City of Fort Lauderdale RFP # 12342-805



City of Fort Lauderdale Parking Meter Technology with Maintenance and Support

RFP # 12342-805

Prepared by:

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Deliver to:

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

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Global Parking Solutions USA LLC 120 Vantis Dr, Ste 300 Aliso Viejo, CA 92656 Tel: 888-863-1266 | Fax: 866-549-3176

February 4th, 2020

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

Attn: Laurie Platkin

Parking Meter Technology with Maintenance and Support RFP # 12342-805

1. EXECUTIVE SUMMARY

Our proposed continued partnership with the City is structured around bringing together our proven **multi-space parking meters (Global Parking Solutions)** and **smart singlespace and dual-space meters (CivicSmart)** under a single contract and a unified operational umbrella. We seek to enhance the convenience, usability and value of smart technology to the City by providing two independent, best-of-bred solutions with the added benefit of reporting meter data under a unified and expanded Ezicom Central Management System.

In summary, we will:

- Provide latest Global Metropolis multi-space pay stations and/or Global MetroLite multi-space pay stations that are 100% compatible with the existing multi-space pay stations deployed throughout the city and the EZICOM Central Management System.
- Provide single and/or dual space CivicSmart Liberty Next Gen smart meters to replace the current 1,200 single-space meters along with CivicSmart's PEMS backend management system to give the City detailed and summary reports and analytics to assist with policymaking.
- Integrate single-space and dual-space meter data with Global's METRO parking paystations for a unified reporting database.
- Optionally, CivicSmart install highly accurate vehicle detection sensors in each space to detect occupancy, to feed vacant spaces into the City's mobile payment app and other guidance apps/maps to show motorists where they can find available parking spaces, and to inform better policy decisions.

Background:

Global Parking Solutions USA LLC (GPS) is the prime contractor and proud to offer the **Metropolis multi-space parking meter series** available in **Pay-By-Plate, Pay-By-Space (and Pay and Display)** configuration supporting all payment methods including coin, bill, EMV chip credit card and contactless cards (i.e. Apple Pay). Additionally, we have included the lower-cost, ticketless **MetroLite multi-space Pay-By-Plate/Space meter that offers an electronic receipt, eliminating the printer hardware and recurring costs of consumable rolls for the city**. The Metro meter range supports EMV transactions including NFC/contactless payment options (Apple Pay, etc.). As mentioned, we offer an electronic receipt (eReceipt) option across all multi-space pay stations offered.

Global Parking Solutions is the multi-space meter vendor to the City of Fort Lauderdale commencing in 2012 with 220 Global Metro multi-space pay stations deployed throughout the city.

Headquartered in Aliso Viejo, CA with a support office in Philadelphia, PA, Global Parking Solutions was formed in 2009 to service North American parking clients with the mission of providing best-in-class parking payment systems by implementing advanced parking and transportation solutions to municipal government, public transport agency and private-sector clients.

As the exclusive USA distributor since 2009 for original equipment manufacturer, Global Integrated Solutions/Integrated Technology Solution (see below), we are proud to offer and support the reliable and easy to use Metropolis series of pay stations.

Additionally, we have partnered with **CivicSmart, Inc**. to bring smart single and dual-space parking meters to the city under this contract. Details of CivicSmart are outlined in a following sections.

Proposer Identification, Binding Signature Authorization and Contact:

Global Parking Solutions USA LLC 120 Vantis Dr, Ste 300 Aliso Viejo, CA 92656 EIN: 271348021 Michael Kavur, President Email: <u>mkavur@globalparkingusa.com</u> Tel: 888-863-1266 ext. 1 Cell: 267 288 3766

Global Parking Solution USA LLC is a State of Delaware limited liability company.

Solution Partners:

Multi-Space Pay Station (Global Parking Solutions USA LLC)

<u>Global Integrated Solutions / Integrated Technology Services (New Zealand)</u>

With over 20-years' experience developing and implementing parking systems, GIS is a leading original equipment manufacturer and supplier of innovative products and systems for the parking, self-service ticketing and payment, vending and cash handling industries.

The product range is developed for the following main market sectors:

- Parking Equipment
- Ticket Machines
- Payment Terminals

As a major supplier of parking meters and ticketing systems, GIS has a large installed base in Australia, New Zealand, United Kingdom, USA and Canada. With over 6000 METRO series pay stations installed since 2007, the management and staff at GIS are also recognized for delivering a number of firsts to the Australasian parking market such as online credit card payment and TXT-a-Park[™].



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Ezicom BI (CMS)



Metropolis MK6 Pay Station

MetroLite Pay Station

Upgraded card, coin & ticket bowl protection covers

Windcave Inc. (Formerly Payment Express)

Provides secure payment processing in unattended environments. From vending machines to carparks and everywhere in between, Windcave provides a range of unattended payment solutions.

With over 30,000 unattended payment devices worldwide, Windcave is the global leader in unattended cashless payments. Windcave unattended terminals are PA DSS v2.0 compliant and use DUKPT key management; this means that from card swipe to payment validation, you can be sure that your customer's card data is secure. Additionally, city can process EMV chip and contactless payments, and ensure cardholder data via their SOC2 Type1 certification and their PCI P2PE certified solution.

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Single and Dual-Space Parking Meters (CivicSmart, Inc.)

Duncan Parking Technologies, Inc., is a wholly-owned subsidiary of **CivicSmart, Inc**., both Delaware corporations. (For clarity, we refer to ourselves as "CivicSmart".) Headquartered in Milwaukee, WI, we have two dozen US employees and another 50+ staff who support our operations remotely. Our Support Desk is based in Milwaukee and provides 24/7 telephone support as well as allowing clients to report and track issues via the web and email.

With the purchase of Duncan Parking Technologies, Inc., in 2015, CivicSmart has provided innovative parking equipment, services and systems to municipalities around the world for 84 years. Today, over 1,500 cities manage their on-street parking programs with the help of a million of CivicSmart's parking devices.

CivicSmart's corporate history includes:

• In 1936, Duncan introduced their first Single-Space Parking Meter

• In 1986, we introduced the AutoCITE handheld enforcement device through Enforcement Technology

• In 1990, Reino International commences its Multi-Space Meter business

• In 2005, Duncan Solutions is formed by the merger of Duncan Parking Technologies, Enforcement Technology, and Reino International.

• In 2015, CivicSmart acquires Duncan Parking Technologies, which includes all of Duncan's US-based parking products



Today, our Smart City solutions include smart parking meters, handheld enforcement devices, vehicle detection sensors, electronic permits, and data management systems. Our clients include Miami-Dade County, FL; Atlanta, GA; Philadelphia, PA; Detroit, MI; San Diego, CA; New Orleans, LA; El Paso TX; Charleston, SC; Chattanooga, TN; Colorado Springs, CO; Durango, CO; and Birmingham, MI. We first introduced our Liberty smart meter in 2013 and, since then, over 50 municipalities/clients across the US have installed our credit card smart meters including dozens of clients that have installed at least 100 devices each.

Our growing client portfolio allows us to continually invest in new technologies to better serve all of our clients, and our innovation in design, features, functionality and hardware make our solutions an excellent choice for the City. The cornerstone of our success is using the knowledge gained from our past and combining it with the latest in innovations to create the best parking products. Our products stand the test of time in every sense of the phrase—they are reliable, durable, have classic aesthetic appeal, are easy to maintain, and are user-friendly for any generation.

CivicSmart understands that quality is essential for the success of our clients. In addition to manufacturing our products in an ISO 9001-certified environment, we adhere to strict quality control guidelines and procedures that ensure total compliance to rigid specifications.



Liberty Next Gen Single and Dual-Space Smart Parking Meter

Fits into traditional housings with the same secure top cap and a new flat dome makes the screen easy to

The crystal clear, backlit LCD display is visible in any lighting condition and is remotely programmable with CivicSmart's Parking Enterprise Management Sytem.

The four-key, tactile button keypad is intuitive and easy to use, decreasing time to full motorist

Key Team Members:

Global Parking Solutions USA LLC

Our management team has many years' experience in the multi-space parking meter industry allowing us to truly understand your requirements and fully understand the operating environments of your parking meter system.

Michael Kavur, Owner and President has more than 25 years' professional experience in the specialized fields of traffic, transit and parking. Michael is responsible for developing the valuable client base we have in the USA and Canada and will oversee this project.

Philippe Swale, Director of Operations, brings 25 years' experience in parking and transit systems to this project. Philippe was responsible for successful deployments throughout North America. Philippe will be responsible for successful deployment of your pay station system and then the ongoing technical support.

CivicSmart, Inc.

CivicSmart's CEO, Mike Nickolaus, has 32 years' parking experience and ran Conduent's parking business (when it was known as ACS). He also ran Duncan Solutions for nearly a decade. CTO/Founder Balu Subramanya innovated the Liberty Next Gen meter offered in this proposal, invented our patented vehicle detection sensor, and has worked for NASA, the telecom industry, and across the parking industry.

Brad Magee has more than 25 years' experience in technological, operational and management roles in the parking industry, with extensive experience in implementation and performance improvement, policies, strategies, administration, organization and business operations.

Sri Somanchi, Vince Bisesi, and Kirk Joseph, have 28 years' combined parking experience and have implemented dozens of Smart Parking projects including those referenced here.

Key Solution Elements:

Our proposed continued partnership with the City is structured around bringing **multi-space parking meters (Global Parking Solutions)** and smart **single-space and dual-space meters (CivicSmart)** together under a unified operational umbrella. We seek to enhance the convenience, usability and value of smart technology to the City by providing two independent best-of-bred solutions with the added benefit of reporting data under a unified Ezicom Central Management System.

In summary, we will:

• Provide latest Global Metropolis multi-space pay stations and/or Global MetroLite multi-space pay stations that are 100% compatible with the existing multi-space pay stations deployed throughout the city and the EZICOM Central Management System.

• Provide single and/or dual space CivicSmart Liberty Next Gen smart meters to replace the current 1,200 single-space meters along with CivicSmart's PEMS backend management system to give the City detailed and summary reports and analytics to assist with policymaking.

• Integrate single-space and dual-space meter data with Global's METRO parking paystations for a unified reporting database.

• Optionally install highly accurate vehicle detection sensors in each space to detect occupancy, to feed vacant spaces into the City's mobile payment app and other guidance apps/maps to show motorists where they can find available parking spaces, and to inform better policy decisions.

Multi-Space Pay Stations (Global Parking Solutions)

The Metropolis pay stations offered in this proposal are fully compatible with existing (older) Metro multi-space pay stations currently deployed throughout the city, including the Ezicom Central Management System for reporting. There will be no ramp-up time to move forward with deploying our latest pay station range. All meter keys (mechanical and electronic) can be used on the new pay stations deployed.

We have proven credentials in the city with respect to offering a successful, easy-to-use and reliable multi-space pay station.

Full EMV contact chip, optional contactless, credit card payments supported via a highly secure PCI P2PE certified solution.

Pay station construction is ideally suited to your seaside and down-town environment, comprised of non-corrosive stainless steel and/or aluminum materials to withstand your local weather conditions.

Our system is designed to transmit all meter data wirelessly (via the AT&T or T-Mobile 3G/4G cellular data network) to the backoffice in real time so our credit card transaction authorization times are the fastest in the industry (under 5 seconds).

Pay stations can be programmed remotely and can accommodate seasonal and/or general rate changes.

Our standard secure electronic key provides on-line meter access control. The locking mechanism is secure and robust. Lost or stolen keys can be removed from the valid electronic key list in minutes. No expensive mechanical locks to change!

Proven integration capability via our published API to facilitate current and future 3rd party system integration needs such as with Passport Parking, Pay-By-Phone & Genetec AutoVu to name just a few.

Single and Dual-Space Meters (CivicSmart, Inc.)

Liberty Next Gen Single and Dual-Space Smart Parking Meter

CivicSmart's 84-year Duncan legacy within the parking meter industry has allowed us to engineer the most innovative, affordable meter on the market. With a simple design and easy to use interface, residents and visitors to Fort Lauderdale will appreciate a quick and easy transaction process.

The patented and patent pending "Liberty Next Gen" (LNG) meter is engineered with the future in mind and makes use of recent advances in communications, battery and security technologies, while being future-proof and supporting emerging technologies. Built to last, the Liberty Next Gen offers the durability and reliability that our clients have come to know and trust, with advanced technological features that make managing your parking program easier.

Unlike some Smart Meters that have adopted awkward and unattractive designs that compromise the aesthetics of the streetscape, our LNG meters fit under traditional parking meter domes that preserve the classic design and motorist familiarity of a traditional parking meter.

Benefits of our Liberty Next Gen Smart Meter include:

- Battery Powered Fully rechargeable battery with no need to worry about trees, buildings, garages, northern exposure, or graffiti that affect solar-powered meters.
- Payment Options Accepts coins, credit cards, debit cards, smart cards, tokens, and mobile payments.
- Mobile Payment Latency Payments made by a mobile application show up on the meter within seconds.
- Flexible Configuration Options The LNG can be configured in multiple ways; including single-space, dual-space, and coin-only.

In summary, we propose a continued partnership with the City structured around bringing together our proven and secure **multi-space parking meters (Global Parking Solutions)** and **smart single-space and dual-space meters (CivicSmart)** under a single contract and a unified operational and reporting umbrella. We seek to enhance the convenience, usability and value of smart technology to the City by providing two independent, best-of-bred solutions with the added benefit of reporting meter data under a unified and expanded Ezicom Central Management System. We welcome an opportunity to work with you on this project.

Sincerely,

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Michael Kavur President

Tel: 888-863-1266 ext1 Cell: 267-288-3766 Email: <u>mkavur@globalparkingusa.com</u>

2. EXPERIENCE AND QUALIFICATIONS

Experience:

Global Parking Solutions USA LLC

Our management team has many years' experience in the multi-space parking meter industry allowing us to truly understand your requirements and fully understand the operating environments of your parking meter system.

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Sri Somanchi, Vince Bisesi, and Kirk Joseph, have 28 years' combined parking experience and have implemented dozens of Smart Parking projects including those referenced here.

Projects / References:

Global Parking Solutions USA LLC (Multi-space pay stations)

The METRO pay station is a proven performer in North America. Some of our public/private-sector client installations include the following:

- Fort Lauderdale, FL 220 Pay-By-Plate/Space/P&D pay stations (2013 2018);
- EasyPark Vancouver, BC (Canada) 114 Pay-by-Plate pay stations (2011 2016);
- LA County Metro, CA 89 Pay-by-Plate pay stations (2016 2019);
- LA County Dept. of Beaches and Harbors, CA 67 pay stations (2013 -2015);
- American Parking, OK- 38 Pay-by-Plate pay stations (2012-2017);
- Lauderdale-By-The-Sea, FL 27 PBP pay stations installed (2013 -2019);
- Mukilteo, WA 20 pay stations, pay and display (2015);
- Athena Parking/Paragon Parking, Los Angeles, CA 23 pay stations (2014-2018);
- GrayStreet Partners, San Antonio, TX 16 PBP pay stations (2016-2019)
- Haddonfield, NJ 15 pay stations, P&D and Pay-By-Space (2011);
- United Parking System, West Palm Beach, FL 14 PBP pay stations (2010-2017);
- Collingswood, NJ 11 PBP pay stations (2013);
- Downingtown, PA 10 PBP pay stations (2015);
- The Las Olas Company, FL 8 PBP pay stations (2014-2016);
- Penn. State University, PA 6 PBP pay stations (2011);
- City of Richmond, CA 4 PBP pay stations (2016 2017);
- Joes Auto Parks, Los Angeles, CA (Real-time, occupancy-based, dynamic pricing) 4 PBP pay stations (2015-2016);
- Broward County School Board, FL 2 PBP pay stations (2014);

CivicSmart, Inc. (Single and Dual-Space Meters)

Our Smart City solutions include smart parking meters, handheld enforcement devices, vehicle detection sensors, electronic permits, and data management systems.

