS pay-stations off a blue light curtain in addition to the backlit display to assist in low light conditions.

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		drain.		
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	IPS complies.	IPS pay-station displays come standard with what we call armored glass, which is both fog, scratch and impact resistant. No one can prevent someone from all forms of vandalism, but the IPS display glass is the most resistant in the industry.
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	IPS complies.	IPS provides all of these capabilities as standard. The IPS pay-stations and IPS single-space meters are similar in this fashion and both are remotely programmable from a common DMS back office.
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	IPS complies.	IPS provides all of these capabilities as standard. The IPS pay-stations and IPS single-space meters are similar in this fashion and both are remotely programmable from a common DMS back office.
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.	IPS complies.	IPS provides all of these capabilities as standard. If configured to not take payments, the meter will display such information and not take a payment.
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.	IPS complies.	IPS pay-stations can start a transaction at multiple starting points based on what is most intuitive to customers, and following the on-screen prompts. IPS pay-stations, similar to gas stations, can start a CC transaction with the insertion of the card. The user is able to then select the amount of time they wish to purchase before accepting the payment amount, being fully informed of the amount due and pressing "OK". Any time prior to pressing "OK" the user can press cancel to stop 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.	IPS complies.	IPS provides all of these services today as standard. Additionally, IPS has significant experience in demand based pricing programs in places like Los Angeles and Seattle, where progressing rates, time of date rates, and event rates are in place. The IPS DMS provides the ability to program these rate structures independently from IPS and does not charge for this service.
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages,	IPS complies.	IPS provides this service today. Similar to that of single-space meters, IPS pay-stations can display

Exhibit 1 - Meter Technical Specifications – **Pay Stations**

		which can be downloaded remotely..		special messages during holiday or special events.
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 	IPS complies.	IPS provides all of these capabilities as standard today. In fact, each of these messages are programmable so that the City can use custom messaging and enforce policies as necessary. Everything can be programmed from the IPS back office and remotely updated to the field.

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Company Name and Contact Information:				
Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -	
5	Keypad			
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant.	IPS complies.	IPS has had our keypads installed in meters for many years in all weather conditions. Keypad examples can be seen in the attached pay-station product brochures.
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	IPS complies.	IPS keypads do provide an audible beep when pressed by a user.
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.	IPS complies.	IPS can offer Medeco elocks for any pay-station cabinet doors or vault that the city would require. The medeco e-lock is an optional item that is available in our pricing proposal per your requirements. We can provide new vault doors and e-lock systems and have deployed 1000's of such systems to IPS customers over the years. More complete information is contained in our proposal with reference to Medeco e-locks, including a brochure in the appendix or online at https://www.medeco.com/en/site/medeco/solutions/parking/
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.	IPS complies.	IPS will provide as much training as required by the City including additional sessions, specialized sessions customized to the needs of the City, both before, during and after meter deployment.
6	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of credit cards and optional contactless cards.	IPS complies.	These are standard features of IPS products today.
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).	IPS complies.	IPS meters are capable of accepting all denominations of US coins. Additionally, IPS meters can accept mag stripe, contactless and chip-based card. IPS meters also take all brands for credit card systems including V/MC/AMEX/DISCOVER.
6.4	Coin payment	The meter shall accept coins through a jam-resistant coin interface and jam-resistant card payments through a card interface.	IPS complies.	IPS coin slots are designed only to let coins of a certain size through and are given the limited amount of space, prevent users from the ability to

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				insert oversized coins or debris into the meter. Any debris is easily removed from the coin validator as the validator has clear sides to aide in visually inspecting and resolving jams. IPS credit card readers also are design to only allow items that are credit card size into the reader. The reader is further deisgned to allow foreign objects to drop through the bottom via a cutout at the bottom of the reader. No meter can fully prevent people from intentionally jamming, however, these features are designed to deter such activity.
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).	IPS complies.	This is a standard feature for all IPS meters. The screens update the information displayed to inform the users as well until returned to full operation.
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.	IPS complies.	This is a standard feature for all IPS pay stations.
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.).	IPS complies.	This is a standard feature for all IPS meters. Mechanical fingers prevent reversal inside the validator. Coin shutter further deters such actions. Additionally, IPS has deployed software in the meter to recognize a coin moving in the reverse direction and to Zero any time on the meter when this occurs. This is a configurable feature of the meter.
6.8	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	IPS complies.	The MS3™ offers a stainless steel cabinet and highly secure 6mm stainless steel vault as standard. The cash box is housed in a secure vault which features a six-point locking system and high security lock. Additional security is provided by a standard outer cabinet door. In addition to separate vault locks in the upper and lower cabinets and anti-drill spin disks, the pay station can optionally be fit with Medeco electronic vault locks.
6.9	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	IPS complies.	IPS cash boxes are very easy to swap in the field. The contain an instant seal once removed and cannot be re-installed without first collecting the box and resetting it. Additionally, all IPS coin boxes come standard with RFID tagging to track/audit all coin box removal and installation. All such coin collection information is contained in the back office for complete reporting purposes.

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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.	IPS complies.	Accessing the upper cabinet only, the coin validator is easily removed, inspected and cleared without special tools.
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.	IPS complies.	If a bill note acceptor is selected, the maintenance technician can easily access the note acceptor without opening the coin vault.
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.	IPS complies.	Meters can accept pre-payment amounts (at hours assigned by the City), up to the maximum allowable amount (assigned by the City). This is available today.

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Company Name and Contact Information:				
Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -	
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)).	IPS complies.	Please refer to our included certificates. IPS is a PCI level 1 certified payment gateway.
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	IPS complies.	IPS pay-stations are PA-DSS certified and IPS is listed on the PCI council security website at https://www.pcisecuritystandards.org
6.15	EMV Compliance	The technology must be EMV compliant.	IPS complies.	IPS meters offer an optional EMV certified card reader. This is not something that we would recommend for the City of Ft. Lauderdale or any client when it comes to parking transactions and the incredibly low risk of fraud. The cost of the EMV reader does not balance with such low risk and we always advise our customers to rather use their money in better ways, however, we can offer this if required. You can refer to www.emvco.com/approved-registered/approved-products/ and search for IPS Group to find our certified products.
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.	IPS complies.	The IPS back office allows the City to configure the system as they desire, in addition to planning for future configurations that can be scheduled in advance.
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.	IPS complies.	The IPS meter features a 365-day, real-time clock. All settings will be retained in the event of battery replacement or servicing. The timer on the meter is synced to server time, which in turn is synced to a stratum 1 time server (atomic clock) to maximize accuracy of time throughout the entire network. The displayed internal clock time can be set in the DMS and will be consistent across the City's meter system. If the meter clock does not correspond with DMS, the system will automatically reset.