We first introduced our Liberty smart meter in 2013 and, since then, over 50 municipalities/clients across the US have installed our credit card smart meters including dozens of clients that have installed at least 100 devices each.

CivicSmart's corporate history includes:

- In **1936**, Duncan introduced their first Single-Space Parking Meter
- In **1986**, we introduced the AutoCITE handheld enforcement device through Enforcement Technology
- In **1990**, Reino International commences its Multi-Space Meter business
- In **2005**, Duncan Solutions is formed by the merger of Duncan Parking Technologies, Enforcement Technology, and Reino International.
- In **2015**, CivicSmart acquires Duncan Parking Technologies, which includes all of Duncan's US-based parking products

CivicSmart's clients include:

- Miami-Dade County, FL;
- Atlanta, GA;
- Philadelphia, PA;
- Detroit, MI;
- San Diego, CA;
- New Orleans, LA;
- El Paso TX;
- Charleston, SC;
- Chattanooga, TN;
- Colorado Springs, CO;
- Durango, CO; and
- Birmingham, MI.

3. APPROACH TO SCOPE OF WORK

Overview

Our proposed continued partnership with the City is structured around bringing together our proven **multi-space parking meters (Global Parking Solutions)** and **smart singlespace and dual-space meters (CivicSmart)** under a single contract and a unified operational umbrella. We seek to enhance the convenience, usability and value of smart technology to the City by providing two independent, best-of-bred solutions with the added benefit of reporting meter data under a unified and expanded Ezicom Central Management System.

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- Integrate single-space and dual-space meter data with Global's METRO parking paystations for a unified reporting database.
- Optionally, CivicSmart will install highly accurate vehicle detection sensors in each space to detect occupancy, to feed vacant spaces into the City's mobile payment app and other guidance apps/maps to show motorists where they can find available parking spaces, and to inform better policy decisions.

Project Schedule

A detailed project schedule will be developed for each meter technology-type purchased per phase from 1) multi-space meters 2) single-space meter or 3) dual-space meters. This is necessary to accommodate various installation phases and differing manufacturers (i.e. Global Parking vs CivicSmart).

As the prime Global Parking Solutions will oversee all aspects of the project and will manage coordination with CivicSmart as a supplier. However, CivicSmart will provide onsite training and direct support during initial deployment and ongoing operation of the system, including RMA support for spare parts.

The following chart outlines a typical Global Parking Solutions project timeline. We will follow similar manufacture and delivery plans developed over recent years working with the city. Typically, Metropolis multi-space pay station manufacture time is 7-10 weeks. Delivery is 2-3 weeks. We can accelerate these timelines and are happy to discuss specific needs (partial or staged delivery) should that be of interest.

	Week												
	No.	1	2	3	4	5	6	7	8	9	10	11	12
Event													
DOCUMENTATION and DESIGN DEVELOPMENT													
Contract Negotiated and Signed. PO issued.		х											
Pay Station Hardware Configuration Confirmed		х											
Pay Station Software Configuration Confirmed		х	х										
Merchant Account Set-Up Parameter Sheet available					х	х							
Ezicom and Credit Card functionality activated							х	х					
CIVIL WORKS													
Site survey completed (by city)				х	х	х							
Confirm wireless connectivity at machine locations				х	х	х							
Confirm correct orientation for solar power use				х	х								
Install mounting cradles or concrete mounting pads for surface mounting (by city)				х	х	х							
MACHNE SUPPLY & DELIVERY													
Configuration finalized, key configuration			х	х									
Confirm software requirements, tariff structure, rates, etc (by city)							х	х	х				
Confirm software requirements have not changed (by city)									х				
Hardware Manufacture and Standard (sea) Delivery (may be accelerated)			х	х	х	х	х	х	х	х	x		
INSTALLATION & TRAINING													
System pre-check and sign-off													х
City installation and commissioning (5 meters per day)												х	х
City installation signs, posts, bollards.												x	х
Training for maintenance, collections, enforcement													х
Training for Ezicom back office													х

Example Project Timeline/ Tasks

Given the City has not worked with CivicSmart in the past, we have included a more detailed overview of their typical project schedule as outlined below:

CivicSmart subscribes to a disciplined implementation methodology that includes a proven process comprised of Planning, Design, Configuration, Testing, Installation, Training and Implementation. CivicSmart applies these best practices for end-to-end management and delivery assurance. CivicSmart uses our proven implementation methodology comprised of the following key phases:

	WEEK O	WEEK 1	WEEK 2	WEEK 3	WEEK 4	WEEK 5	WEEK 6	WEEK 7	WEEK 8	WEEK 9	WEEK 10
PHASE 1	PLANNING Talk with the City to internal logistics	schedule installation	and training dates:								
PHASE 2			PRE-INSTALLATION Test hardware; config activate any necessar finalize installation to	gure software; y integrations enstics		-					
PHASE 3									INSTALLATION Install and validate p associated hardware	proper functionality o and software: Train	all meters and Tty staff.
PHASE 4											POST-INSTALLATION

- 1. Planning (Approx. Duration: 2 Weeks) As the City knows, careful planning is the key to successful implementation of any major project. Our experienced staff and management team will work closely with the City during planning activities to ensure that the groundwork is laid for a successful, on-time implementation of each component and that a well-designed overall system will be delivered that meets or exceeds the City's goals and objectives.
- **2.** Pre-Installation (Approx. Duration: 6 Weeks) Includes obtaining and testing required hardware, configuring system software components, revising templates where required, activating/revising existing interfaces and critical reports, refining the overall transition plan, addressing any site related requirements, and refining user documentation.
- **3.** Installation (Approx. Duration: 2 Week) As part of the Installation, CivicSmart will help the City install LNG meters and validate proper functionality of all mechanisms. We will provide weekly updates to the City to ensure clear communication of project progress.
- **4.** Post-Installation Period Following the meter installation, CivicSmart will work with the City to deliver a hardware and software training program that will address all the City's requirements including reporting and data access.

4. DETAILED RESPONSE TO SPECIFICATION

See inserted below completed responses to the following exhibits:

Exhibit 1 - Meter Technical Specifications – Single Space Meters;

Exhibit 1 - Meter Technical Specifications – Dual Space Meters;

Exhibit 1 - Meter Technical Specifications - Multi-Space Pay Stations

Additional product information and brochures are included in relevant sections under SUPPORTING INFORMATION.

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Single-Space Smart Parking Meter by CivicSmart)			
	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.	Will Meet	All payment forms except NFC are currently available and operational. NFC payment acceptance (including Apple Pay and Google Pay) will be available in early 2020.	
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and Display, Pay-By-Space, and Pay-By Plate	Meets	This requirement is not a typical function of single- or dual- space parking meters. Our LNG can be configured as a small footprint multi-space meter used for a small (up to 10) amount of spaces and accept cards only. This configuration would support pay-by-space only.	
1.2	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets		
1.3	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets	The LNG high-resolution screen has a large hi-resolution screen which allows for rate and other information to be fully displayed on the screen.	
1.4	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets		
1.5	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets		
1.6	Ability to Display Information	All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions	Meets		
1.7	Vendor Support	Proposers must offer strong customer support 7 days a week including holidays. i. Timely, same-day responses are required. Ii. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.	Meets	Our Support Desk is staffed by Full Time CivicSmart employees during business hours. All issues are logged into our Jira Work Order Tracking System so there is full visibility across the organization for all issues until resolution. Live operators answer calls after-hours and can escalate issues as needed. Alternate points of contact are also provided when needed.	
1.8	Request for Quotations	Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.	Meets	We will assign to the City a sales representative who will handle all Requests for Quotations.	
1.9	Return Merchandise Authorization	Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation	Meets		
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.	Meets		
1.11	ADA Compliance	All technology, equipment, and systems shall be ADA- compliant.	Meets	We designed our LNG meter with a slightly angled screen that is ADA compliant, easy to use for motorists of all heights, and does not require poles to be cut to be usable for motorists of below average height.	
1.12	New Materials	All materials and components shall be new and unused.	Meets	The said trade and so day divides that the last	
1.13	modular components	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	The coin track, card reader, display, SIM card and battery are all plug-and-play. The coin track and card reader can be replaced in the field with the removal of three screws. The display can be replaced with the removal of two thumb screws. The SIM card and battery can be replaced by hand.	
1.14	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets		
1.15	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	Meets		
1.16	Doors	Vault and access doors must be sealed to prevent water/sand intrusion	Meets		
1.17	Meter Lighting	The City prefers that the meter has additional lighting or	Meets	The high-resolution backlit LCD display screen makes usage	
1.18	Wireless Communication	Illumination for dark hour usage. All technology shall wirelessly communicate usage, payment	Masta	easy during both day and nighttime.	
1,19	Web-based MMS	status, and maintenance alert data in real-time. All technology shall be managed by a web-based meter	Meets		
1.00		maintenance system. It is required that the meter maintenance system provide an accessible chain of events that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.	Meets		
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.	Meets		
2 2 1	MMS Requirements	Shall be able to remotely undate meter pricing, regulations			
£. 1	TUNELS	and configuration	Meets		

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Sing	le-Space Smart Parking Meter by CivicSmar)
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii.Auto push of faults to Meter Technicians.	Meets	
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets	Our system automatically creates work order tickets which can be updated via email. Smartphone and tablet updates will be available through our LNG Maintenance App.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	
3	Wireless Two-Way Communications			
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications.	Meets	
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets	A communications service guarantee is included in the extended meter warranty.
4 4.1	Equipment Display Display in and out of light	Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles.	Meets	
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar- charging (or equivalent) configuration and not cause excessive battery drain.	Meets	The innovative engineering of our LNG eliminates the need for solar panels which trickle-charge batteries resulting in short battery life. Our fully rechargeable battery is not impaired by trees, bulidings, northern exposure, high latittude, short winter days, etc.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets	
4.4	Rate & Hours	graphic display and be remotely programmed.	Meets	
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets	
4.7	Pre Payment (Special Events/Valet Operations)	City shall have the the ability to have meters show meters are not available during the hours and not take a payment.	Meets	We can support this but we need the City's business rules and rate options.
4.6	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets	Motorsits select desired amount of time using the arrow keys on the meter keypad and confirm their amount by pressing the "OK" button. The transaction can also be canceled by pressing the "C" button.
4.7	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets	
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely	Meets	
4.9	Display Content	Meter display shall clearly communicate the following electronically, alphanumerically and graphically: i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slots are inoperable, with customizable instructions. v. Special messaging	Meets	
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant	Meets	
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets	
5.3	Security	Meters shall have high security locks for all meter doors. Electronic locks are required on any revenue accessible door with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock malfunction.	Meets	
5.4	Upgrades	Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.	Meets	
6 .1	Credit cards	All meters must support secure real-time authorization of		All payment forms except NFC are currently available and
		credit cards and optional contactless cards.	Meets	operational. NFC payment acceptance (including Apple Pay and Google Pay) will be available by Early 2020

001	Information:	Global Parking Solutions USA LLC (Liberty Next Gen Sing	le-Space Smart Parking Meter by CivicSmar	-)
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
6.3	Payments	Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/ourrency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).	Meets	The Liberty Next Gen offers expanded payment options including tokens, 16 types of coins, credit cards, debit cards, smart cards and will accept NFC payments in September 2019. Chip-cards can be accepted but we caution that motorists can leave their card behind in a chip environment so we do not promote it.
6.4	Coin payment	interface and jam- resistant card payments through a card interface.	Meets	
6.5	Alternative payment to coin	If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).	Meets	The LNG is integrated with the leading mobile payment providers in the industry including ParkMobile, Passport, and Pango. Mobile payments can be immediately updated on the meter using LoRa communications which does not drain the battery.
6.6	Coin chute free-fall	The coin chute or track and coin verifier unit shall be a free- fall type (non-moving and non-mechanized) or an equivalent.	Meets	
6.7	Coin chute anti-backup	I he coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).	Meets	
6.8	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	Meets	
6.9	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	Meets	
6.10	Clearing jammed coin	Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.	Meets	Coin jams can be cleared by removing two thumb screws to access the coin slot.
6.11	Clearing jammed bills	Maintenance personnel must be able to easily clear bill jams without the use of special tools and without accessing the vault.	Does Not Meet	Our LNG single- and dual-space meter does not accept bills.
6.12	Pre-payment acceptance	All meters shall be able to be programmed to accept pre- payments prior to start of regulated parking and extended payment within applicable City policy requirements.	Meets	
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Meets	
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	The LNG has a Level 2 EMV-certified card reader.
6.16	Adjust parking prices	remotely adjust parking prices on the meters in real-time.	Meets	
7.1	24/7/365 Time Display	The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time		
		settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	
7.2	Daylight Savings 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. The clock shall be programmable at least one year in advance for automatic davlibt savings time changes	Meets Meets	
7.2	Daylight Savings Time Time and Date accuracy	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets Meets Meets	
7.2 7.3 8.1	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. There shall be no upper limit 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. Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets Meets Meets Meets Meets	
7.2 7.3 8 8.1 8.2	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. 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. For environmental reasons, Nickel-Cadmium batteries shall ot be used to oower the meters.	Meets Meets Meets Meets Meets Meets Meets Meets	
7.2 7.3 8.1 8.2 8.3	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. The of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	Meets	
7.2 7.3 8.1 8.2 8.3 8.4	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service.	Meets	
7.2 7.3 8.8 8.1 8.2 8.3 8.4 8.5	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery corrosion resistance	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Batterior connections will be designed to resist corrosion and sustain a minimum of five years of service	Meets	
7.2 7.3 8.8 8.1 8.2 8.3 8.4 8.5 8.6	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery corrosion resistance Battery life display	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS.	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system.
7.2 7.3 8.1 8.2 8.3 8.4 8.5 8.6 8.7	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery corrosion resistance Battery life display Data retention without power	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. For environmental reasons, Nickel-Cadmium batteries shall to be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS. All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system.
7.2 7.3 8.8 8.1 8.2 8.3 8.4 8.5 8.6 8.7 8.8 8.7	Daylight Savings Time Time and Date accuracy Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery user Battery life display Data retention without power Battery life	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. iii. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS. All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less. Battery shall have a life of at least 1 year.	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system. We offer a five year battery guarantee with our LNG meter.
7.2 7.3 8.8 8.1 8.2 8.3 8.4 8.5 8.6 8.6 8.7 8.8 9 9.1 0.2	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery life display Data retention without power Battery life Secure Container Secure Container Secure Container	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. The of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS. All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less. Battery shall have a life of at least 1 year.	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system. We offer a five year battery guarantee with our LNG meter.
7.2 7.3 8.1 8.2 8.3 8.4 8.5 8.6 8.7 8.8 9 9.1 9.2	Daylight Savings Time Time and Date accuracy Power Battery containment and accessibility Nickel-Cadmium Battery Meter power Battery alert Battery alert Battery life display Data retention without power Battery life Security Secure Container Coin Vault	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. The clock shall be programmable at least one year in advance for automatic daylight savings time changes. 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. The of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated. 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. For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters. The meter will be powered by battery and/or rechargeable solar-powered battery pack. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service. Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS. All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less. Battery shall have a life of at least 1 year. Coins passing through the meter shall be deposited directly into secured containers in a separate vault area. The coin vault areas shall not be accessible from the maintenance compartment.	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system. We offer a five year battery guarantee with our LNG meter.