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7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	IPS complies.	Because IPS meters are synced to server time, they automatically update during Daylight Savings Time.
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.	IPS complies.	The timer on the meter is synced to the server time, which in turn is synced to a stratum 1-time server (atomic clock) to maximize accuracy of time throughout the entire network.
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.	IPS complies.	The battery can be removed and replaced in less than 30 seconds.
8.2	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	IPS complies.	IPS has never, and will never use nickel-cadmium batteries. IPS uses the latest Lithium battery systems for maximum performance.
8.3	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	IPS complies.	<p>The MS3™ is powered by a patented combination solar power and fully rechargeable battery system. The rechargeable battery serves as a temporary buffer to store surplus solar energy. IPS offers both 32aH and 72aH battery options for. This system can allow</p> <p>For optimal performance, IPS has designed a lithium battery pack built specifically for this parking application and designed to meet your longevity needs with these key advantages:</p> <ol style="list-style-type: none"> 1. Longer service life: 1000 cycles and beyond 2. Full capacity even at high speed discharge rates 3. Fast charging without overheating and gassing 4. Lower self discharge: just few percent in a month 5. Protection against over charge and deep discharge

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				<p>6. Lighter in weight: 1/3 of the weight of the lead acid batteries</p> <p>7. Green ecology: no acids, no lead, not toxic substances</p> <p>Additionally the IPS Battery Pack is fully UL certified that is agency compliant for both North America and Europe. Competitive batteries you would buy over the counter do not have these certs.</p>
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.	IPS complies.	In the case of critically-low power, the DMS will issue an alert, notifying maintenance personnel via text, email, or both.
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service.	IPS complies.	This is a standard feature for IPS meters.
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.	IPS complies.	Power levels are continuously monitored and reported to the backend system. When power falls below a safe limit, the meter will send an alert to the DMS, which will subsequently notify designated maintenance staff.
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.	IPS complies.	All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.
8.8	Battery life	Battery shall have a life of at least 1 year.	IPS complies.	Battery life is dependent on operating conditions and environmental factors. Battery life can last up to five years depending on these factors. A nominal amount of ambient sunlight keeps the battery packs charged. Primary Cell technology keeps the unit operating, even with minimal sunlight, and acts as the back-up battery. When power falls below a minimum threshold, the meter will generate an alert in the DMS which will notify maintenance staff via email, text message, or both.

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Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments -	
9	Security			
9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	IPS complies.	This is a standard feature for all IPS pay-stations. Our coin vault is an actual vault that is accessible through secure lock access, after first accessing the vault from the outer cabinet door for maximum security.
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	IPS complies.	IPS pay-station coin vault access is completely separate from the maintenance compartment as standard.
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	IPS complies.	Coin cans are contain securely inside the coin vault. Access requires a two step process to access both the outer cabinet door as well as the internal vault. IPS pay-stations are vandal resistant and highly secure. Coin cans automatically seal upon removal from the pay-station to secure the coins and prevent external access without authorized key access.
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	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meter issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. IPS can provide the City with the ability to log call in reports into the DMS so that these items can also be logged in the IPS maintenance app. Customer service or our local technician based in FLORIDA can assist as needed.
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.	IPS complies.	IPS offers this today to all IPS clients.
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.	IPS complies.	This is a standard feature of all IPS meters.

Exhibit 1 - Meter Technical Specifications – Pay Stations

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.	IPS will comply.	IPS will agree to provide such information quarterly (as needed).
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	IPS complies	IPS offers many warranty options and will provide these to the City based on date of installation. All warranty information can be tracked in the IPS DMS as well as in the IPS RMA module.
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.	IPS will comply	IPS will meet this requirement as described.
11.2	Vendor travel costs	Vendor shall cover all travel costs.	IPS will comply	IPS will agree to provide training as needed at no additional cost.
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.	IPS complies.	All IPS documentation is online today within the DMS help section.
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.	IPS complies.	This is a standard feature of the IPS meter systems and back office.
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. IPS can also build a work flow management of other tickets that may be submitted by 3rd parties or other City departments.

Exhibit 1 - Meter Technical Specifications – Pay Stations

12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	IPS complies.	IPS provides our maintenance app for this purpose at no additional charge. Customization of the application is also available upon request, for example to manage meter bagging operations.
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Exhibit 1 - Meter Technical Specifications – Pay Stations

Company Name and Contact Information:				
Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -	
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. The IPS DMS also tracks meter uptime for the system monthly and is available in our monthly statistics report.

Exhibit 1 - Meter Technical Specifications – Pay Stations

Company Name and Contact Information:				
Requirement Name		Requirement Description	Requirement Compliance	Vendor Response Comments –
		Optional		
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.	IPS complies.	IPS can insert preventative maintenance tasks on a standard basis for the City staff. This will require coordination to ensure appropriate assignment of staff to specific locations or routes. If the City wants an interface to create these tasks internally, IPS will customize this module to allow the City to be fully self sufficient.
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.	IPS complies.	The IPS DMS today creates reports for all automatic alerts. These reports can be used to address any meters issues, with resolutions logged at the meter in the diagnostics menu or on our free meter maintenance application. The DMS can then report on all maintenance activities include planned maintenance.
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.	IPS complies.	IPS DMS offers many mapping options such as this as standard. The maps can be segmented by zone, area or sub-area, including maintenance routes. IPS would require vehicle sensors to determine violations for vehicles not paid in occupied spaces, but can report payment status to officers if needed.
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.	IPS complies.	All IPS meters are connected Over the Air (OTA) to the Data Management System (DMS), where unlimited rate/day/seasonal/duration/etc. configurations can be created and assigned to a pole/street/area/city/etc. as desired. Our pricing includes the ability to perform these tasks.
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	IPS complies.	The IPS Data Management System (DMS) provides a full set of Management, Financial, and Maintenance Reports. Data can be exported into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements. Standard reports include: 1. DMS Dashboard: Dashboards offer a simple view into the data associated with your IPS Account. Through the management system, IPS offers a variety of reports and charts for your

Exhibit 1 - Meter Technical Specifications – Pay Stations

				<p>convenience. Dashboards come in a variety of formats including grids, charts, and graphs.</p> <p>2. DMS Reporting Features: The DMS includes reports that differentiate between payment methods (coin, credit card, and smart card). Each type of transaction is categorized into its respective payment time and the DMS presents the transactions independently as such. The DMS includes summary reporting, financial detail reporting, pay station or terminal transaction details, and several more.</p> <p>a. Filtering: Users can drag and drop any header to any location or remove it from the report. The user has the ability to completely filter, and customize each report in this manner.</p> <p>b. Exporting: Exporting capability is available in multiple formats (XLS, CSV, PDF and RTF). See the Appendix for an example of the summary reporting and pay station transaction detail capabilities with multiple payment methods identified. Any future payment types will be automatically integrated into this form.</p>
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	IPS complies.	Data can be exported into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements.
13	Integrations			