Single Space Meters, Page 3 of 5

Cor	npany Name and Contact Information:	Global Parking Solutions USA LLC (Liberty Next Gen Sing	le-Space Smart Parking Meter by CivicSmart)
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
10	Warranty/Vendor Support		- requirement of inplanet	
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	
10.3	Off-Site Diagnosis	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets	
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.	Meets	
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Meets	
11	Training by Vendor			
11.1	Continued Training	ne city requires an on-site 2-nour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets	
11.2	Vendor travel costs	Vendor shall cover all travel costs.	Meets	
11.3	Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	
12	MMS Reporting/Maintenance Tracking/Enforcement			
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	
12.2	Maintenance Tracking/Ticket	The MMS shall provide maintenance tracking with	Meets	
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassion and close out maintenance tickets.	Meets	
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	Meets	
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both	Meets	
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections	Meets	
12.7	Maintenance/Enforcement Area/Zones	The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes.	Meets	
12.8	Sync Rate Changes	The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Meets	
12.9	Reporting Analytics Tool	The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use	Meets	
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	Meets	
13	Integrations			
13.1	Real-Time Integration	Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.	Meets	
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.	Meets	We will develop these interfaces once we know more about them.
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	Meets	
14 14.1	Extensibility Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text	Masta	
		payment, Cartegraph, Maplt, PMIS	Meets	
14.2	Availability %	System shall have availability of 99.9%	Meets	
15.1	Number of Users	System will allow access to approximately 30 employees	Meets	
15.2	Number of Customer	Meters shall have ability to process approximately 100	Meets	
15.3	Historical Data	Ability to store over a million transactions per vear.	Meets	
15.4	Spaces	Ability to support up to 6500 spaces.	Meets	

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Sing	le-Space Smart Parking Meter by CivicSmar	t)
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
16.1	Recovery Time Objective (RTO)	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less.	Meets	
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirments.	Meets	During loss of the wireless signal, credit card payments are accepted (unless from a blacklisted card), stored locally in accordance with PCI requirements, and uploaded when servcie is restored.
17	Usability			
17.1	Web UX/UI Standards	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	
18	Data			
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets	
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.	Meets	
19	System Migration			
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Meets	

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Dua	SA LLC (Liberty Next Gen Dual-Space Smart Parking Meter by CivicSmart)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional		
1	General Specifications	Please note: Please fill this sheet out for DUAL SPACE METERS only	Proposer is to respond to all requirements highlighted in *yellow*. If vendor selects "will meet" please list compliance date in notes section	If, applicable, you may use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.		
1.1	Pay for parking	Payment must be available through multiple options, including coin, credit card and mobile payment integration. Near Field Communication (NFC) (including Apple Pay and Google Pay) payments shall be supported and available.	Will Meet	All payment forms except NFC are currently available and operational. NFC payment acceptance (including Apple Pay and Google Pay) will be available in early 2020.		
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and Display, Pay-By-Space, and Pay-By Plate	Meets	This requirement is not a typical function of single- or dual- space parking meters. Our LNG can be configured as a small footprint multi-space meter used for a small (up to 10) amount of spaces and accept cards only. This configuration would support pay-by-space only.		
1.3	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets			
1.4	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets	The LNG high-resolution screen has a large hi-resolution screen which allows for rate and other information to be fully displayed on the screen.		
1.5	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets			
1.6	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets			
1.7	Ability to Display Information	All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions	Meets			
1.8	Vendor Support	Proposers must offer strong customer support 7 days a week including holidays. i. Timely, same-day responses are required. Ii. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.	Meets	Our Support Desk is staffed by Full Time CivicSmart employees during business hours. All issues are logged into our Jira Work Order Tracking System so there is full visibility across the organization for all issues until resolution. Live operators answer calls after-hours and can escalate issues as needed. Alternate points of contact are also provided when needed.		
1.9	Request for Quotations	Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.	Meets	We will assign to the City a sales representative who will handle all Requests for Quotations.		
1.10	Return Merchandise Authorization	Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation.	Meets			
1.11	Change Rates	Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of meters.	Meets			
1.12	ADA Compliance	All technology, equipment, and systems shall be ADA- compliant.	Meets	We designed our LNG meter with a slightly angled screen that is ADA compliant, easy to use for motorists of all heights, and does not require poles to be cut to be usable for motorists of below average height.		
1.13	New Materials	All materials and components shall be new and unused.	Meets	The self-based and sender divides Classical and batteries		
1.14		All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	Ine coin track, card reader, display, sink card and battery are all plug-and-play. The coin track and card reader can be replaced in the field with the removal of three screws. The display can be replaced with the removal of two thumb screws. The SIM card and battery can be replaced by hand.		
1.15	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets			
1.16	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	Meets			
1.17	Doors	Vault and access doors must be sealed to prevent water/sand intrusion	Meets			
1.18	Meter Lighting	The City prefers that the meter has additional lighting or	Meets	The high-resolution backlit LCD display screen makes usage		
1.19	Wireless Communication	All technology shall wirelessly communicate usage, payment	Monte	easy during both day and nighttime.		
1.20	Web-based MMS	status, and maintenance alert data in real-time. All technology shall be managed by a web-based meter	Meets			
		maintenance system. It is required that the meter maintenance system this required that the meter that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.	Meets			
1.21	Environmental Durability	All technology shall be warranted to operate as proposed within a temperature range of -15 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the City of Fort Lauderdale, including but not limited to sleet, rain, hail, ocean mist, grime, sand, fog, salt, sun (including direct sunlight), and vibrations.	Meets			
2 2.1	MMS Requirements MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations.				
		and configuration	Meets			

Co	mpany Name and Contact Information:	Global Parking Solutions USA LLC (Liberty Next Gen Dua	I-Space Smart Parking Meter by CivicSmart)	
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii.Auto push of faults to Meter Technicians.	Meets	
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets	Our system automatically creates work order tickets which can be updated via email. Smartphone and tablet updates will be available through our LNG Maintenance App.
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	
3	Wireless Two-Way Communications			
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications.	Meets	
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets	A communications service guarantee is included in the extended meter warranty.
4	Equipment Display			
4.1	Display in and out of light	Graphic display shall be easy to read under various daytime and nightime lighting conditions, including fog and direct sunlight and at various angles.	Meets	
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar- charging (or equivalent) configuration and not cause excessive battery drain.	Meets	The innovative engineering of our LNG eliminates the need for solar panels which trickle-charge batteries resulting in short battery life. Our fully rechargeable battery is not impaired by trees, buildings, northern exposure, high latittude, short winter days, etc.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets	
4.4	Rate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Meets	
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets	
4.6	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets	Motorists select desired amount of time using the arrow keys on the meter keypad and confirm their amount by pressing the "OK" button. The transaction can also be canceled by pressing the "C" button.
4.7	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets	
4.8	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely	Meets	
4.9	Display Content	Meter display shall clearly communicate the following electronically, alphanumerically and graphically: i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card; 2. Coin Only – at the sole discretion of City, if the card slot is inoperable; 3. Card Only – at the sole discretion of City, if the coin slot is inoperable; 4. Out of Order – at the sole discretion of City, if the coin and card slots are inoperable, with customizable instructions. v. Special messaging	Meets	

Cor	Company Name and Contact Information: Global Parking Solutions USA LLC (Liberty Next Gen Dual-Space Smart Parking Meter by CivicSmart)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
5 5.1	Keypad Keypad Durability	Keypads must be vandal resistant, weatherproof, and	Meets	
5.2	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets	
5.3	Security	Meters shall have high security locks for all meter doors. Electronic locks are required with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock mafunction.	Meets	
5.4	Upgrades	Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.	Meets	
6	Payments Credit cerde	All maters must support assure real time authorization of		
0.1		credit cards and optional contactless cards.	Meets	All payment forms except NFC are currently available and operational. NFC payment acceptance (including Apple Pay and Google Pay) will be available by early 2020.
6.2	Credit cards	Credit card payments can be accepted during weak wireless	Meets	
6.3	Payments	Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).	Meets	The Liberty Next Gen offers expanded payment options including tokens, 16 types of coins, credit cards, debit cards, smart cards and will accept NFC payments in September 2019. Chip-cards can be accepted but we caution that motorists can leave their card behind in a chip environment so we do not promote it.
6.4	Coin payment	The meter shall accept coins through a jam-resistant coin interface and jam- resistant card payments through a card interface.	Meets	
6.5	Coin shutter	The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects.	Meets	
6.6	Alternative payment to coin	If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).	Meets	The LNG is integrated with the leading mobile payment providers in the industry including ParkMobile, Passport, and Pango. Mobile payments can be immediately updated on the meter using LoRa communications which does not drain the battery.
6.7	Coin chute free-fall	The coin chute or track and coin verifier unit shall be a free- fall type (non-moving and non-mechanized) or an equivalent.	Meets	
6.8	Coin chute anti-backup	The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).	Meets	
6.9	Coin security	Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter.	Meets	
6.10	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	Meets	
6.11	Clearing jammed coin	Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.	Meets	Coin jams can be cleared by removing two thumb screws to access the coin slot.
6.12	Pre-payment acceptance	All meters shall be able to be programmed to accept pre- payments prior to start of regulated parking and extended payment within applicable City policy requirements.	Meets	
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Meets	
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	The LNG has a Level 2 EMV-certified card reader.
6.16	Adjust parking prices	The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time	Meets	
7	Clock			
7.1	124///365 Time Display	I he meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	
7.2	Daylight Savings Time	I ne clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	
8	Power			

Co	mpany Name and Contact Information:	Bobal Parking Solutions USA LLC (Liberty Next Gen Dual-Space Smart Parking Meter by CivicSmart)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
8.1	Meter power	The meter will be powered by battery and/or rechargeable	Meets		
8.2	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 eccende once the protect is opported.	Meets		
8.3	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall	Meets		
8.4	Battery alert	When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of service	Meets		
8.5	Battery corrosion resistance	Battery connections will be designed to resist corrosion and sustain a minimum of five years of service	Meets		
8.6	Battery life display	Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available on the display and through the MMS	Meets	Battery voltage is available on the display through the meter's Tech Menu as well as in the backend PEMS system.	
8.7	Data retention without power	All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets		
8.8	Battery life	Battery shall have a life of at least 1 year.	Meets	We offer a five year battery guarantee with our LNG meter.	
9	Security				
9.1		Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets		
9.2	Coin Vault	I he coin Vault areas shall not be accessible from the maintenance compartment.	Meets		
9.3		remove or disable coin from the coin cans.	Meets		
10 10.1	Warranty/Vendor Support Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets		
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets		
10.3	Off-Site Diagnosis	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets		
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.	Meets		
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Meets		
11	Training by Vendor				
11.1		Ine city requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets		
11.2	Vendor travel costs	Vendor shall cover all travel costs.	Meets		
11.5	Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets		
12	MMS Reporting/Maintenance Tracking/Enforcement				
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets		
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets		
12.3	Maintenance App	The MMS shall provide a smartphone application to update,	Meets		
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on mater untime.	Meets		
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both	Meets		
12.6	Maintenance Dispatch	The MMS shall provide a maintenance. The Scheduling, routing, recording and reporting of	Meets		
12.7	Maintenance/Enforcement Area/Zones	error/problem corrections. The MMS shall provide an online mapping module for parking spaces and meters to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes.	Meets		
12.8	Sync Rate Changes	The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Meets		
12.9	Reporting Analytics Tool	The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use	Meets		
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel_CSVs and/or PDEs	Meets		

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Dual-Space Smart Parking Meter by CivicSmart)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
12.11	System Transactions	For a pay-by-plate or pay-by-space solution, system transactions shall be communicated to the back-office system in real time to support enforcement queries and integration requirements. The system shall support enforcement queries for vehicle payment status.	Meets		
13	Integrations				
13.1	Real-Time Integration	Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.	Meets		
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.	Meets	We will develop these interfaces once we know more about them.	
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	Meets		
14	Extensibility				
14.1	Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, Maplt, PMIS	Meets		
14.2	Availability %	System shall have availability of 99.9%	Meets		

Company Name and Contact Information:		Global Parking Solutions USA LLC (Liberty Next Gen Dual-Space Smart Parking Meter by CivicSmart)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
15	Capacity				
15.1	Number of Users	System will allow access to approximately 30 employees	Meets		
15.2	Number of Customer Records	Meters shall have ability to process approximately 100 transactions per meter per day.	Meets		
15.3	Historical Data	Ability to store over a million transactions per year.	Meets		
15.4	Spaces	Ability to support up to 6500 spaces.	Meets		
16	Continuity				
16.1	Recovery Time Objective (RTO)	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less.	Meets		
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirments.	Meets	During loss of the wireless signal, credit card payments are accepted (unless from a blacklisted card), stored locally in accordance with PCI requirements, and uploaded when servcie is restored.	
17	Usability				
17.1	Web UX/UI Standards	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets		
18	Data				
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets		
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/venfication, data transfer, and other testing as defined by City requirements.	Meets		
19	System Migration				
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Meets		

Company Name and Contact Information:		Global Parking Solutions USA LLC (Metropolis and MetroLite Multi-Space Pay Stations)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
1	General Specifications	Please note: Please fill this sheet out for PAY STATIONS only	Proposer is to respond to all requirements highlighted in *yellow*. If vendor selects "will meet" please list compliance date in notes section	If, applicable, you may use this space to expand on your response and/or reference supporting documentation (e.g. file attachments, online information, etc.) on how your solution meets the requirement.	
1.1	Pay for parking	Payment must be available through multiple options, including coin, credit card and mobile payment integration. Near Field Communication (NFC) (including Apple Pay and Google Pay) payments shall be supported and available.	Meets		
1.2	Configure Payment Environment	Explain the process of converting meters from Pay-and Display, Pay-By-Space, and Pay-By Plate	Meets	Meter keypad can be replaced easily if required to switch between operating modes. Alternatively, the 43 button full alpha numeric keypad can be reprogrammed (remotely) to operate in either P&D, PBS or PBP mode. Refer to attached supporting document regarding the user-interface.	
1.3	Configure Rate Structure	Meters must have the ability to store a minimum of 8 different rate structures that are configurable by time of day, length of stay and day of the week.	Meets		
1.4	Screen size	Meters must have a large screen display in order for rate information to be displayed, rather than signs posted on the meter.	Meets		
1.5	Pre-pay	Meters must have pre-payment option (payments made in advance of operating hours).	Meets		
1.6	Add meter time	Meters must have the ability to add time to existing transactions, however, the add time feature must disallow the ability to purchase time past the maximum time for a parking space.	Meets	Additionally, meters have an available option to allow add time remotely if user 1) pays by credit card and 2) is registered to receive eRecipts (electronic receipt) and 3) is registered to receive parking session expiry reminders.	
1.7	Ability to Display Information	All technology shall be able to electronically display the following to the patron with minimal effort: i. rates ii. days and hours of operation iii. user instructions	Meets		
1.8	Vendor Support	Proposers must offer customer support 7 days a week including holidays. i. Timely, same-day responses are required. II. A single point of contact for the City is required during normal business hours (MST). Vendor will coordinate, in advance, scheduled time off and identify an alternative point of contact during these designated times.	Meets	Our Ezicom central management system is available 24/7, including holidays. Standard helpdesk and support is available during normal business days and hours (8 AM to 5 PM EST Monday - Friday, excluding holidays). Enhanced support hours are provided as required.	
1.9	Request for Quotations	Requests for Quotations from the City must be to be fulfilled within three business days, and/or at a status update on the 3rd business day and every 2 days thereafter. This is to include all requests for all equipment and parts.	Meets		
1.10	Return Merchandise Authorization	Return Merchandise Authorization (RMA) requests must be fulfilled within 30 calendar days, and/or a status update as the expected time of arrival (ETA). RMA shipments to the City must include advance email delivery notification, delivery date/time and the associated tracking number to the designated City point of contact. Deliveries to the City shall only occur within the mutually established delivery hours of operation.	Meets		
1.11	Change Rates	Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of meters.	Meets		
1.12	ADA Compliance	All technology, equipment, and systems shall be ADA- compliant	Meets		
1.13	New Materials	All materials and components shall be new and unused.	Meets		
1.14	Modular Components	shall be able to be quickly changed in the field.	Meets		
1.15	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets		
1.16	Meter Quality	The meters shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material.	Meets	Meters are made of a combination of corrosion resistant aluminum and stainless steel housing and doors with zinc coated internal chassis, finished with graffiti resistant powder-coated exterior finish.	
1.17	Doors	Vault and access doors must be sealed to prevent water/sand intrusion.	Meets	Additional (optional) weatherproofing package also available (see image).	
1.18	Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.	Meets	LED back lighting for screen and user interface/keyboard is automatically enable during low-light hours use	
1.19	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	Meets	Meters will be equipped with a multi carrier SIM allowing automatic switching between AT&T and T-Mobile, so in the event of a carrier outage or low signal condition with one carrier, the meter automatically switches to the alternate/back-up carrier.	
1.20	Web-based MMS	All technology shall be managed by a web-based meter maintenance system. It is required that the meter maintenance system provide an accessible chain of events that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.	Meets	All meter access is recorded and sent in realtime to the Ezicom Central Management System (CMS). Electronic key access (via uniquely coded iButtons) is reported in realtime to the Ezicom CMS allowing tracking of access by an individual iButton holder. The new Ezicom Parkman module (optional) provides a full technician management system to open maintenance jobs, close jobs and track parts usage.	
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.	Meets	Metro pay station has an operating range of -20 F to 140 F when connected to AC power and heater is installed. For solar operation, the lower recommended operating range is -4 F. The pay station itself will not be damaged at lower temperatures; however, the MEI/CashCode bill acceptor is rated by the manufacturer from 0 F to 140 F. In Florida, our Metro pay stations have been installed and operate successfully for many years in beach locations such as Lauderdale- By-The-Sea, Fort Lauderdale, Delray Beach and West Palm Beach.	

Company Name and Contact Information:		Global Parking Solutions USA LLC (Metropolis and MetroLite Multi-Space Pay Stations)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations,	Meets		
2.2	Meter Activity Reporting	and configuration Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii Auto push of faults to Meter Technicians	Meets	The Ezicom Parkman module provides a full technician management system to open maintenance jobs, close jobs and track parts usage.	
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 undated via email. smarthohone and tablet	Meets	The Ezicom Parkman module provides a full technician management system to open maintenance jobs, close jobs and track parts usage.	
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	The Ezicom Parkman module provides a full technician management system to open maintenance jobs, close jobs and track parts usage.	
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	Meter will display error codes on screen, push error codes in realtime to the Ezicom CMS and also allows remote forwarding of error to maintenance technicians via email (or SMS).	
3	Wireless Two-Way Communications				
3.1	Wireless Communications	The technology will be equipped with a modem, antenna, and the required software to support wireless communications	Meets		
3.2	Communications Service	The wireless communications shall be supplied as a "communications service" during the life of the contract, not as a specific type of modem or wireless carrier supply.	Meets	Our extended warranty plan allows for exchange of modem hardware in the unlikely event a network provider discontinues service during the contract period. Meters are equipped with a multi carrier SIM allowing automatic switching between AT&T and T-Mobile, so in the event of a carrier outage or low signal condition with one carrier, the meter automatically switches to the alternate/back-up carrier.	
4	Equipment Display				
		sunlight and at various angles.	Meets	The Standard monochrome 4.7" graphical display screen is housed behind a tough polycarbonate vandal resistant clear panel. The monochrome graphic and character LCD offers outstanding readability in any ambient lighting condition including direct sunlight. The very-high-contrast black pixels are on a silvery, "winter white" background. (160 x 128 dot pixel format). It provides functionality for graphics and text with ample room for tariffs and information to guide users. The OPTIONAL Color MAX 7" high resolution TFT color screen is also available. This optional also includes additional side solar panels to satisfy the additional power requirements of the MAX color screen option.	
4.2	Backlit Display	The meter shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar- charging (or equivalent) configuration and not cause excessive battery drain.	Meets	Back lighting is supplied as standard and the lighting can be programmed to automatically turn off during the day to conserve battery power.	
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets		
4.4	Kate & Hours	Current rates and hours must be able to be displayed on the graphic display and be remotely programmed.	Meets		
4.5	Program Rates	City shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.	Meets		
4.6	Validation/Permit Codes	Validation/Permit Codes- Ability to create specific codes to be utilized during special events and pre-selling of parking spaces where MS meters are located to eliminate the need of creating dashboard permits.Ability to create codes in the backoffice with specific parameters i. Code to be used on specific day and times ii. Valid for specific amount of time iii. Ability to limit the number of times code can be used or a continuous code for extended period of time	Meets		
4.7	Rate Options	Customers shall be able to select their rate option prior to submitting payment in order for the meter to translate the amount due and inform the customer of the payment value.	Meets		
4.8	Dynamic Messaging	Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the meter at least once per day. The City shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments.	Meets		
4.9	Special Messaging	All meters shall have an ability to display special messaging i.e., holiday and special event messages, which can be downloaded remotely	Meets		

Cor	npany Name and Contact Information:	Global Parking Solutions USA LLC (Metropolis and Metrol	USA LLC (Metropolis and MetroLite Multi-Space Pay Stations)		
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
4.10	Requirement Name Display Content	Recultrement Description Meter display shall clearly communicate the following electronically, alphanumerically and graphically: i. Rates ii. Days and hours of meter operation iii. Regulations iv. Instructions to the user: I. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card;	Meets	Vendor Response Comments - Optional	
_		v. Special messaging (Special events rates / valet opertions)			
5 5 1	Keypad Keypad Durability	Keypads must be vandal resistant, weatherproof, and		The keynad has an integrated polycarbonate cover that is	
5.1	Neypad Durability	corrosion resistant.	Meets	replaceable	
5.2	Lighted Key Pad	Meters should have lighted keypads	Meets	Keypad back lighting is supplied as standard and the lighting can be programmed to automatically turn off during the day to conserve battery power.	
5.3	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets		
5.4	Security	Meters shall have high security locks for all meter doors. Electronic locks are required with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Meters must have manual override process in case of failure or electronic lock malfunction.	Meets	Meters supplied with iButton electronic lock system with remote programming capability along with a manual mechanical override via Abloy security locks in event of electronic lock failure.	
5.5	Upgrades	Upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract including ongoing refresher training available to the City.	Meets	Included in extended warranty plan.	
6	Payments				
6.1	Credit cards	All meters must support secure real-time authonization of credit cards and optional contactless cards.	Meets	EMV chip with PCI P2PE. Confirm our payment gateway solution (Windcave) is integrated with City's current merchant processor (Wells Fargo) and potential new processor (World Pay).	
6.2	Credit cards	Credit card payments can be accepted during weak wireless signal occurrences.	Meets	Meters are equipped with a multi carrier SIM allowing automatic switching between AT&T and T-Mobile, so in the event of a carrier outage or low signal condition with one carrier, the meter automatically switches to the alternate carrier	
6.3	Payments	Proposer shall be able to describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card-based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable).	Meets	Metro MK6 Pay Station accepts the following payment options: *Coin *Bills(++) (i.e. currency) *Credit Card (EMV chip primary) *Contactless Credit Card (i.e. Apple Pay, etc.) (++) feature not available on the MetroLite Plus variant	
6.4	Coin payment	The meter shall accept coins through a jam-resistant coin interface and jam- resistant card payments through a card interface.	Meets		
6.5	Coin shutter	The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects.	Meets	Confirmed for Metro MK6 pay station. Coin shutter is not currently available on the MetroLite Plus variant	
6.6	Alternative payment to coin	If the coin slot is inoperable, meters must have the option to still accept card payments and third-party payments (e.g., mobile payments).	Meets		
6.7	Coin chute free-fall	The coin chute or track and coin verifier unit shall be a free- fall type (non-moving and non-mechanized) or an equivalent.	Meets		
6.8	Coin chute anti-backup	The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.).	Meets		
6.9	Coin security	Coins must be deposited directly into, and stored within,	Meets		
6.10	Money collection	Meter monies (coins and cash, if applicable) must be easy to collect, simple to reconcile and include audit capabilities.	Meets		
6.11	Clearing jammed coin	Maintenance personnel must be able to easily clear coin jams without the use of special tools and without accessing the vault.	Meets		
6.12	Pre-payment acceptance	All meters shall be able to be programmed to accept pre- payments prior to start of regulated parking and extended payment within applicable City policy requirements.	Meets		
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	Payment solution (by Windcave Inc, formerly Payment Express Inc) exceeds the stated PCI standard by including a full end to end EMV and PCI Point-To-Point Encryption (P2PE) compliant solution.	
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Meets	Payment solution (by Windcave Inc, formerly Payment Express Inc) exceeds the stated PCI standard by including a full end to end EMV and PCI Point-To-Point Encryption (P2PE) compliant solution.	

Company Name and Contact Information:		Global Parking Solutions USA LLC (Metropolis and MetroLite Multi-Space Pay Stations)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	Payment solution (by Windcave Inc, formerly Payment Express Inc) exceeds the stated PCI standard by including a full end to end EMV and PCI Point-To-Point Encryption (P2PE) compliant solution.	
6.16	Adjust parking prices	The MMS system shall allow the City to dynamically and remotely adjust parking prices on the meters in real-time.	Meets		
7 7.1	Clock 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 bettery.	Meets		
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic davlight savings time changes	Meets	Meter will automatically check time for each online transaction, and	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets		
8 8.1	Power Meter power	The meter will be powered by solar-powered and/or			
8.2	Battery containment and accessibility	rechargeable battery pack or direct wire (120 volt) Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30	Meets		
8.3	Nickel-Cadmium Battery	seconds once the meter is opened. For environmental reasons, Nickel-Cadmium batteries shall	Monto	Standard and non-proprietary 12V sealed lead acid batteries are	
8.4	Battery alert	not be used to power the meters. When battery voltage falls below a minimum threshold, the meter will generate an alert prior to the meter going out of	Meets	used in the meter	
8.5	Battery corrosion resistance	service. Battery connections will be designed to resist corrosion and	Meets		
8.6	Battery life display	Sustain a minimum of five years of service. Current battery voltage for both rechargeable (solar or equivalent) and non-rechargeable batteries will be available	Meets		
8.7	Data retention without power	on the display and through the MMS. All locally-stored meter data will be retained during battery replacement and battery failures of seven days or less.	Meets		
8.8	Battery life	Battery shall have a life of at least 1 year	Meets		
9	Security		Meets		
9.1 9.2	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area. The coin vault areas shall not be accessible from the	Meets		
9.3	Vandal Resistant	maintenance compartment. Meters shall be resistant to vandalism and other attacks to	Meets		
10	Warranty/Vendor Support	remove or disable coin from the coin cans.	WIEELS		
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets		
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	Support free call: 888-863-1266 ext 2	
10.3	Off-Site Diagnosis	The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access.	Meets		
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.	Meets		
10.5	System Warranty/Guarantee	Provide system warranty guarantees and extended warranty options on all hardware and software effective from the date of installation.	Meets		
11.1	Continued Training	The City requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets		
11.2	Vendor travel costs Training/System	Vendor shall cover all travel costs.	Meets	For vendor staff only.	
12	Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets		
12	Reporting/Maintenance Tracking/Enforcement				
12.1	Equipment Downtime and Data Transmission Status	I he MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	Ezicom central management system is available 24/7. The Ezicom Parkman module provides a full technician management system to log jobs, close jobs and track parts usage.	

Company Name and Contact Information: Global Parking Solutions USA LLC (Metropolis and MetroLite			ite Multi-Space Pay Stations)	
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional
12.2	Maintenance Tracking/Ticket	The MMS shall provide maintenance tracking with	Meets	Ezicom central management system is available 24/7.
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	The Ezicom Parkman module provides a full technician management system to log jobs, close jobs and track parts usage.
12.4	Track Maintenance Issues	The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime.	Meets	Ezicom central management system is available 24/7. The Ezicom Parkman module provides a full technician management system to log jobs, close jobs and track parts usage.
12.5	Maintenance Scheduling	The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance.	Meets	Ezicom central management system is available 24/7. The Ezicom Parkman module provides a full technician management system to log jobs, close jobs and track parts usage.
12.6	Maintenance Dispatch	The MMS shall provide a maintenance dispatch interface for the scheduling, routing, recording and reporting of error/problem corrections.	Will Meet	Currently in development
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.	Will Meet	Currently in development
12.8	Sync Rate Changes	The MMS shall allow the remote download of all rate changes, display changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage.	Meets	
12.9	Reporting Analytics Tool	The web-based MMS reporting analytics tool shall allow for: i. custom filtering of data fields ii. drop & drag report capabilities iii. table creation where reports can be saved for individual or global use	Meets	
12.10	Export Data	The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs.	Meets	
12.11	System Transactions	For a pay-by-plate or pay-by-space solution, system transactions shall be communicated to the back-office system in real time to support enforcement queries and integration requirements. The system shall support enforcement queries for vehicle payment status.	Meets	
13	Integrations			
13.1	Real-Time Integration	Proposer must provide real-time integration with the City's current and future parking technology vendors, including, at a minimum, mobile/text provider(s), citation issuance/enforcement handhelds and the license plate recognition (LPR) provider (TBD). Proposer shall confirm integration capabilities with the City's existing and future vendors and/or describe any costs associated with implementing the integration required to support the proposed technology solution.	Meets	
13.2	Data and integration	Vendor will be required to provide data and integration with other City designated systems, initially including Mapit, a live database connection with GIS data that requires 9 decimals and, in the near future, Cartegraph and other potential system to be identified.	Will Meet	Integration via our Ezicom API is available at no additional cost
13.3	Meter data	Vendor will be required to provide all meter related data in a format and interface as defined by the City.	Meets	Integration via our Ezicom API is available at no additional cost
14 14.1	Extensibility Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text	Meets	Integration via our Ezicom API is available at no additional cost
14.2	Availability %	payment, Cartegraph, Maplt, PMIS System shall have availability of 99.9%	Meets	
15	Capacity			
15.1 15.2	Number of Users Number of Customer	System will allow access to approximately 30 employees Meters shall have ability to process approximately 100	Meets	
15.2	Records Historical Data	transactions per meter per day.	Masta	
15.4	Spaces	Ability to support up to 6500 spaces	Meets	
16	Continuity	namy to support up to bood spaces.	meets	
16.1	Recovery Time Objective	If the system experiences an outage/goes offline, issue shall be resolved in 2 hours or less	Meets	
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirments.	Meets	Limited off-line credit card processing currently available but not deployed nor receommended in the City of Fort Lauderdale.
17 17.1	Usability Web UX/UI Standards	All technology shall have a modular design. Components	Meets	
18	Data	onalize able to be quickly changed in the field.		
18.1	Data Retention	Vendors to meet the 5-year records retention schedule of the City of Fort Lauderdale.	Meets	
18.2	Data Migration	Vendor shall be able to work with outside vendors to perform data migration. This could include data mapping, data cleanup/verification, data transfer, and other testing as defined by City requirements.	Will Meet	Subject to review of specification and detailed requirement
Exhibit 1 - Meter Technical Specifications - Pay Stations

Co	ompany Name and Contact Information:	Contact Global Parking Solutions USA LLC (Metropolis and MetroLite Multi-Space Pay Stations)			
	Requirement Name	Requirement Description	Requirement Compliance	Vendor Response Comments - Optional	
19	System Migration				
19.1		Vendor shall be able to work with existing meter vendor to transition records from current MMS to include, but not limited to: meter locations; payment by meter, street and zone within timeframes specified by City requirements.	Will Meet	Subject to review of specification and detailed requirement	

5. REFERENCES

Detailed reference contacts and project descriptions are outlined below for each product offered by Global Parking Solutions USA.