Exhibit 1 - Meter Technical Specifications – Pay Stations

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.	IPS complies.	IPS has active integrations for enforcement, LPR and mobile payments today, including Passport and Pay-by-Phone. Additionally, IPS can offer pre-integrated IPS enforcement and mobile payment applications. Integrations may carry an annual / monthly fee based on the complexity of services required. There would be no additional fees if using IPS enforcement services or mobile payment applications. . These fees are for the establishment and maintenance of ongoing back office servers, applications and associated staffing.
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.	IPS complies.	IPS has integrated mapping services into our offering with other customers and do so for the City in this instance as well.
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	IPS complies.	Data can be exported from the DMS into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements.
14	Extensibility			
14.1	Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, MapIt, PMIS	IPS complies.	Data can be exported from the DMS into other software packages such as MS Excel, MS Access, CSV, PDF, and RTF should the City have specific requirements. IPS can further important additional information based on the required integration documentation.
14.2	Availability %	System shall have availability of 99.9%	IPS complies.	The IPS DMS meets this requirement.
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	IPS complies.	IPS allows for unlimited users.
15.2	Number of Customer Records	Meters shall have ability to process approximately 100 transactions per meter per day.	IPS complies.	IPS complies will all transaction processing requirements.
15.3	Historical Data	Ability to store over a million transactions per year.	IPS complies.	IPS complies and processes millions of customer transactions per month.
15.4	Spaces	Ability to support up to 6500 spaces.	IPS complies.	IPS has the ability to support systems of this size, including the City of Ft. Lauderdale today and pay-station programs of larger sizes.

Exhibit 1 - Meter Technical Specifications – Pay Stations

Company Name and Contact Information:				
	Requirement Name	Requirement Description Optional	Requirement Compliance	Vendor Response Comments -
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.	IPS complies.	IPS systems are designed with redundancy in mind both at the meter and the back office levels. Please note that all meter systems rely on wireless and internet services of 3rd parties. IPS data systems have redundant internet as well as power generation services.
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.	IPS complies.	IPS meets this requirement today.
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.	IPS complies.	MS3™ meters are completely modular and can be replaced with a Phillips screwdriver. Parts can be swapped out independently, or with customer support assistance. IPS will provide ample training to allow the City to manage this process independently.
18	Data			
18.1	Data Retention	Ability to retain data based on City standards - see attachment "General Records Retention Schedule of the City and County of Denver"	N/A-please see comment.	IPS Group can likely comply, however this was a reference to the City of Denver. and we would need more clarification in order to respond to this item fully.
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.	IPS complies.	IPS will meet all of the requirements that the City may have.
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.	IPS complies.	IPS will meet all of the requirements that the City may have.

City of Fort Lauderdale

Exhibit 1 - Meter Technical Specifications – Pay Stations

APPENDIX





City of Cocoa Beach
P.O. Box 322430, 2 South Orlando Avenue
Cocoa Beach, Florida 32932-2430
www.cityofcocoabeach.com



January 30, 2020

Mr. Jim Hemphill
Sr. Procurement Specialist
Procurement Services Division
100 N. Andrews Ave.
Ft. Lauderdale, FL 33301

RE: Bid #12342-805 – Parking Meter Technology, with Maintenance and Support

Dear Mr. Hemphill,

The City of Cocoa Beach has been a customer of IPS Group since 2016. We operate a multi-space parking system with 75 IPS Group pay-stations and services. We are pleased with the products and services we've been provided, and not only the factory customer support but also the local support that's been provided as well.

IPS Group offers the city an online real-time back office for our multi-space meters, which allows us to easily monitor and gather data to manage our system efficiently. We have been pleased with our decision to use IPS.

I would be happy to answer any questions or discuss our experience with IPS at your convenience.

Cordially,

Lori Wnek | Parking Account Administrator
City of Cocoa Beach | Parking Division
2 S Orlando Ave. | Cocoa Beach, FL 32931
(O) 321.868.3295 | (E) lori.wnek@cityofcocoabeach.com

Date: 1/30/2020

Jim Hemphill
Sr. Procurement Specialist
City of Fort Lauderdale - Procurement Services Division
100 N. Andrews Avenue
Fort Lauderdale, FL 33301

RE: Bid #12342-805 – Parking Meter Technology, with Maintenance and Support

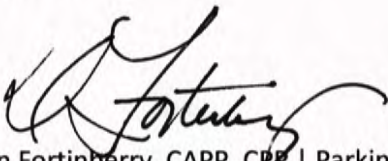
Dear Mr. Hemphill,

I am writing to confirm that the City of Cincinnati Ohio currently operates a mixed single-space and multi-space parking program with equipment and services provided by IPS Group. Today we operate approximately 2500 IPS single-space meters and 140 IPS pay-stations. IPS has been a vendor with the City of Cincinnati for almost 10 years now, and we are very pleased with the products and services provided by IPS, and the customer support that they provide as well.

IPS Group offers the city a common back office for both single-space and multi-space meters, which allows us to more easily consolidate data and manage the system from a common data system. We have been very happy with our decision to use IPS. In fact, last year we started the process of upgrading our older IPS single-space meters to the newest generation, and in 2020 will start using IPS enforcement software systems.

I would be happy to answer any questions or discuss our experience with IPS at your convenience.

Sincerely,



Dan Fortinberry, CAPP, CPP | Parking Division Manager
Department of Community and Economic Development | Parking Division
Two Centennial Plaza | 805 Central Avenue, Suite 700 | Cincinnati, OH 45202
(O) 513-352-4526 (C) 513-484-0869 (E) Daniel.Fortinberry@Cincinnati-Oh.gov



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: January 31, 2020

TO: Chad Randall, Chief Operating Officer, IPS Group, Inc.

FROM: Jonathan Carey, Parking Program Manager, Office of the City Treasurer

SUBJECT: City of San Diego IPS Group, Inc. Reference

The City of San Diego has approximately 5,800 metered spaces. 4,500 are serviced by IPS M5 single space meters, and 1,300 by IPS MS1 pay stations. We have been under contract with IPS for parking meters and related services since July of 2014. Our IPS fleet is cutting edge. The following are a few highlights:

- User friendly interface on both single and multi-space meters
- All meters are wirelessly enabled and fully integrated allowing for efficient management
- All single space meters are Near Field Communication (NFC) enabled allowing 'TAP' payments like Apple Pay
- They accept payment via smart-phone applications
- Drastic efficiency improvements have been gained operationally using their smart parking meters

Throughout the life of our contract with IPS they have proven to be a valued partner. They have continually supported the City's 'smart cities' initiatives such as providing real-time data to our Performance and Analytics department. IPS ensures that the City's needs are expeditiously and effectively addressed.

A handwritten signature in blue ink, appearing to read "Jonathan Carey".