Global Parking Solutions USA (Metro Multi-Space Pay Stations)

1. Los Angeles County Metropolitan Transportation Authority (LA Metro)

One Gateway Plaza Los Angeles, CA 90012-2952 Stacie Endler, Principal Transportation Planner Parking Management Ph: 213.922.2538 Email: <u>EndlerS@metro.net</u>

85 Metro VNR Pay-By-Plate pay stations installed 2016 – 2018.

LA Metro Piloted Pay-By-Plate paid parking for Metro customers in 2016 and then rolled out system wide in 2017. The system allows Metro riders only to park, blocking parkers from paying that do not have a valid transit card (TAP) and meet other requirements such as riding within 72 hours of parking. Interfacing with fixed LPR and mobile phone payment providers allows seamless enforcement and additional payment options for patron convenience.

2. County of Los Angeles, Dept. of Beaches and Harbors (LA County)

Matt Cooney Operational Services Division County of Los Angeles Department of Beaches & Harbors 13837 Fiji Way Marina del Rey, CA 90292 Office: 424.526.7851 Email: <u>mcooney@bh.lacounty.gov</u>

69 Metro BNA (P&D) installed March 2013 to 2019.

After a competitive RFP/bid process Global Parking was awarded a contract to remove and replace their old existing and outdated parking pay stations. Pay stations are located in several LA County remote beach and marina locations. Challenges included poor cellular coverage at many locations, also solar operation was required including an ability to control gate arms at several boat launch locations (Marina del Rey).

Pay stations are maintained solely by LA County staff.

3. City of Vancouver (EasyPark), B.C., Canada 209 - 700 West Pender Street Vancouver, B.C. V6C 1G8 Gary Khor, Vice President – Information Technology t: 604.608-4044|| c: 604.788.0877|| f: 604.682.7469 e: gkhor@easypark.ca

114 Solar/AC Metro Pay-by-Plate meters installed in Stanley Park area and other Vancouver City downtown locations, Vancouver, Canada from 2011 - 2016.

Initially EasyPark deployed Pay-By-Plate meters in Stanley Park and then rolled out additional Metro pay stations to replace other aging (Parkeon and DPT) equipment. Wherever possible solar operation was preferred and deployed.

4. Lauderdale-By-The-Sea, FL

Leroy Chasmer Supervisor, Parking Department 4501 N. OCEAN DRIVE, LAUDERDALE-BY-THE-SEA, FL 33308 Phone: 954-640-4231; Mobile: 954-317-6086; Fax: 954-640-4236 Email: <u>leroyc@lbts-fl.gov</u>

27 PBP Metro pay stations installed from 2013 -2019.

The town operated a fleet of T2 (formerly DPT) pay stations. They commenced a replacement in 2013 that was completed in 2019, fully replacing the older equipment.

5. American Parking

410 S. Main St., Suite A Tulsa, OK 74103 George Shaffer, CEO Ph: +1 918-587-4141 Email: gshaffer@american-parking.com

38 Metro BNA pay station operating in Pay-By-Plate mode installed 2012 – 2017.

American Parking previously operated an aging fleet of Hamilton and Digital Payment Technologies (now T2) pay stations that have been replaced by the Global Metro pay station.

CivicSmart Inc, (Single and Dual-Space Parking Meters)

References

Our clients enthusiastically endorse our work and we offer the following references as validation of our involvement in smart meter programs. Additional references are available upon request.

City of El Paso, Texas		
CONTRACTOR OF THE REAL OF THE	Key Project Data	Implementation: 2013 Solution Elements: I,800 Liberty single-space meters Eagle CK single-space meters I,000 vehicle detection sensors Pay-by-cell service PEMS management system

The City of El Paso has been a Duncan Parking Technologies customer for over 60 years.

In 2013, the City awarded a contract for us to provide 1,400 Liberty meters and 400 vehicle detection sensors. The Liberty meters, as well as existing Eagle 2100 meters, accept the City of El Paso Smart Card, provided by Duncan Parking Technologies. The sensor-enabled Liberty meters support the City's "Smart Parking" initiative which includes providing an hour free-time when vehicles park and other valuable features arising from integration between our sensors and Liberty meters.

Since 2014, the City purchased 400 more Liberty meters and 600 more sensors. Most recently, we have completed the integration of El Paso sensor data within the ParkMobile app which has been successfully rolled out in 2019.

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

City of Colorado Springs, CO					
COLORADO SPRINGS OLYMPIC CITY USA	Key Project Data	 Implementation: 2019/2020 Solution Elements: Up to 2500 LNG smart parking meters Up to 2500 Sensors AutoISSUE Enforcement System Mobile Payments Push to Meter PEMS management system 			
In 2019, the City of Colora	ido Springs conducted a trial of	f our Liberty Next Gen (LNG) smart meters.			
After a successful trial, th	e City conducted a procuren	nent for the purchase of smart meters and			
sensors. After evaluation of	of the proposed solutions, the	City chose CivicSmart to replace up to 2,500			
IPS parking meters. This fi	rst phase of 1,100 LNG meter	s and sensors is underway.			
Contact	Scott Lee				
Title	Parking Director				
Address	City of Colorado Springs				
	107 N Nevada Ave # 300				
	Colorado Springs, CO 80903				
Phone	(406) 581-6371				

City of Charleston, South Carolina						
Charleston SOUTH CAROLINA where history lives	Key Project Data	Implementation: 2017 Solution Elements: • 1,700 Liberty Next Gen single- space meters • Credit Card & Smart Card acceptance • PEMS management system				
In 2015, the City of Charleston Pr	ocurement Division	issued solicitation for smart parking meters.				
This competitive procurement ask	ed for a single-spac	e parking meter that could offer credit card				

Email Scott.Lee@ColoradoSprings.gov

This competitive procurement asked for a single-space parking meter that could offer credit card payments and allow for such backend tasks like communicating expired spaces, dysfunctional mechanisms, and payment monitoring. After a lengthy interview and negotiation process, we were ultimately selected to provide 1,700 LNG meters and management software to the City.

The City has purchased 10,000 pre-paid smart cards that motorists can use to purchase parking in addition to coins, credit and debit cards.

Contact	Robert Somerville
Title	Assistant Director
Address	180 Lockwood Dr. #C, Charleston, SC 29403
Phone	(843) 834-5858
Email	Somerville@Charleston-SC.gov

City of Chattanooga, Tennessee						
GINTANO	Key	Project	Implementation: 2012 Solution Elements:			
SEAL	Data		 700 Liberty single-space meters Retrofit into existing POM and Duncan housings Credit card & smart card acceptance Pay-by-cell PEMS management system 			

CARTA is the Chattanooga Area Regional Transportation Authority, operating a fleet of fixed route and paratransit (Care-A-Van) buses, the Incline Railway and the downtown electric shuttle system. CARTA also sets policy for and manages the City of Chattanooga's parking system, including on-street parking meters, surface parking lots, and parking garages.

On March 28th, 2012, CARTA, the Chattanooga Area Regional Transportation Authority, requested proposals for the purchase of 600 single space credit card enabled parking meters. CARTA was looking for turnkey meters with credit card acceptance capability, PCI-compliant credit card processing, and wireless real time communication.

CARTA selected Duncan's Liberty meter and integrated 600 of them with Duncan 2100 Eagle CK single-space meter mechanisms with Duncan housings. All of these meters accept a preloaded "chip card" provided through Duncan Parking Technologies. All single-space meters accept coins.

Since 2016, CARTA purchased an additional 200 Liberty meters.

Contact	Brent Matthews
Title	Parking Director
Address	1617 Wilcox Boulevard
	Chattanooga, TN 37406
Phone	(423) 424-1316
Email	BrentMatthews@gocarta.org

6. COST PROPOSAL

A separate sealed envelope contains Cost Proposal pages.

This proposal includes pricing for the following pay station and meter configurations:

- 1. Multi-Space Pay-By-Plate (Global Metropolis)
- 2. Multi-Space Pay-By-Space (Global Metropolis)
- 3. Multi-Space Pay-By-Plate (Global MetroLite, no bill acceptance)
- 4. Multi-Space Pay-By-Space (Global MetroLite, no bill acceptance)
- 5. Single-Space Meters (CivicSmart)
- 6. Dual-Space Meters (CivicSmart)

7. MINORITY/WOMEN (M/WBE) PARTICIPATION

Although we are not certified as a minority business enterprise, we do encourage and support purchase of consumable items, such a receipt printer rolls, via Print Media Inc, that is a Certified Minority & Veteran Small Business Enterprise (SBE).

8. SUBCONTRACTORS

Windcave Inc. (formerly Payment Express) will provide PCI P2PE hardware (card readers) and EMV credit card processing the Global Metropolis pay station solution.

As a reseller for CivicSmart single and dual-space meters they will be providing product installation, training and support on our behalf for the CivicSmart products.

9. REQUIRED FORMS

- a) Proposal Certification
- b) Cost Proposal submitted in separate envelope
- c) Non-Collusion Statement
- d) Non-Discrimination Certification Form
- e) Local Business Preference (LBP)
- f) Contract Payment Method
- g) E-Verify
- h) Sample Insurance Certificate
- i) W-9

5

BID/PROPOSAL	CERTIFICATION
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<u>Please Note:</u> 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: (l	_egal Registration)	Global Parking Solution	ns USA LLC	EIN (Optional): 27-1348021	
Address:	120 Vantis Dr St	e 300				
City:	Aliso Viejo		State:	CA	Zip:	92656
Telephone No.	888-863-1266	FAX No.	866-549-3176	Email:	mkavur@globa	lparkingusa.com
Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): section.com section.com"/>section.com section.com section.com"/>section.com section.com"/>section.com section.com"/>section.com section.com section.com section.com section.com"/>section.com section.com <						
ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:						
Addendur 1	n No Date Issu Jan. 16,	Addendum No. 2020 2	Date Issue Jan. 24, 20	<u>d Adde</u> 20	endum No	Date Issued

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

N/A	5	
	6	

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, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Michael Kavur	_			
Name (printed)				
01/31/2020				
Date				

Signature

President Title

3

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NON-COLLUSION STATEMENT:

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

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

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

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

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

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

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



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

CAM 21-0045 Exhibit 3 Page 47 of 172 6

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.

WI.I.

Authorized Signature

01/31/2020

Date

Michael Kavur, President Print Name and Title

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LOCAL BUSINESS PREFERENCE

Section 2-199.2, Code of Ordinances of the City of Fort Lauderdale, (Ordinance No. C-12-04), provides for a local business preference.

In order to be considered for a local business preference, a bidder must include the Local Business Preference Certification Statement of this ITB, as applicable to the local business preference class claimed **at the time of bid submittal**.

Upon formal request of the City, based on the application of a Local Business Preference the Bidder shall, within ten (10) calendar days, submit the following documentation to the Local Business Preference Class claimed:

A) Copy of City of Fort Lauderdale current year business tax receipt, **or** Broward County current year business tax receipt, **and**

B) List of the names of all employees of the bidder and evidence of employees' residence within the geographic bounds of the City of Fort Lauderdale or Broward County, as the case may be, such as current Florida driver license, residential utility bill (water, electric, telephone, cable television), or other type of similar documentation acceptable to the City.

Failure to comply at time of bid submittal shall result in the bidder being found ineligible for the local business preference.

THE COMPLETE LOCAL BUSINESS PREFERENCE ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: https://library.municode.com/fl/fort_lauderdale/codes/code_of_ordinances? nodeld=COOR CH2AD ARTVFI DIV2PR S2-186LOBUPRPR

Definitions: The term "Business" shall mean a person, firm, corporation or other business entity which is duly licensed and authorized to engage in a particular work in the State of Florida. Business shall be broken down into four (4) types of classes:

- Class A Business shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City and shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
- 2. Class B Business shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City **or** shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
- 3. Class C Business shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone **and** staffed with full-time employees within the limits of Broward County.
- 4. Class D Business shall mean any Business that does not qualify as either a Class A, Class B, or Class C business.

Global Parking Solutions

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

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



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

Global Parking Solutions USA LLC Company Name

Michael Kavur Name (Printed)

01/31/2020 Date

1/1/1

Signature

President Title

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E-VERIFY AFFIRMATION STATEMENT

RFP/Bid /Contract No	D: 12342-805	
Project Description:	Request for Proposal # 12342-805: Parking Meter technology, with Maintenance and Support	5

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 Compa	ny Name: Global Parking Solutions USA LLC
Authorized Company Person's Signa	ature:
Authorized Company Person's Title:	President

Date: 01/31/2020

	City of Fort Lauderdale												
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PRO	DUCE	ER	not		10 10			CONTA	CT				
Ма	rsh	& McLennan	Ag	ency LLC				PHONE (A/C, No	o, Ext): 800 32	1-4696	FAX (A/C, No):	858-4	52-7530
Ma	rsh Dei	& McLennan	Ins	a Agency LLC				E-MAIL ADDRESS:					
PU	BO:	X 83838 Ano CA 921	86					INSURER(S) AFFORDING COVERAGE NAIC #					NAIC #
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Α	Х	COMMERCIAL GE	INER	AL LIABILITY			39SBABQ5054		04/29/2019	04/29/2020	EACH OCCURRENCE	\$1,00	0,000
		CLAIMS-MAD	DE	X OCCUR							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100 ,	000
											MED EXP (Any one person)	\$10,0	00
	GEN	N'I AGGREGATE I II	ΜΙΤ Α								PERSONAL & ADV INJURY	\$2,000,000	
	X	POLICY JE	ю- Ст	LOC							PRODUCTS - COMP/OP AGG	\$2,00	0,000
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	X	AUTOS ONLY HIRED	x	AUTOS NON-OWNED							PROPERTY DAMAGE	э \$	
		AUTOS UNLY	~	AUTOS ONLY							(Per accident)	\$	
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С	Err	ror & Omissio	ons				EO00004819802		01/08/2020	01/08/2021	\$1,000,000 Each		
C Cyber Liability EO00004819802 01/08/2020 01/08/202					01/08/2021	\$5,000,000 Aggrega	ate						
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)													
											,		
CERTIFICATE HOLDER CANCELLATION													
Evidence of Coverage			SHO THE		THE ABOVE DE			ED BEFORE					
				ACCORDANCE WITH THE POLICY PROVISIONS.									
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								KC	Balle				

- - (13) Arising out of a violation of any antitrust law;
 - (14) Arising out of the fluctuation in price or value of any stocks, bonds or other securities; or
 - (15) Arising out of discrimination or humiliation committed by or at the direction of any "executive officer", director, stockholder, partner or member of the insured.

g. Electronic Data

Damages arising out of the loss of, loss of use of, damage to, corruption of, inability to access, or inability to manipulate "electronic data".

r. Employment-Related Practices

"Bodily injury" or "personal and advertising injury" to:

- (1) A person arising out of any:
 - (a) Refusal to employ that person;
 - (b) Termination of that person's employment; or
 - (c) Employment-related practices, policies, acts or omissions, such as coercion, demotion, evaluation, reassignment, discipline. defamation, harassment, humiliation or discrimination directed at that person; or
- (2) The spouse, child, parent, brother or sister of that person as а consequence of "bodily injury" or "personal and advertising injury" to the person at whom any of the employment-related practices described in Paragraphs (a), (b), or (c) above is directed.

This exclusion applies:

- (1) Whether the insured may be liable as an employer or in any other capacity; and
- (2) To any obligation to share damages with or repay someone else who must pay damages because of the injury.
- s. Asbestos
 - (1) "Bodily injury", "property damage" or "personal and advertising injury" arising out of the "asbestos hazard".
 - (2) Any damages, judgments, settlements, loss, costs or expenses that:

Global Parking Solutions

POLICY PERIOD: 04/29/2019

TO 04/29/2020

BUSINESS LIABILITY COVERAGE FORM

- (a) May be awarded or incurred by reason of any claim or suit alleging actual or threatened injury or damage of any nature or kind to persons or property which would not have occurred in whole or in part but for the "asbestos hazard";
- (b) Arise out of any request, demand, order or statutory or regulatory requirement that any insured or others test for, monitor, clean up, remove, encapsulate, contain, treat, detoxify or neutralize or in any way respond to or assess the effects of an "asbestos hazard"; or
- (c) Arise out of any claim or suit for damages because of testing for, monitoring, cleaning up, removing, encapsulating, containing, treating, detoxifying or neutralizing or in any way responding to or assessing the effects of an "asbestos hazard".
- t. Violation Of Statutes That Govern E-Mails, Fax, Phone Calls Or Other Methods Of Sending Material Or Information

"Bodily injury", "property damage", or "personal and advertising injury" arising directly or indirectly out of any action or omission that violates or is alleged to violate:

- (1) The Telephone Consumer Protection Act (TCPA), including any amendment of or addition to such law;
- (2) The CAN-SPAM Act of 2003, including any amendment of or addition to such law: or
- (3) Any statute, ordinance or regulation, other than the TCPA or CAN-SPAM Act of 2003, that prohibits or limits the sending, transmitting, communicating or distribution of material or information.

Damage To Premises Rented To You -Exception For Damage By Fire, Lightning or Explosion

Exclusions c. through h. and k. through o. do not apply to damage by fire, lightning or explosion to premises rented to you or temporarily occupied by you with permission of the owner. A separate Limit of Insurance applies to this coverage as described in Section D. - Liability And Medical Expenses Limits Of Insurance.

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BUSINESS LIABILITY COVERAGE FORM

2. Applicable To Medical Expenses Coverage

We will not pay expenses for "bodily injury":

a. Any Insured

To any insured, except "volunteer workers".

b. Hired Person

To a person hired to do work for or on behalf of any insured or a tenant of any insured.

c. Injury On Normally Occupied Premises

To a person injured on that part of premises you own or rent that the person normally occupies.

d. Workers' Compensation And Similar Laws

To a person, whether or not an "employee" of any insured, if benefits for the "bodily injury" are payable or must be provided under a workers' compensation or disability benefits law or a similar law.

e. Athletics Activities

To a person injured while practicing, instructing or participating in any physical exercises or games, sports or athletic contests.

f. Products-Completed Operations Hazard

Included with the "products-completed operations hazard".

g. Business Liability Exclusions

Excluded under Business Liability Coverage.

C. WHO IS AN INSURED

- 1. If you are designated in the Declarations as:
 - **a.** An individual, you and your spouse are insureds, but only with respect to the conduct of a business of which you are the sole owner.
 - **b.** A partnership or joint venture, you are an insured. Your members, your partners, and their spouses are also insureds, but only with respect to the conduct of your business.
 - c. A limited liability company, you are an insured. Your members are also insureds, but only with respect to the conduct of your business. Your managers are insureds, but only with respect to their duties as your managers.
 - d. An organization other than a partnership, joint venture or limited liability company, you are an insured. Your "executive officers" and directors are insureds, but only with respect to their duties as your officers or directors. Your stockholders are also insureds, but only with respect to their liability as stockholders.

- e. A trust, you are an insured. Your trustees are also insureds, but only with respect to their duties as trustees.
- 2. Each of the following is also an insured:

a. Employees And Volunteer Workers

Your "volunteer workers" only while performing duties related to the conduct of your business, or your "employees", other than either your "executive officers" (if you are an organization other than a partnership, joint venture or limited liability company) or your managers (if you are a limited liability company), but only for acts within the scope of their employment by you or while performing duties related to the conduct of your business.

However, none of these "employees" or "volunteer workers" are insureds for:

- (1) "Bodily injury" or "personal and advertising injury":
 - (a) To you, to your partners or members (if you are a partnership or joint venture), to your members (if you are a limited liability company), or to a co-"employee" while in the course of his or her employment or performing duties related to the conduct of your business, or to your other "volunteer workers" while performing duties related to the conduct of your business;
 - (b) To the spouse, child, parent, brother or sister of that co-"employee" or that "volunteer worker" as a consequence of Paragraph (1)(a) above;
 - (c) For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in Paragraphs (1)(a) or (b) above; or
 - (d) Arising out of his or her providing or failing to provide professional health care services.

If you are not in the business of providing professional health care services, Paragraph (d) does not apply to any nurse, emergency medical technician or paramedic employed by you to provide such services.

- (2) "Property damage" to property:
 - (a) Owned, occupied or used by,

Form \$5 00 68 04 05 Exhibit 3 Page 55 of 172 (b) Rented to, in the care, custody or control of, or over which physical control is being exercised for any purpose by you, any of your "employees", "volunteer workers", any partner or member (if you are a partnership or joint venture), or any member (if you are a limited liability company).

b. Real Estate Manager

Any person (other than your "employee" or "volunteer worker"), or any organization while acting as your real estate manager.

c. Temporary Custodians Of Your Property

Any person or organization having proper temporary custody of your property if you die, but only:

- (1) With respect to liability arising out of the maintenance or use of that property; and
- (2) Until your legal representative has been appointed.

d. Legal Representative If You Die

Your legal representative if you die, but only with respect to duties as such. That representative will have all your rights and duties under this insurance.

e. Unnamed Subsidiary

Any subsidiary and subsidiary thereof, of yours which is a legally incorporated entity of which you own a financial interest of more than 50% of the voting stock on the effective date of this Coverage Part.

The insurance afforded herein for any subsidiary not shown in the Declarations as a named insured does not apply to injury or damage with respect to which an insured under this insurance is also an insured under another policy or would be an insured under such policy but for its termination or upon the exhaustion of its limits of insurance.

3. Newly Acquired Or Formed Organization

Any organization you newly acquire or form, other than a partnership, joint venture or limited liability company, and over which you maintain financial interest of more than 50% of the voting stock, will qualify as a Named Insured if there is no other similar insurance available to that organization. However:

a. Coverage under this provision is afforded only until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier; and

- **b.** Coverage under this provision does not apply to:
 - (1) "Bodily injury" or "property damage" that occurred; or
 - (2) "Personal and advertising injury" arising out of an offense committed

before you acquired or formed the organization.

4. Operator Of Mobile Equipment

With respect to "mobile equipment" registered in your name under any motor vehicle registration law, any person is an insured while driving such equipment along a public highway with your permission. Any other person or organization responsible for the conduct of such person is also an insured, but only with respect to liability arising out of the operation of the equipment, and only if no other insurance of any kind is available to that person or organization for this liability. However, no person or organization is an insured with respect to:

- **a.** "Bodily injury" to a co-"employee" of the person driving the equipment; or
- **b.** "Property damage" to property owned by, rented to, in the charge of or occupied by you or the employer of any person who is an insured under this provision.

5. Operator of Nonowned Watercraft

With respect to watercraft you do not own that is less than 51 feet long and is not being used to carry persons for a charge, any person is an insured while operating such watercraft with your permission. Any other person or organization responsible for the conduct of such person is also an insured, but only with respect to liability arising out of the operation of the watercraft, and only if no other insurance of any kind is available to that person or organization for this liability.

However, no person or organization is an insured with respect to:

- a. "Bodily injury" to a co-"employee" of the person operating the watercraft; or
- **b.** "Property damage" to property owned by, rented to, in the charge of or occupied by you or the employer of any person who is an insured under this provision.
- 6. Additional Insureds When Required By Written Contract, Written Agreement Or Permit

The person(s) or organization(s) identified in Paragraphs **a.** through **f.** below are additional insureds when you have agreed, in a written

Global Parking Solutions Form SS 00 08 04 05

CAM 2**page 11 of 24** Exhibit 3 Page 56 of 172 contract, written agreement or because of a permit issued by a state or political subdivision, that such person or organization be added as an additional insured on your policy, provided the injury or damage occurs subsequent to the execution of the contract or agreement, or the issuance of the permit.

A person or organization is an additional insured under this provision only for that period of time required by the contract, agreement or permit.

However, no such person or organization is an additional insured under this provision if such person or organization is included as an additional insured by an endorsement issued by us and made a part of this Coverage Part, including all persons or organizations added as additional insureds under the specific additional insured coverage grants in Section \mathbf{F} . – Optional Additional Insured Coverages.

a. Vendors

Any person(s) or organization(s) (referred to below as vendor), but only with respect to "bodily injury" or "property damage" arising out of "your products" which are distributed or sold in the regular course of the vendor's business and only if this Coverage Part provides coverage for "bodily injury" or "property damage" included within the "products-completed operations hazard".

(1) The insurance afforded to the vendor is subject to the following additional exclusions:

This insurance does not apply to:

- (a) "Bodily injury" or "property damage" for which the vendor is obligated to pay damages by reason of the assumption of liability in a contract or agreement. This exclusion does not apply to liability for damages that the vendor would have in the absence of the contract or agreement;
- (b) Any express warranty unauthorized by you;
- (c) Any physical or chemical change in the product made intentionally by the vendor;
- (d) Repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

- (e) Any failure to make such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;
- (f) Demonstration, installation, servicing or repair operations, except such operations performed at the vendor's premises in connection with the sale of the product;
- (g) Products which, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for the vendor; or
- (h) "Bodily injury" or "property damage" arising out of the sole negligence of the vendor for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:
 - (i) The exceptions contained in Subparagraphs (d) or (f); or
 - (ii) Such inspections, adjustments, tests or servicing as the vendor has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.
- (2) This insurance does not apply to any insured person or organization from whom you have acquired such products, or any ingredient, part or container, entering into, accompanying or containing such products.

b. Lessors Of Equipment

(1) Any person or organization from whom you lease equipment; but only with respect to their liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your maintenance, operation or use of equipment leased to you by such person or organization.

Form \$1500 for 04 05 Exhibit 3 Page 57 of 172 (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to any "occurrence" which takes place after you cease to lease that equipment.

c. Lessors Of Land Or Premises

- (1) Any person or organization from whom you lease land or premises, but only with respect to liability arising out of the ownership, maintenance or use of that part of the land or premises leased to you.
- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:
 - (a) Any "occurrence" which takes place after you cease to lease that land or be a tenant in that premises; or
 - (b) Structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

d. Architects, Engineers Or Surveyors

- (1) Any architect, engineer, or surveyor, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:
 - (a) In connection with your premises; or
 - (b) In the performance of your ongoing operations performed by you or on your behalf.
- (2) With respect to the insurance afforded to these additional insureds, the following additional exclusion applies:

This insurance does not apply to "bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of or the failure to render any professional services by or for you, including:

- (a) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or
- (b) Supervisory, inspection, architectural or engineering activities.

e. Permits Issued By State Or Political Subdivisions

- (1) Any state or political subdivision, but only with respect to operations performed by you or on your behalf for which the state or political subdivision has issued a permit.
- (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:
 - (a) "Bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the state or municipality; or
 - (b) "Bodily injury" or "property damage" included within the "productscompleted operations hazard".
- f. Any Other Party
 - (1) Any other person or organization who is not an insured under Paragraphs a. through e. above, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by your acts or omissions or the acts or omissions of those acting on your behalf:
 - (a) In the performance of your ongoing operations;
 - (b) In connection with your premises owned by or rented to you; or
 - (c) In connection with "your work" and included within the "productscompleted operations hazard", but only if
 - (i) The written contract or written agreement requires you to provide such coverage to such additional insured; and
 - (ii) This Coverage Part provides coverage for "bodily injury" or "property damage" included within the "productscompleted operations hazard".
 - (2) With respect to the insurance afforded to these additional insureds, this insurance does not apply to:

"Bodily injury", "property damage" or "personal and advertising injury" arising out of the rendering of, or the failure to render, any professional architectural, engineering or surveying services, including:

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Global Parking Solutions Form SS 00 08 04 05

- (a) The preparing, approving, or failure to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders, change orders, designs or drawings and specifications; or
- (b) Supervisory, inspection, architectural or engineering activities.

The limits of insurance that apply to additional insureds are described in Section D. – Limits Of Insurance.

How this insurance applies when other insurance is available to an additional insured is described in the Other Insurance Condition in Section **E.** – Liability And Medical Expenses General Conditions.

No person or organization is an insured with respect to the conduct of any current or past partnership, joint venture or limited liability company that is not shown as a Named Insured in the Declarations.

D. LIABILITY AND MEDICAL EXPENSES LIMITS OF INSURANCE

1. The Most We Will Pay

The Limits of Insurance shown in the Declarations and the rules below fix the most we will pay regardless of the number of:

- a. Insureds;
- **b.** Claims made or "suits" brought; or
- c. Persons or organizations making claims or bringing "suits".

2. Aggregate Limits

The most we will pay for:

- a. Damages because of "bodily injury" and "property damage" included in the "products-completed operations hazard" is the Products-Completed Operations Aggregate Limit shown in the Declarations.
- b. Damages because of all other "bodily injury", "property damage" or "personal and advertising injury", including medical expenses, is the General Aggregate Limit shown in the Declarations.

This General Aggregate Limit applies separately to each of your "locations" owned by or rented to you.

"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway or right-of-way of a railroad. This General Aggregate limit does not apply to "property damage" to premises while rented to you or temporarily occupied by you with permission of the owner, arising out of fire, lightning or explosion.

3. Each Occurrence Limit

Subject to **2.a.** or **2.b** above, whichever applies, the most we will pay for the sum of all damages because of all "bodily injury", "property damage" and medical expenses arising out of any one "occurrence" is the Liability and Medical Expenses Limit shown in the Declarations.

The most we will pay for all medical expenses because of "bodily injury" sustained by any one person is the Medical Expenses Limit shown in the Declarations.

4. Personal And Advertising Injury Limit

Subject to **2.b.** above, the most we will pay for the sum of all damages because of all "personal and advertising injury" sustained by any one person or organization is the Personal and Advertising Injury Limit shown in the Declarations.

5. Damage To Premises Rented To You Limit

The Damage To Premises Rented To You Limit is the most we will pay under Business Liability Coverage for damages because of "property damage" to any one premises, while rented to you, or in the case of damage by fire, lightning or explosion, while rented to you or temporarily occupied by you with permission of the owner.

In the case of damage by fire, lightning or explosion, the Damage to Premises Rented To You Limit applies to all damage proximately caused by the same event, whether such damage results from fire, lightning or explosion or any combination of these.

6. How Limits Apply To Additional Insureds

The most we will pay on behalf of a person or organization who is an additional insured under this Coverage Part is the lesser of:

- a. The limits of insurance specified in a written contract, written agreement or permit issued by a state or political subdivision; or
- **b.** The Limits of Insurance shown in the Declarations.