Jonathan Carey
Parking Program Manager
City of San Diego
Office of the City Treasurer



Seattle
Department of
Transportation

January 31, 2020

Jim Hemphill
Senior Procurement Specialist
City of Fort Lauderdale - Procurement Services Division
100 North Andrews Avenue
Fort Lauderdale, FL 33301

RE: Bid #12342-805 – Parking Meter Technology, with Maintenance and Support

Dear Mr. Hemphill:

I am writing to confirm that the Seattle Department of Transportation (SDOT) is a current IPS client, and very satisfied with our approximately 1,500 on-street multi-space parking stations installed over the last several years. We strongly believe IPS is a true leader in parking technology and data management systems, and we have been very pleased with the products and services they provide. We are confident that with IPS as our vendor we are well-positioned over the coming years to be able to effectively address current and future curbspace management needs with their partnership, expertise and strong track record of success.

We have also benefited from IPS showing a long-term commitment to our organization by establishing a local office in our area to provide direct local customer support and project management to SDOT.

Together with IPS we recently completed a significant project to convert all 1,500 IPS pay stations from pay-and-display to pay-by-plate. Along the way, we worked very closely with IPS as a willing partner, along with internal stakeholders, various departments and other vendors to complete all the necessary integrations, including the IPS system optimization needed to meet our demands for high system performance with low data latency. Throughout this project, IPS demonstrated tremendous flexibility and support in helping us get to a successful implementation.

Together, we have built a high performing parking system and a strong, durable partnership. We are very happy to be working with IPS.

I would be happy to answer other questions that you may have.

Sincerely,

Mike Estey
Manager of Curbside Management, Transit and Mobility Division
City of Seattle, Department of Transportation
O: 206-684-8132 | M: 206-604-1826 | mike.estey@seattle.gov



IPS COUPONS

Available on our MS3™ pay stations, as well as our app, IPS' Coupon program enables businesses to offer parking discounts to employees and customers.

FT. LAUDERDALE CAN HELP LOCAL BUSINESSES INCREASE REVENUE IN THREE SIMPLE STEPS

01 GET BUY-IN FROM LOCAL BUSINESSES

Coordinate with local businesses to create appropriate local offerings such as discount coupons.

02 CREATE THE IMPLEMENTATION TIMETABLE WITH IPS

Communication and coordination with IPS are crucial. By facilitating the process and timing of issuing reward codes with local merchants, restaurants and various other businesses.

03 PROMOTE THE PROGRAM TO THE BUSINESS COMMUNITY AND ITS CUSTOMERS.

Our City Marketing program can provide all the print and digital collateral you need to get the word out to participating merchants, residents, and visitors. We're also happy to work with your local design and print firms to produce materials.

REWARD CODES

Unlike old-fashioned stamped paper validations, a reward code is a digital validation that patrons enter at the pay station or the IPS app to receive discounted or free parking. The code can use numbers or letters, so businesses can customize codes to their names. Reward codes can be permanent or limited by time or number of uses. Because codes are assigned to individual businesses, merchants receive actionable analytics.

IT'S AS EASY AS 1-2-3!

IPS' easy and intuitive customer interface at both the pay station and mobile applications ensures a convenient way for patrons to validate reward codes provided to them by Ft. Lauderdale merchants as well as the City. Reward codes can be validated in just three easy steps.



1

At the MS3 pay station, the patron simply enters their plate or space number into the easy to use touch screen or keypad.



2

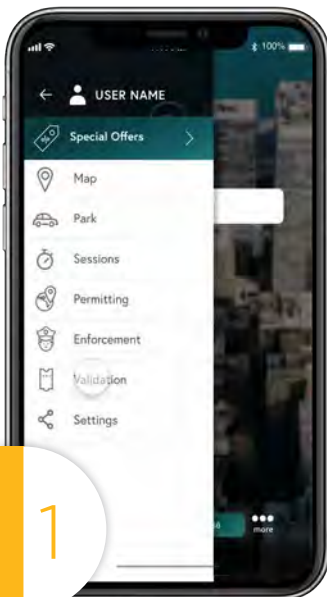
Then, the patron enters in the reward code received from the merchant.



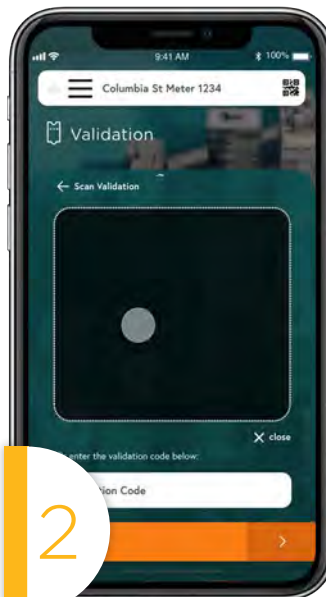
3

The meter communicates to the patron a successful transaction has occurred.

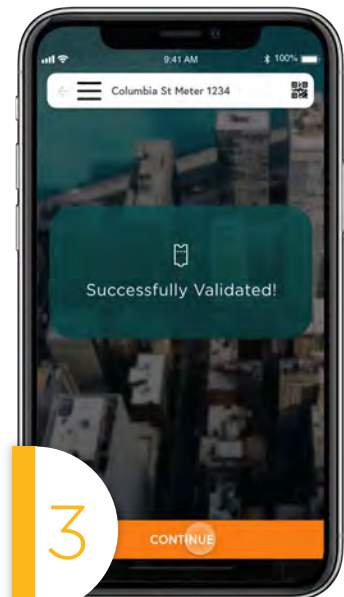
Alternatively, for added convenience, patrons can also easily discount their parking from their smart phone by simply leveraging the IPS app as illustrated below.



1



2



3

The intuitive user interface easily guides patrons through the three-step process. And within a minute or so the patron has successfully discounted their parking while on the go.

SAMPLE DMS REPORTS

CONFIDENTIAL INFORMATION: ALL IMAGES IN THIS DOCUMENT ARE THE PROPERTY AND COPYRIGHT MATERIAL OF IPS GROUP, INC. AND MAY NOT BE COPIED OR SHARED WITHOUT THE WRITTEN PERMISSION OF IPS GROUP, INC.

DASHBOARD

The IPS dashboard or homepage is your landing page for the IPS Data Management System. From here, you can use smart search to look for reports, meters, or the data. You can also select from one of the many pre-defined reports listed below, which will likely manage more than 90% of your total needs. These reports can be saved as favorites, or queries can be saved and accessed again for ease of use. DMS reports (listed below) can also be rearranged to best fit your department's needs and are sortable and exportable into various formats.



MONTHLY STATS

See a monthly snapshot of your parking operations on a calendar month basis. Revenues, transactions, average transaction details, maintenance events, uptime, and much more are consolidated into this easy-to-use report. Expand the number of months and export easily into Excel for further analysis.



COMMON SEARCH/METER PROFILE

Receive a wealth of information about a specific terminal, including recent stats, firmware version, and physical GIS location, just by entering the meter ID number.



CREDIT CARD RECONCILIATION

Easily summarize the number of daily credit card transactions and revenue settled into the client merchant account, including calculating the credit card settlement information between two user-selected dates. Clicking on an individual date will display the detailed information of that date's settlement, including the details of each transaction.