Such amount shall be a part of and not in addition to the Limits of Insurance shown in the Declarations and described in this Section.

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(6) When You Are Added As An Additional Insured To Other Insurance

That is other insurance available to you covering liability for damages arising out of the premises or operations, or products and completed operations, for which you have been added as an additional insured by that insurance; or

(7) When You Add Others As An Additional Insured To This Insurance

That is other insurance available to an additional insured.

However, the following provisions apply to other insurance available to any person or organization who is an additional insured under this Coverage Part:

(a) Primary Insurance When Required By Contract

This insurance is primary if you have agreed in a written contract, written agreement or permit that this insurance be primary. If other insurance is also primary, we will share with all that other insurance by the method described in **c.** below.

(b) Primary And Non-Contributory To Other Insurance When Required By Contract

If you have agreed in a written contract, written agreement or permit that this insurance is primary and non-contributory with the additional insured's own insurance, this insurance is primary and we will not seek contribution from that other insurance.

Paragraphs (a) and (b) do not apply to other insurance to which the additional insured has been added as an additional insured.

When this insurance is excess, we will have no duty under this Coverage Part to defend the insured against any "suit" if any other insurer has a duty to defend the insured against that "suit". If no other insurer defends, we will undertake to do so, but we will be entitled to the insured's rights against all those other insurers. When this insurance is excess over other insurance, we will pay only our share of the amount of the loss, if any, that exceeds the sum of:

- (1) The total amount that all such other insurance would pay for the loss in the absence of this insurance; and
- (2) The total of all deductible and selfinsured amounts under all that other insurance.

We will share the remaining loss, if any, with any other insurance that is not described in this Excess Insurance provision and was not bought specifically to apply in excess of the Limits of Insurance shown in the Declarations of this Coverage Part.

c. Method Of Sharing

If all the other insurance permits contribution by equal shares, we will follow this method also. Under this approach, each insurer contributes equal amounts until it has paid its applicable limit of insurance or none of the loss remains, whichever comes first.

If any of the other insurance does not permit contribution by equal shares, we will contribute by limits. Under this method, each insurer's share is based on the ratio of its applicable limit of insurance to the total applicable limits of insurance of all insurers.

8. Transfer Of Rights Of Recovery Against Others To Us

a. Transfer Of Rights Of Recovery

If the insured has rights to recover all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, those rights are transferred to us. The insured must do nothing after loss to impair them. At our request, the insured will bring "suit" or transfer those rights to us and help us enforce them. This condition does not apply to Medical Expenses Coverage.

b. Waiver Of Rights Of Recovery (Waiver Of Subrogation)

If the insured has waived any rights of recovery against any person or organization for all or part of any payment, including Supplementary Payments, we have made under this Coverage Part, we also waive that right, provided the insured waived their rights of recovery against such person or organization in a contract, agreement or permit that was executed prior to the injury or damage.

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(Rev. October 2018)
Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

Bevenue Service
 Go to www.irs.gov/FormW9 for instructions and the latest information.
 Anne (as shown on your income tax return). Name is required on this line: do not leave this line blank.

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):		
Individual/sole proprietor or C Corporation S Corporation Partnership single-member LLC	Trust/estate	Exempt payee code (if any)	
Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Part	tnership) ► P		
Note: Check the appropriate box in the line above for the tax classification of the single-member LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a sis is disregarded from the owner should check the appropriate box for the tax classification of its o	r owner. Do not check he owner of the LLC is single-member LLC that owner.	Exemption from FATCA reporting code (if any)	
Other (see instructions)	(Applies to accounts maintained outside the U.S.)		
5 Address (number, street, and apt. or suite no.) See instructions. 120 Vantis Dr, Suite 300	Requester's name a	nd address (optional)	
6 City, state, and ZIP code Aliso Vieio, CA 92656			
7 List account number(s) here (optional)			
rt I Taxpayer Identification Number (TIN)			
your TIN in the appropriate box. The TIN provided must match the name given on line 1 to up withholding. For individuals, this is generally your social security number (SSN). Howeve ent alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For othe es, it is your employer identification number (EIN). If you do not have a number, see <i>How to</i> ater.	avoid Social sec r, for a get a Or		
	following seven boxes: □ Individual/sole proprietor or single-member LLC □ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Part Note: Check the appropriate box in the line above for the tax classification of the single-member LLC if the LLC is classified as a single-member LLC that is not disregarded from the owner propriate box for the tax classification of its single-member LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, at is disregarded from the owner should check the appropriate box for the tax classification of its composed of the single-member of the single-member of the single-member of the second from the owner should check the appropriate box for the tax classification of its composed of the second from the owner should check the appropriate box for the tax classification of its composed of the second from the owner should check the appropriate box for the tax classification of its composed from the owner should check the appropriate box for the tax classification of its composed from the owner should check the appropriate box for the tax classification of its composed from the owner should check the appropriate box for the tax classification of its composed from the owner should check the appropriate box for the tax classification of its composed from the owner should check the appropriate box. The TIN or Subtract of the tax classification of its composed from the owner should check the appropriate box. The TIN provided must match the name given on line 1 to up withholding. For individuals, this is generally your social security number (SSN). However, the alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other is, it is your employer identification number (EIN). If you do not have a number, see How to the tappropriate box.	following seven boxes. Individual/sole proprietor or single-member LLC Image: Individual/sole proprietor or single-member LLC Image: I	

Part II Certification

Under penalties of perjury, I certify that:

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

4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

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

Sign	Signature of	2.111	11		915/19	
Here	U.S. person ►	man	m	Date ►	113/11	

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

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

Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- · Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

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

10. SUPPORTING INFORMATION

a) Warranty, Extended Warranty, RMA and Support Overview

GLOBAL PARKING SOLUTIONS - WARRANTY, EXTENDED WARRANTY, RMA AND SUPPORT OVERVIEW

Warranty:

Metro Pay Station is offered with a two (2) year(s) warranty (supply of parts only, exchange and/or replacement) and excludes on-site labor. Acts of vandalism, abuse, neglect or force majeure are not covered. Warranty period commences date of delivery to store/installation on site.

Replacement/exchange parts are supplied ex-works (Philadelphia, PA). Freight and/or delivery costs are the responsibility of GPS.

Extended Warranty:

An Extended Warranty (EW) for years 3+ is offered. EW covers all major electronic components but excludes batteries and consumable items. The warranty extension is contingent upon; 1) warranty payments (if any) are current; 2) the equipment is not abused or damaged in any way and maintained according to the manufacturer's requirements; 3) only GPS supplied or approved consumable items such as receipt paper are used AND 4) routine preventative maintenance has been performed and documented for the life of the machine.

Warranty extension allows for supply of parts, exchange and/or replacement and excludes on-site labor. Acts of vandalism, abuse, neglect or force majeure are not covered.

Replacement/exchange parts are supplied ex-works (Philadelphia, PA) or other location as may be required. Any freight and/or delivery costs are the responsibility of the Customer.

See Cost Proposal for Extended Warranty pricing.

Spare Parts:

Spare parts are available for purchase per the attached spare parts price list. Price list will be updated from time-to-time as may be required and advance notification will be given when possible.

Parts will be shipped ex-works (Philadelphia, PA) or other location as may be required to fill parts orders. Freight and/or delivery costs are the responsibility of the Customer.

Maintenance and Support:

First-line support and maintenance will be the responsibility of Customer. GPS will train Customer nominated personnel in the support and maintenance of the parking pay stations. Help desk support will be provided to assist Customer in trouble shooting of issues as part of the monthly back office and support fee.

Corrective Maintenance (CM) and support services (Level 2) will be provided on an 'as needed' basis and billed at a base rate of \$150 per hour (charged in 15 minute increments). Corrective Maintenance includes remote (telephone) and on-site support.

Preventative Maintenance (PM) performed as required or at minimum annual basis is necessary to maintain satisfactory ongoing performance of the pay station system, to ensure warranty requirements are met. Customer will be trained by GPS on all aspects of performing PM, including provision of service and maintenance documentation. PM is to be performed per manufacturer requirements. If Customer elects not to perform PM, Global Parking Solutions can optionally provide these services as required. A service plan quotation can be prepared upon request.

Return Material Authorization (RMA) Process:

When parts and components are replaced (from local stock held by Customer or when shipped to Customer by GPS) in the remedy of machine faults, the removed parts and component will be consolidated and returned to a GPS facility on a regular basis.

A Return Material Authorization (RMA) number will be issued by GPS Help Desk Support. Returned Parts will be shipped to GPS with the RMA number clearly visible and RMA documentations completed and attached to the shipping documents. An advance copy of the RMA shipping document will be provided by Customer to GPS in advance of the Returned Parts leaving Customer facility, in order to allow GPS to preplan and anticipate the parts needed to complete the parts exchange.

Upon receipt of Returned Parts to the GPS location, parts will be checked for completeness in accordance with the transmitted RMA list. Any discrepancy will be communicated at that time.

Customer will be responsible for cost of RETURN freight only. Should a faulty part be considered uneconomical to repair the part will be replaced with either: a new part, or a repaired or refurbished part, or a part of equal age and quality.

Replacement components and spare parts are provided as part of the contract when:

- a. Faulty components are covered under warranty or extended warranty plan; and
- b. Failure is due to fair wear and tear only (excluding damaged or vandalized parts)

CIVICSMART INC - WARRANTY, EXTENDED WARRANTY, RMA AND SUPPORT OVERVIEW

Warranty

CivicSmart strives to provide a comprehensive program for warranty and support for products delivered to our clients. We believe satisfaction is borne from the basic principles of delivering and sustaining a reliable solution with consistent results. As such, we have outlined a warranty program that will fit the City's needs. Please note that the warranty on the batteries is subject to the City following the recommended handling guidelines and configuration settings for the meter. Our standard warranty protects the hardware against defects in materials and/or workmanship for a period of twelve (12) months from the date of implementation.

Product Warranty

CivicSmart expressly warrants its parking meter products against defects in materials and/or workmanship for a period of twelve (12) months from the date of implementation or sixteen (16) months from the date of purchase whichever is sooner.

This includes electronic modules, replacement parts, and accessories covered by this limited warranty period, unless otherwise specifically identified by separate cover. This limited warranty is expressly limited to repair or replacement of the defective part or parts, at CivicSmart's option, upon return of such part(s) at the customer's cost to CivicSmart's Repair Center. The cost of returning parts covered by the warranty from the Repair Center to the Client is paid by CivicSmart.

This limited warranty applies to those parts or components determined to be defective in material or workmanship under normal use and service. Those parts determined to be abused, misused, incorrectly handled, improperly maintained, or vandalized may not be covered by this warranty.

Use of limited or non-genuine CivicSmart meter parts or unauthorized alterations in parking meters may void this limited warranty. CivicSmart's sole obligation and Client's sole and exclusive remedy against CivicSmart for breach of this limited warranty shall be for the repair or replacement of defective parts at CivicSmart's option upon return of the parts to the Repair Center.

Parts Warranty

Unless otherwise governed by a specific contract or service agreement, CivicSmart warrants for a one (1) year period from the date of accepted delivery to provide repaired or placement parts or modular components determined by CivicSmart to be defective or faulty in material or workmanship under normal use and service at no additional cost to the Client. This warranty does not cover parts replacement required as a result of vandalism, 3rd party damage, normal wear and tear, extreme environmental conditions, or other forms of non-material workmanship.

Extended Maintenance Agreement (Optional)

CivicSmart provides an Extended Maintenance Agreement for seven (7) years following the expiration date of the initial I-year warranty. This agreement covers original, repaired or replacement parts or

modular components determined by CivicSmart to be defective or faulty in material or workmanship under normal use and service. This warranty does not cover parts replacement required as a result of vandalism, 3rd party damage, normal wear and tear, extreme environmental conditions, or other forms of non-material workmanship.

Vendor Support

CivicSmart has a structured process and support organization to help ensure smooth and effective resolution of program anomalies. Our standard support and maintenance services program includes the following:

- Initial tracking of support calls, online Jira submission or emails and acknowledgement of receipt of issue by our CivicSmart Service Center
- Assessment of the reported issue and immediate resolution if possible
- Initiation and tracking of Return Materials Authorization (RMAs), as required, for equipmentrelated issues
- Priority assignment of issue severity
- Routing of issues for which follow-up is required
- Monitoring, tracking and reporting on open issues throughout the resolution process
- Management analysis of reported issues for potential blanket resolution for a CivicSmart product
- Four (4) hour response time during regular operating hours
- Configuration Management includes obtaining/reviewing required new hardware/equipment; reconfiguring system software components; revising templates where required; revising/developing interfaces and critical reports; refining the overall upgrade transition plan; addressing any site related requirements; and refining issuance, processing, and special collection procedures as well as user documentation.

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

In addition to our 24/7 technical support line, the City can take advantage of PEMS built-in Help feature that provides support information. All instruction materials and manuals will be provided to the City upon implementation, and will receive the updated version as it is updated. Mandatory software upgrades will be automatically provided to the City at no cost.

10. SUPPORTING INFORMATION

b) Global Metropolis, MAX and MetroLite Plus Pay Station Brochures

Global Parking Solutions



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Metropolis Parking Meter Series

Easier, Faster, Smarter.

Real time all the time

- View your parking on your desktop, tablet or smartphone in real time anytime.
- Terminals relay all system events and transactions in real time to our cloud based Central Management System, EziCom.
- Configure SMS and/or email alerts to field staff.
- Enforcement teams see transactions in real time.
- Remotely update tariffs and firmware using our OTA (Over-The-Air) engine.

Changeable user panel

- Pay By Plate (PBP) with or without tickets + eReceipt
- Pay By Space (PBS) with or without tickets + eReceipt
- Pay & Display (PAD)

Simple integration tools that work

- Easy to integrate with your Space Sensors, LPR (License Plate Recognition) and Pay by Phone solutions and view in real time.
- Published API allows you to integrate other systems and view on a single dashboard.



1. Good Design Awards 2. User Experience Alliance (UX Alliance) 3. Average processing time 3 seconds

Energy efficient

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• Integrated solar panel, long life batteries, designed to be autonomous.

Proven reliability and durability

- Stainless steel and aluminum construction.
- Proven durable in the harshest of environments, thousands of Metro units operating in often challenging environmental conditions throughout NZ, Australia, USA, Canada, Ireland, UK, South Africa, Indonesia and India.

Secure

- Protected by accelerometers, shock, tilt sensors and tamper switches.
- Electronic locks, with full access control and auditability of access.
- Manual backup lock and rescue system.
- Separate, highly theft resistant vault, with self-locking cash tin.

Best of breed

 Non-proprietary, industry standard parts ensures reliability, standardization and contestable pricing at the lowest possible price.