COIN COLLECTION DETAIL

View coin collection information for all meters collected within specific routes, dates, and other criteria. Drop-down lists display dates, years, and months, as well as allowing you to sort by zone, area, and sub-area. Additional collection reports are also available.



TRANSACTION DETAIL

Receive detailed, date-specific transaction data for a specific meter including coins, cards, maintenance cards, collection card, and other payments.



FAULTS OVERVIEW

Stay up-to-date on current maintenance issues by overviewing your meter inventory to know which meters are recording faults and what they are.



MAINTENANCE ACTIVITY DETAIL

Get a better understanding of your maintenance needs by examining historical data on maintenance performed. Maintenance logging can also be done at the meter in the Diagnostics menu or using the IPS Meter Maintenance Application, which will log events in the maintenance activity reports.



DAILY REVENUE

View total revenue per day, filtered by zone, area, and sub-area. Additionally, you can sort on specific date ranges, monthly, and annual revenue.



RANGE SUMMARY REVENUE REPORT

View total revenue by amount and percentage, filtered by zone, area, sub-area, and specific meter detail.



PCI-DSS LEVEL 1 CERTIFIED

IPS is a Level 1 PCI-DSS v3.2 certified payment gateway, processing 120+ million payments safely and securely each year. The entire system is audited annually by an external PCI QSA (Qualified Security Assessor). We are currently assessed as being compliant with the latest Level 1 PCI-DSS version 3.2 requirements. In fact, IPS has been certified as being PCI compliant since 2009, which is shortly after the PCI-DSS program began. Our customers can therefore be assured that card holder data security is important to us and security of this sensitive data has been built into our systems from the very start. IPS is also listed as an accredited payment service provider for Visa Cardholder Information Security Program (CISP) and the MasterCard Site Data Protection (SDP) programs.

CERTIFICATE OF COMPLIANCE

TEVORA™

After performing interviews, on-site assessments, and off-site sampling, Tevora Business Solutions, Inc., a PCI Qualified Security Assessor is pleased to certify

IPS Group, Inc.

for achieving full compliance with the PCI Data Security Standard (PCI DSS) v 3.2 as of Nov 29, 2019 within their Web-based Data Management System environment (DMS)



Cody Firuta

Signature

Cody Firuta, PCI QSA

Christina Whiting

Signature

Christina Whiting, Managing Director

Assessment Validation Period:
Nov 29, 2019 - Nov 28, 2020

7737 Kenamar Court
San Diego, CA 92121
t: 858.404.0607
17875 Von Karman, Suite 100
Irvine, CA 92614
t: 949.250.3290 | e: info@tevora.com

This designation is subject to re-qualification at 12-month intervals.
©2019 Tevora Business Solutions, Inc.

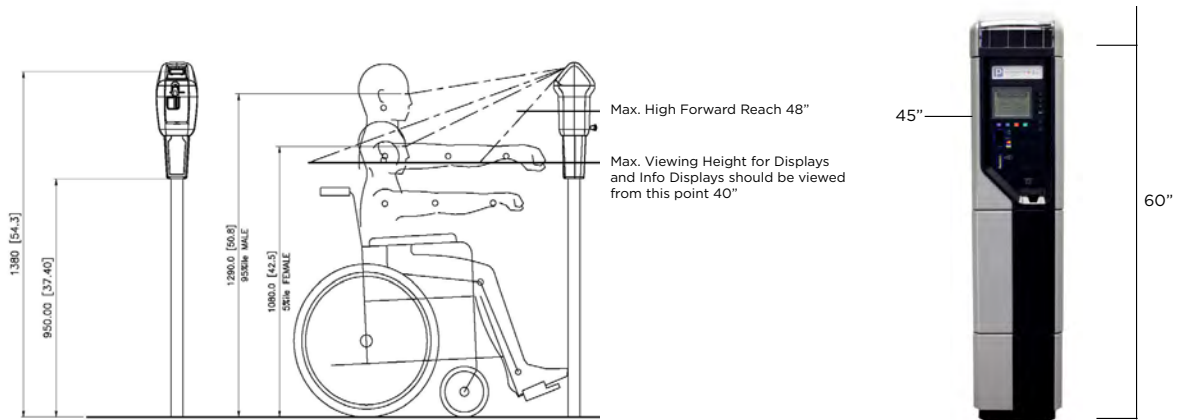
ADA CERTIFICATION

The MS1 Multi-Space Pay Station and M5™ Single Space Parking Meter are compliant with the Federal Americans with Disabilities Act (ADA).

- The pay station screen is positioned at a height of 45"
- IPS meters are ADA compliant as long as the meter poles are cut to the appropriate heights.

ADA - "The force required to activate operable parts shall be 5 pounds (22.2 N) maximum."

The MS1 and M5™ key buttons complies with this requirement. The force to operate the key buttons is typically equal or less than one pound.



Wheelchair
Accessible
Smart Meters



Wheelchair accessible IPS smart meters in the City of Columbus, OH





CERTIFICATE OF LIABILITY INSURANCE

3/19/2020

DATE (MM/DD/YYYY)

1/14/2020

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 Lockton Insurance Brokers, LLC License #0F15767 4275 Executive Square, Suite 600 La Jolla CA 92037 (858) 587-3100	CONTACT NAME:	
	PHONE (A/C, No, Ext): FAX (A/C, No):	
INSURED 1377909 IPS Group, Inc. 7737 Kenamar Court San Diego CA 92121	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A: National Fire Insurance Co of Hartford	
	INSURER B: The Continental Insurance Company	
	INSURER C: Indian Harbor Insurance Company	
	INSURER D:	
INSURER E:		
INSURER F:		

COVERAGES IPSGR01

CERTIFICATE NUMBER: 16511671

REVISION NUMBER: XXXXXXXX

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 CERTIFICATION 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 type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	N	4034952942	3/19/2019	3/19/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	6013847872	3/19/2019	3/19/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX Comp./Coll. Ded \$ 1,000
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$	N	N	4034952990	3/19/2019	3/19/2020	EACH OCCURRENCE \$ 20,000,000 AGGREGATE \$ 20,000,000 \$ XXXXXXXX
B B	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 N	N/A	5093308451 (CA) 5093308496 (AOS)	3/19/2019 3/19/2019	3/19/2020 3/19/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 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
C	Tech E&O / Network / Privacy / Media	N	N	MTP903200304 (E&O)	3/19/2019	3/19/2020	Each Occ. 10,000,000; Agg.: 10,000,000; Ded.: 100,000

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

RE: Bid 12342-205. The City of Ft. Lauderdale and the City's officers, employees, and volunteers are an Additional Insured to the extent provided by the policy language or endorsement issued or approved by the insurance carrier. Waiver of Subrogation applies per attached endorsement(s) or policy language.

CERTIFICATE HOLDER

CANCELLATION See Attachments

16511671

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

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

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ACORD 25 (2016/03)

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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

IPS Group, Inc.
Company Name

Chad P. Randall
Name (Printed)

Date 1/22/2020


Signature

COO
Title

Note: For payments greater than \$100,000, IPS would prefer an ACH or wire transfer payment.


E-VERIFY AFFIRMATION STATEMENTRFP/Bid /Contract No: 12342-205

Project Description: Provide a new parking meter payment system consisting of both single- and multi- space meters including installation, hardware, back office software, and maintenance and support for the City.

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: IPS Group, Inc.Authorized Company Person's Signature: Authorized Company Person's Title: COODate: 1/22/2020

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) IPS Group, Inc. EIN (Optional): _____
 Address: 7737 Kenamar Court
 City: San Diego State: CA Zip: 92121
 Telephone No. (858) 404-0607 FAX No. (858) 403-3352 Email: chad.randall@ipsgroupinc.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): N/A

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:

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

N/A

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:

Chad Randall

Name (printed)

Date

1/22/2020



COO

Title



-
-

**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.

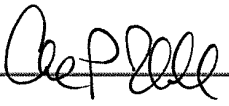
Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

- (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.

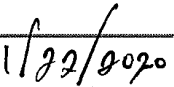
Contracts. Every Contract exceeding \$100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

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

Chad P. Randall, COO
Print Name and Title


Date



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.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: IPS Group, Inc.
(please print)

Bidder's Signature: 

Date: 1/22/2020



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: IPS Group Inc
(please print)

Bidder's Signature: [Signature]

Date: 1/28/2020

SECTION VI - COST PROPOSAL PAGE – SINGLE SPACE

Proposer(s) Name: IPS GROUP INC.

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

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

Notes:

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

ITEM	DESCRIPTION	UNIT COST
1	Single Space Meter (Coin/Credit) including training and twelve (12) sets of maintenance keys and three (3) sets of collection keys.	\$ <u>485.00</u>
2	Shipping – Single Space	\$ <u>20.00</u>
3	Monthly Communication Fee – Single Space	\$ <u>8.00</u>
4	Credit Card Transaction Fee – Single Space	\$ <u>0.06</u>
5	2 Year Warranty	\$ <u>50.00</u>
6	Extended Warranty Year 3	\$ <u>50.00</u>
7	Extended Warranty Year 4	\$ <u>60.00</u>
8	Extended Warranty Year 5	\$ <u>60.00</u>
9	Extended Warranty Year 6	\$ <u>60.00</u>
10	Extended Warranty Year 7	\$ <u>60.00</u>
Total Project Cost		\$ <u> </u>

Additional Line Items SINGLE-SPACE (if any)

11	<u>Optional NFC payment for SSPM Meter</u>	\$ <u>45.00</u>
12	<u>Optional EMV card reader for SSPM Meter</u>	\$ <u>125.00</u>
13	<u>Optional – IPS onsite installation team during original installation</u>	\$ <u>20.00</u>
14	<u>*Optional -Push of pay by cell payments to meter</u>	\$ <u>0.10 per trans</u>

NOTE: Complete list of spare parts, repair services, labor and other optional services included in proposal. * Additional line items priced above can be used for both IPS Multi-Space and IPS Single Space units with no need for separate purchases. Pricing does not include any applicable state or local taxes that are required to be paid by the City.

Submitted by:

Chad P Randall

Name (printed)

January 30, 2020

Date



Signature

Chief Operating Officer

Title

SECTION VI - COST PROPOSAL PAGE – MULTI-SPACE (Pay-by-Plate)

Proposer(s) Name: IPS GROUP INC.

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

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

Notes:

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

ITEM	DESCRIPTION	UNIT COST
1	Multi-Space Meter (Pay-by-Plate) including training and five (5) sets of maintenance keys and three (3) sets of collection keys.	
	IPS MS3 (7" Color Display, solar power, pay-by-plate, coin, card, 1 coin box, 1 yr warranty)	\$ <u>5,950.00</u>
	IPS MS1 (Monochrome Display, solar power, pay-by-plate, coin, card, 1 coin box, 1 yr warranty)	\$ <u>5,450.00</u>
2	Shipping – Multi-Space Meter (Pay-by-Plate)	\$ <u>250.00</u>
3	Monthly Communication Fee – Multi-Space (Pay-by-Plate)	\$ <u>55.00</u>
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Plate)	\$ <u>included</u>
5	2 Year Warranty	\$ <u>295.00</u>
6	Extended Warranty Year 3	\$ <u>295.00</u>
7	Extended Warranty Year 4	\$ <u>395.00</u>
8	Extended Warranty Year 5	\$ <u>395.00</u>
9	Extended Warranty Year 6	\$ <u>395.00</u>
10	Extended Warranty Year 7	\$ <u>395.00</u>
	Total Project Cost	\$ <u> </u>

Additional Line Items MULTI-SPACE (Pay-by-Plate) (if any)

11	<u>Optional EMV card reader for MSM</u>	\$ <u>400.00</u>
12	<u>Optional – add NFC card reader</u>	\$ <u>400.00</u>
13	<u>Optional – add AC power adapter</u>	\$ <u>150.00</u>
14	<u>Optional – IPS onsite installation</u>	\$ <u>200.00</u>
15	<u>Optional – Bill Note Acceptor and 1 Stacker</u>	\$ <u>1,250.00</u>
16	<u>Optional –Additional Coin Box</u>	\$ <u>195.00</u>
17	<u>Optional –Medeco e-lock for vault or other locations</u>	\$ <u>150.00</u>
18	<u>* Medeco Collector Key (for optional e-locks)</u>	\$ <u>563.00</u>
19	<u>* Medeco Docking Station Kit (for optional e-locks)</u>	\$ <u>750.00</u>
20	<u>* Medeco Nexgen Maintenance Kit (for optional e-locks)</u>	\$ <u>298.00</u>
21	<u>* Medeco Software Host Kit (for optional e-locks)</u>	\$ <u>3,750.00</u>
22	<u>Option 1: On-Site Technical Labor Services (hourly)</u>	\$ <u>125 / hour</u>
23	<u>Option 2 On-Site Technical Labor Services (daily)</u>	\$ <u>950 /day</u>
24	<u>Option 3: On-Site Technical Labor Services (full-time)</u> <u>including IPS technician, benefits, taxes, insurance</u> <u>vehicle, insurance, maintenance, fuel</u>	\$ <u>\$9150/month</u>
25	<u></u>	\$ <u></u>

NOTE: Complete list of spare parts, repair services, labor and other optional services included in proposal. * Additional line items priced above can be used for both IPS Multi-Space and IPS Single Space units with no need for separate purchases. Pricing does not include any applicable state or local taxes that are required to be paid by the City.

Submitted by:Chad P Randall

Name (printed)

January 30, 2020

Date



Signature

Chief Operating Officer

Title

SECTION VI - COST PROPOSAL PAGE – MULTI-SPACE (Pay-by-Space)

Proposer(s) Name: **IPS GROUP INC.**

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

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

Notes:

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

ITEM	DESCRIPTION	UNIT COST
1	Multi-Space Meter (Pay-by-Plate) including training and five (5) sets of maintenance keys and three (3) sets of collection keys.	
	IPS MS3 (7" Color Display, solar power, pay-by-space, coin, card, 1 coin box, 1 yr warranty)	\$ <u>5,950.00</u>
	IPS MS1 (Monochrome Display, solar power, pay-by-plate, coin, card, 1 coin box, 1 yr warranty)	\$ <u>5,450.00</u>
2	Shipping – Multi-Space Meter (Pay-by-Plate)	\$ <u>250.00</u>
3	Monthly Communication Fee – Multi-Space (Pay-by-Plate)	\$ <u>55.00</u>
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Plate)	\$ <u>included</u>
5	2 Year Warranty	\$ <u>295.00</u>
6	Extended Warranty Year 3	\$ <u>295.00</u>
7	Extended Warranty Year 4	\$ <u>395.00</u>
8	Extended Warranty Year 5	\$ <u>395.00</u>
9	Extended Warranty Year 6	\$ <u>395.00</u>
10	Extended Warranty Year 7	\$ <u>395.00</u>
Total Project Cost		\$ _____

Additional Line Items MULTI-SPACE (Pay-by-Space) (if any)

11	<u>Optional EMV card reader for MSM</u>	\$ <u>400.00</u>
12	<u>Optional – add NFC card reader</u>	\$ <u>400.00</u>
13	<u>Optional – add AC power adapter</u>	\$ <u>150.00</u>
14	<u>Optional – IPS onsite installation</u>	\$ <u>200.00</u>
15	<u>Optional – Bill Note Acceptor and 1 Stacker</u>	\$ <u>1,250.00</u>
16	<u>Optional –Additional Coin Box</u>	\$ <u>195.00</u>
17	<u>Optional –Medeco e-lock for vault or other locations</u>	\$ <u>150.00</u>
18	<u>* Medeco Collector Key (for optional e-locks)</u>	\$ <u>563.00</u>
19	<u>* Medeco Docking Station Kit (for optional e-locks)</u>	\$ <u>750.00</u>
20	<u>* Medeco Nexgen Maintenance Kit (for optional e-locks)</u>	\$ <u>298.00</u>
21	<u>* Medeco Software Host Kit (for optional e-locks)</u>	\$ <u>3,750.00</u>
22	<u>Option 1: On-Site Technical Labor Services (hourly)</u>	\$ <u>125 / hour</u>
23	<u>Option 2 On-Site Technical Labor Services (daily)</u>	\$ <u>950 /day</u>
24	<u>Option 3: On-Site Technical Labor Services (full-time)</u> <u>including IPS technician, benefits, taxes, insurance</u> <u>vehicle, insurance, maintenance, fuel</u>	\$ <u>\$9150/month</u>
25	<u></u>	\$ <u></u>

NOTE: Complete list of spare parts, repair services, labor and other optional services included in proposal. * Additional line items priced above can be used for both IPS Multi-Space and IPS Single Space units with no need for separate purchases. Pricing does not include any applicable state or local taxes that are required to be paid by the City.

Submitted by:

Chad P Randall

Name (printed)

January 30, 2020

Date

Signature

Chief Operating Officer

Title

SINGLE-SPACE SPARE PARTS AND OTHER OPTIONS

M5™ Ongoing Fees	Option 1	Option 2
Secure Wireless Gateway/Data Fee and Meter Management System Software License Fee (per meter per month)	\$5.75	\$8.00
Secure Credit Card Gateway Fee (per transaction)	\$0.13	\$0.06
Optional: 3 rd Party Implementations for Data Sharing	\$0.50 per meter per month	
Optional: Merchant Processing Fees (per transaction)	Upon request	

Optional Vehicle Detection Sensors Capital and Ongoing Costs	Price per unit
In-Ground Vehicle Detection Sensors (includes 12-month warranty)	\$295.00
Dome Mount Vehicle Detection Sensors (includes 12-month warranty)	\$295.00
Pole Mount Vehicle Detection Sensors (includes 12-month warranty)	\$295.00

Optional Vehicle Detection Sensors Ongoing Costs	Cost per space per month
Management System/Base Data Fee	\$3.50
Optional: Real Time Reporting Fee	\$2.75

M5™ Single-Space Parking Meter Spare Part Pricing	M5™
Single Space Electronic Meter Mechanism	\$495.00
Card Entry Keypad Assy	\$55.00
Hybrid Card Reader	\$52.00
Coin Validator	\$75.00
Complete Top Cover (with Lexan insert)	\$75.00
Lexan for Top Cover	\$25.00
Coin Entry Slot	\$2.00
M5 Battery Pack (H3)	\$35.00
M5 Battery Pack (H5) (available on the 147/247 models only)	\$45.00
Solar Panel / Communications Board	\$185.00
Main Board	\$185.00
Display Board	\$95.00
Display Board with NFC	\$140.00
BLE Beacon Upgrade	\$45.00
RFID Tag	\$10.00
MK5 Batter Charger (daisy chain charging unit)	\$125.00
Card Reader Cleaning Card featuring Waffletechnology® (40) per box	\$54.00

NOTE: Pricing does not include any applicable state or local taxes that are required to be paid by the City currently or in the future. FOB San Diego, CA.

MULTI-SPACE SPARE PARTS AND OTHER OPTIONS

MS1™ Ongoing Costs	On-Street	Off-Street
Secure Wireless Gateway/Data Fee and Meter Management System Software License Fee (per unit per month)	\$55.00	\$55.00
Secure Credit Card Gateway Fee (per transaction)	Included	\$0.06
Optional: 3 rd Party Implementations for Data Sharing (per unit per month)	\$5.00	TBQ

MS1™ & MS3™ Spare Parts List	MS1™	MS3™
Standard Card Reader Assembly	\$129.00	\$149.00
AC power upgrade kit	\$150.00	\$150.00
Coin Validator Assembly	\$75.00	\$95.00
Solar Panel Replacement Kit	\$795.00	\$895.00
Main Operating Board	\$995.00	\$995.00
4G wireless modem	n/a	\$495.00
LCD Display (monochrome)	\$295.00	n/a
LCD Display (color)	n/a	\$795.00
Armored Display Glass	\$125.00	\$125.00
Thermal Printer	\$795.00	\$895.00
4-key Horizontal Keypad	\$69.00	n/a
4-key Vertical Keypad	\$69.00	n/a
6-key Horizontal Keypad	\$75.00	\$95.00
Pay-by-Space Keypad Assembly	\$195.00	\$195.00
Pay-by-Plate Alphanumeric Keypad Assembly	\$225.00	\$225.00
Coin Escrow	\$195.00	\$225.00
EMV chip card reader (no PIN)	\$400.00	\$400.00
E-lock	\$175.00	\$175.00
Contactless Payment Reader (NFC) at original order	\$400.00	\$400.00
Contactless Payment Reader (NFC) - after original order	\$659.00	\$659.00
Battery 32Ah (rechargeable)	\$300.00	n/a
Battery 72Ah (rechargeable)	n/a	\$350.00
Additional Large Coin Canister	\$195.00	\$195.00
Paper Rolls (standard) approx 2000 3" tickets (.0045" thick)	\$25.00	\$25.00

NOTE: Pricing does not include any applicable state or local taxes that are required to be paid by the City currently or in the future. FOB San Diego, CA.

REPLACEMENT PARTS & REPAIR SERVICES:

IPS shall provide warranty and non-warranty repair services based out of our office in San Diego, CA. For repair services not able to be first achieved on-site by the Customer or by phone, these meters will be returned to IPS at 7737 Kenamar Court, San Diego, CA, 92121, for repair or rework and IPS will endeavor to ship within 3-4 weeks of receipt, depending on the quantities received and work schedules. ALL RETURNS REQUIRE AN "RMA" NUMBER prior to shipment to IPS in order to avoid additional delays. An RMA may be requested by contacting the responsible IPS customer support manager, by contacting the IPS Help desk, phone ((877) 630-6638 or (858) 404-0607) or email (support@ipsgroupinc.com). All items returned to IPS must be securely package to avoid further damage in shipment and all shipments will be via Ground Freight Service unless expedited service and payment of associated fees are requested. Automated RMA tracking, including work performed to repair meters, can be viewed at any time using IPS meter management system.

Product/Service	Price per unit
Single Space M5™ Non-Warranty repair work (includes parts/labor)	\$95.00
Multi-Space MS1™ Non-Warranty repair work	Parts plus labor
Option 1: On-Site Technical Labor Services (hourly)	\$ 125 / hour
Option 2 On-Site Technical Labor Services (daily)	\$ 950 /day
Option 3: On-Site Technical Labor Services (full-time) including IPS technician, benefits, taxes, insurance, vehicle, insurance, maintenance, fuel	\$9150/month
Shipping costs for any of the above shall be added to the final invoice	

Note: Please note that if upon receipt a meter or sub-component is determined to be beyond repair, in IPS's sole discretion, the meter shall not be repaired for the fee described above and a replacement meter shall be required.

IPS Limited Warranty

IPS will provide a limited parts warranty for any new meter or sensor product manufactured and supplied by IPS for 12 months under normal use. The warranty protects against defects in materials and workmanship from the point of installation or 15 months from the date of delivery, whichever is sooner, and 90 days from the date of delivery received in the case of spare or repaired products. Software Services are provided “as-is” and IPS shall provide bug fixes at no cost during the contract term.

Additional Warranty Provisions: IPS must have the opportunity to assist in the initial deployment and system installation. Repair or replacement under warranty of any defective product (including any meter or subcomponent) does not extend the warranty period for that product or subcomponent. IPS will either repair or replace products or subcomponents, at our discretion, that are found to be defective within the defined warranty period, with transportation costs pre-paid by the customer. Returns for credit will only apply once IPS has received defective product (including any meter or subcomponent) and confirmed that defects were within the warranty period and are covered under the terms and conditions of the warranty provided. IPS strongly recommends that customers pre-purchase spare parts inventory for immediate access. Defective parts can be replaced immediately from customer stock and IPS shall replace such components upon receipt and determination of defect. On-site labor is explicitly not included in this limited warranty. Customer shall be sufficiently trained to perform all on-site work, including meter or sub-component removal/replacement. IPS can provide additional on-site services under a separate maintenance agreement or quoted on an as-needed basis. THE WARRANTIES CONTAINED IN THE AGREEMENT DOCUMENTS ARE IPS'S SOLE AND EXCLUSIVE WARRANTIES. THE EXTENT OF IPS'S LIABILITY FOR A WARRANTY CLAIM IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT OR DEFECTIVE SERVICE OR SOFTWARE AT THE SOLE OPTION OF IPS. IPS AFFIRMATIVELY EXCLUDES ANY AND ALL OTHER WARRANTIES, CONDITIONS, OR REPRESENTATIONS (EXPRESS OR IMPLIED, ORAL OR WRITTEN), WITH RESPECT TO THE EQUIPMENT AND/OR SERVICES OR SOFTWARE PROVIDED INCLUDING ANY AND ALL IMPLIED WARRANTIES OR CONDITIONS OF TITLE, MERCHANTABILITY, OR FITNESS OR SUITABILITY FOR ANY PURPOSE (WHETHER OR NOT IPS KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE) WHETHER ARISING BY LAW OR BY REASON OF CUSTOM OF THE TRADE. NOTWITHSTANDING ANYTHING CONTAINED IN THIS AGREEMENT TO THE CONTRARY, IN NO EVENT SHALL EITHER PARTY BE RESPONSIBLE FOR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST REVENUES OR OTHER MONETARY LOSS, ARISING OUT OF OR RELATED TO THIS AGREEMENT AND ANY ACTIONS OR OMISSIONS WITH RESPECT THERETO, WHETHER OR NOT ANY SUCH MATTERS OR CAUSES ARE WITHIN A PARTY'S CONTROL OR DUE TO NEGLIGENCE OR OTHER FAULT ON THE PART OF A PARTY, ITS AGENTS, AFFILIATES, EMPLOYEES OR OTHER REPRESENTATIVES, AND REGARDLESS OF WHETHER SUCH LIABILITY ARISES IN TORT, CONTRACT, BREACH OF WARRANTY OR OTHERWISE. ANY LIABILITY INCURRED BY IPS IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE CONTRACT VALUE AS SET FORTH IN THIS AGREEMENT.

Exclusions: Warranty voided with use of imitation or non-genuine IPS replacement parts, un-authorized alterations, abuse, vandalism, improper installation by customer, handling or general misuse to the equipment (hardware or software), including attempted repairs that result in damage. Warranty specifically excludes any consumable items such as paper, batteries, etc. Software warranty is void if usernames and/or passwords are shared with 3rd parties, or allowance of 3rd party access to IPS software without IPS written consent. Force Majeure: IPS shall not be liable for any warranty provisions where such product failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, internet services or cellular telecommunication failures caused by any of the events or causes described above. IPS provides no warranty with respect to any 3rd party hardware or software, whether supplied in connection with this Agreement or otherwise.

Preventative Maintenance: The primary operational elements will be a working battery, card reader, coin validator and printer (if applicable). All product surfaces should be kept clean with mild soap and water. No harsh chemicals should be used on any plastic surfaces. The card reader heads should be cleaned with a cleaning card every 1-2 months to ensure optimum performance. Cleaning cards may be purchased from IPS. Batteries should be replaced when notified by the IPS Data Management System. At 6 month increments, the coin validator shall be visually inspected for any damage or debris. Compressed air may be used to keep the card reader, coin acceptor or printer (if applicable) clear of debris, every 6 months. Additional preventative maintenance shall be administered by customer staff at such time as it is apparent to be necessary, even if it should occur on a more frequent basis than described herein.