Pay Your Way

• Terminals accepts Coins, Cards, Bills, NFC (Card, Smartphone, watch) and Pay-By-Phone including TXT-a-Park.[™]

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Specifications and Features

Construction & Dimensions	Cabinet Doors Dimensions	Extruded Aluminum with non-corrosive powder coated finish. 4mm 304 Stainless Steel with non-corrosive powder coated finish. Dimensions: H/W/D 1480x340x257mm / 58.3x13.4x10.1inch. Weight 90kg / 200 pounds. Certified to IP33 by an independent laboratory.
Upper Compartment	Service Compartment Electronic Locking Manual Override Locking	Security Drawer Door System (6 point locking). iButton pre programmed access with ability to reprogramme access rights over-the-air. External override for manual unlocking of Service Cabinet (Abloy).
Lower Compartment	Secure Cash Vault Electronic Locking	Security Drawer Door System (6 point locking) Motorised with gas strut and tamper alerts. iButton pre programmed access with ability to reprogramme access rights over-the-air.
Coin Container	Stainless Steel Galvanized Steel Large Capacity	Self-Locking Lid using Abloy Executive locks. Interchangeable universal design. 4.5 litres / 1.2 Gal with electronic programmable fill limits.
Security Alarms and Alerts	Shock and Vibration Sensors	SMS and Email alerts with option to fit Piezo audible alarm.
Power Supply	Batteries (Mains optional) Solar Panel Mains	2 x 22 aH 12V rechargeable batteries. 1 x 3V Battery powers the real time clock. Integrated Solar Panel. 5W or 10W Solar Panel available for12+ months between battery recharging. 110 VAC (Optional).
Payment Methods	Coin Acceptor & Coin Shutter Coin Escrow & Cancel Button Credit Card/Debit Card Payment Mobile Phone Payment (optional) Banknote Acceptor (optional) Smart Card In-house Schemes	Built-in Wet deck rejecting foreign, counterfeit & damaged coin. Escrow Capacity 450 grams / 15.9 Ounce. Real Time On Line, PCI, EMV, P2PE compliant platform. Supports Chip, NFC & Mag Stripe. 3rd Party SMS payment schemes can be accommodated. BNA model accepts valid denominations with lockable stacker (500 notes) in main vault. 3rd Party Cards for Discount, Staff, Loyalty payment schemes can be accommodated.
User Panel/Interface	Capacitive Touch Pad & Buttons Large 4.7" LCD Graphical Display	Large easy touch buttons. (0-9 A-Z keypad for Pay by Plate & Pay by Space models). Monochrome LCD Screen with high contrast black pixels are on a silvery, "winter white" background. Easy-to-read in all ambient light conditions including direct sunlight. Messages are displayed to the user with clear buttons allowing the rest of the customer interface to remain simple and easy to use. Display has programmable automatic backlighting. Tough Polycarbonate Panel cover.
Receptacles	Coin and Card Slot Ticket and Coin Reject Cavity	Automatic Coin Shutter remains closed until coin is presented at allowable times. Built-in drainage system with slot to place ticket when printed.
Internal Printer	Thermal Printer with Autocutter	Anti jam mechanism and sensors. Uses 60mm / 2.4 inches wide thermal rolls – Fade resistant. Low Sensitivity Paper Rolls and Plastic (Polypropylene) available. Capacity up to 2000 tickets/receipts/reports. Switch feature for optional receipt, or ticket printing for Pay by Space & Pay by Plate models.
Machine Data Storage	Failover Database On Site Machine Reporting	Central data storage with an internal failover database. i.e. Individual transaction data protected. Machine memory is not dependent on machine battery power. Diagnostic, Status and History Logs displayed on screen via the Machine Menu, and machine printed reports. Access to Machine Menu via electronic programmed iButton.
Remote Communications	EZiCom 2 Central Management System	Remote Monitoring and Management System - 3G/4G communications, with dual SIMs. Fast interactive web based system for financial reporting and statistical/performance data. Central Enforcement Database for Pay by Plate and Pay by Space models with data exported to Enforcement handhelds. For more information See EZiCom2 brochure.
Programming	Over-the-air or via SD Card	Tariffs and iButton key access rights can be updated remotely or with an SD Card on site.
Machine Installation	Foundation Cradle Optional EZi- Shelter	Cast into a concrete footing. Machine fixed with 4 x M16 x 60 zinc coated bolts. Easy integration with standard foundation cradle - Can be installed at any time.

Conformity for CE Marking: Classified within the following EU Directives: EMC Directive 2001/108/ECU | Machine Directive 2006/42/EC and further conforms with CE the following EU Harmonized Standards: EN 12414:1999 | EN 61000-6-3:2007 | EN 61000-6-1:2007 | EN 12100-1:2003+A1:2009 | EN 12100-2:2003+A1:2009

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Metro MAX

Parking Meter Series

Easier, Faster, Smarter.

Color Screen

• 7" Hi resolution TFT color screen.

Real time all the time

- View your parking on your desktop, tablet or smartphone in real time anytime.
- Terminals relay all system events and transactions in real time to our cloud based Central Management System, EziCom.

L0487

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- Configure SMS and/or email alerts to field staff.
- Enforcement teams see transactions in real time.
- Remotely update tariffs and firmware using our OTA (Over-The-Air) engine.

Changeable user panel

- Pay By Plate (PBP) with or without tickets + eReceipt
- Pay By Space (PBS) with or without tickets + eReceipt
- Pay & Display (PAD)

Simple integration tools that work

- Easy to integrate with your Space Sensors, LPR (License Plate Recognition) and Pay by Phone solutions and view in real time.
- Published API allows you to integrate other systems and view on a single dashboard.

Energy efficient

• Integrated solar panel, long life batteries, designed to be autonomous.

Proven reliability and durability

- Stainless steel and aluminum construction.
- Proven durable in the harshest of environments, thousands of Metro units operating in often challenging environmental conditions throughout NZ, Australia, USA, Canada, Ireland, UK, South Africa, Indonesia and India.

Secure

- Protected by accelerometers, shock, tilt sensors and tamper switches.
- Electronic locks, with full access control and auditability of access.
- Manual backup lock and rescue system.
- Separate, highly theft resistant vault, with self-locking cash tin.

Best of breed

• Non-proprietary, industry standard parts ensures reliability, standardization and contestable pricing at the lowest possible price.

Pay Your Way

• Terminals accepts Coins, Cards, Bills, NFC (Card, Smartphone, watch) and Pay-By-Phone.

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Specifications and Features

Construction & Dimensions	Cabinet Doors Dimensions	Extruded Aluminum with non-corrosive powder coated finish. 4mm 304 Stainless Steel with non-corrosive powder coated finish. Dimensions: H/W/D 1480x340x257mm / 58.3x13.4x10.1inch. Weight 90kg / 200 pounds. Certified to IP33 by an independent laboratory.
Upper Compartment	Service Compartment Electronic Locking Manual Override Locking	Security Drawer Door System (6 point locking). iButton pre programmed access with ability to reprogramme access rights over-the-air. External override for manual unlocking of Service Cabinet (Abloy).
Lower Compartment	Secure Cash Vault Electronic Locking	Security Drawer Door System (6 point locking) Motorised with gas strut and tamper alerts. iButton pre programmed access with ability to reprogramme access rights over-the-air.
Coin Container	Stainless Steel Galvanized Steel Large Capacity	Self-Locking Lid using Abloy Executive locks. Interchangeable universal design. 4.5 litres / 1.2 Gal with electronic programmable fill limits.
Security Alarms and Alerts	Shock and Vibration Sensors	SMS and Email alerts with option to fit Piezo audible alarm.
Power Supply	Batteries (Mains optional) Solar Panel Mains	2 x 22 aH 12V rechargeable batteries. 1 x 3V Battery powers the real time clock. Integrated Solar Panel. 5W or 10W Solar Panel available for12+ months between battery recharging. 110 VAC (Optional).
Payment Methods	Coin Acceptor & Coin Shutter Coin Escrow & Cancel Button Credit Card/Debit Card Payment Mobile Phone Payment (optional) Banknote Acceptor (optional) Smart Card In-house Schemes	Built-in Wet deck rejecting foreign, counterfeit & damaged coin. Escrow Capacity 450 grams / 15.9 Ounce. Real Time On Line, PCI, EMV, P2PE compliant platform. Supports Chip, NFC & Mag Stripe. 3rd Party SMS payment schemes can be accommodated. BNA model accepts valid denominations with lockable stacker (500 notes) in main vault. 3rd Party Cards for Discount, Staff, Loyalty payment schemes can be accommodated.
User Panel/Interface	Capacitive Touch Pad & Buttons Large 7" Color TFT Graphical Display	Large easy touch buttons. (0-9 A-Z keypad for Pay by Plate & Pay by Space models). 7" Color TFT screen 800 x 400 (WVGA). Easy-to-read in all ambient light conditions including direct sunlight. Messages are displayed to the user with clear buttons allowing the rest of the customer interface to remain simple and easy to use. Display has programmable automatic backlighting. Tough Polycarbonate Panel cover.
Receptacles	Coin and Card Slot Ticket and Coin Reject Cavity	Automatic Coin Shutter remains closed until coin is presented at allowable times. Built-in drainage system with slot to place ticket when printed.
Internal Printer or eReceipt	Thermal Printer with Autocutter	Anti jam mechanism and sensors. Uses 60mm / 2.4 inches wide thermal rolls – Fade resistant. Low Sensitivity Paper Rolls and Plastic (Polypropylene) available. Capacity up to 2000 tickets/receipts/reports. Switch feature for optional receipt, or ticket printing for Pay by Space & Pay by Plate models.
Machine Data Storage	Failover Database On Site Machine Reporting	Central data storage with an internal failover database. i.e. Individual transaction data protected. Machine memory is not dependent on machine battery power. Diagnostic, Status and History Logs displayed on screen via the Machine Menu, and machine printed reports. Access to Machine Menu via electronic programmed iButton.
Remote Communications	EZiCom 2 Central Management System	Remote Monitoring and Management System - 3G/4G communications, with dual SIMs. Fast interactive web based system for financial reporting and statistical/performance data. Central Enforcement Database for Pay by Plate and Pay by Space models with data exported to Enforcement handhelds. For more information See EZiCom2 brochure.
Programming	Over-the-air or via SD Card	Tariffs and iButton key access rights can be updated remotely or with an SD Card on site.
Machine Installation	Foundation Cradle Optional EZi- Shelter	Cast into a concrete footing. Machine fixed with 4 x M16 x 60 zinc coated bolts. Easy integration with standard foundation cradle - Can be installed at any time.

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MetroLite Plus Ticketless Parking Multi-space Coin Coin



MetroLite Plus

The MetroLite is the latest addition to the Metropolis range of parking terminals and has been specially designed to bridge the gap between the traditional cash/ticket meters and emerging meter-less /ticket-less technologies such as smartphone payment apps.

Features

- Ticket-less Multi-space Parking Meter
- Pay By Space (PBS) or Pay By Plate (PBP)
- Large LCD back-lit display
- Large easy to use user interface with tactile feedback (43 button PBP, 16 button PBS)
- Automatic user interface back lighting for night use
- Fully EMV compliant
- Accepts all major credit and debit cards
- Accepts NFC payments (card, smart phone, watch)
- Dual SIM wireless **real-time** communications
- 1 x 2.5 W top solar panel and 5 x 7W vertical solar panels
- Electronic key access
- Corrosion resistant housing

Benefits

Pay and walk away – No need to return to the vehicle to display a ticket. MetroLite and Metropolis allow payment and top up for a plate/space at any meter so operators can install fewer meters further apart.

Mix and match technologies to suit – MetroLite has the same user experience as the standard Metropolis meter so can easily be installed alongside the full Metropolis meter. MetroLite allows parking operators to transition to cashless and ticket-less meter technology that compliments the new smartphone apps.

Save on consumables with eReceipt – MetroLite and Metropolis can deliver eReceipts for web download for those customers who need a physical receipt.

Lower maintenance and service costs – No ticket jams! MetroLite works seamlessly with Ezicom web based management system.

Easy installation – new or existing parking meter pole.

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10. SUPPORTING INFORMATION

c) Liberty Next Gen Single and Dual-Space Smart Parking System Overview

Global Parking Solutions
Liberty Next Gen Single and Dual-Space Smart Parking Meter

CivicSmart's **84-year Duncan legacy** within the parking meter industry has allowed us to engineer the most **innovative, affordable meter on the market**. With a **simple design and easy to use interface**, residents and visitors to Fort Lauderdale will appreciate a quick and easy transaction process.



The patented and patent pending "Liberty Next Gen" (LNG) meter is engineered with the future in mind and makes use of recent advances in communications, battery and security technologies, while being future-proof and supporting emerging technologies. Built to last, the Liberty Next Gen offers the durability and reliability that our clients have come to know and trust, with advanced technological features that make managing your parking program easier.

Unlike some Smart Meters that have adopted awkward and unattractive designs that compromise the aesthetics of the streetscape, our LNG meters fit under traditional parking meter domes that preserve the classic design and motorist familiarity of a traditional parking meter.

Benefits of our Liberty Next Gen Smart Meter include:

- Battery Powered Fully rechargeable battery with no need to worry about trees, buildings, garages, northern exposure, or graffiti that affect solar-powered meters.
- Payment Options Accepts coins, credit cards, debit cards, smart cards, tokens, and mobile payments.
- Mobile Payment Latency Payments made by a mobile application show up on the meter within seconds.
- Flexible Configuration Options The LNG can be configured in multiple ways; including single-space, dual-space, and coin-only.

General Specifications

Super bright LED lights equipped on the front and back of the LNG allow nighttime enforcement that is visible from up to 85 feet away.

The LNG accepts tokens, coins, credit cards, debit cards, smart cards, and mobile payments. Additionally, it can be configured as a coin only meter.

Uses fully rechargeable batteries, so there's no need to buy replacement batteries every year.



Fits into traditional housings with the same secure top cap and a new flat dome makes the screen easy to read.

The crystal clear, backlit LCD display is visible in any lighting condition and is remotely programmable with CivicSmart's Parking Enterprise Management Sytem.

The tactile 4 or 6 button keypad is intuitive and easy to use, decreasing time to full motorist acceptance.

The LNG features multiple payment options (coin, credit/debit card, mobile payment integration, and NFC contactless payment) and all rate and pertinent information is displayed directly on the large high-visibility screen.

For maximum accessibility and visibility to a wide range of motorists, the LNG is fully compliant with ADA accessibility standards without cost prohibitive and timely pole cutting.

Wireless Two-Way Communications

The Liberty Next Gen meter communicates wirelessly using 3G/4G and LTE networks, and also supports LoRa IoT communications, Bluetooth and WiFi, and is upgradable to NFC communications. The meter does not require additional hardware to transmit wireless data for the purposes of payment card processing, coin transactions, updates to the operating features, rate configuration, and fault notification.

The LNG processes all credit card transactions in real time, however, in the event the wireless network is down and the meter is unable to successfully complete a real-time, end-to-end authorization of a credit card transaction with the financial institution, the City may elect to configure the system to operate into a "hold and send" mode.

Updates to the system are done via our Parking Enterprise Management System (PEMS) which is a webbased system accessible via any web browser (Google Chrome, Mozilla Firefox, Internet Explorer, Apple Safari). The LNG is equipped with a peripheral port interface in which a "datakey" provides a data management system that is an industry-first for simplicity and ease of use. Each key, pre-loaded with specific instructions, is plugged into the side of the meter mechanism. This allows efficient identification of meter location and transfer of attributes when replacing mechanisms and gives instruction for immediate functionality upon installation.

Equipment Display

The LNG meter displays time/date and all rate information right on the screen (right). The crystal clear, backlit LCD display is visible in any light or dark—condition and is securely protected under a traditional meter top cap and an anti-fog and anti-glare dome lens. Customizable and remotely programmable with CivicSmart's Parking Enterprise Management System[™], the screen can display the information relevant to the motorist, as determined by the City, and supports a variety of messages and symbols such as "No Parking" and "Out of Order". The display is not available in color.

The screen can be customized for cities that prefer larger fonts (right) and can also be configured for multi-lingual operation.

Super bright LED lights are equipped on the front and back of the Liberty Next Gen, allowing nighttime enforcement that is visible from up to 85 feet away during periods of darkness. Green, yellow, and red LED's clearly indicate valid parking time, meter fault, and expired meter time, with flashes at approximately one-second intervals.

Keypad

Payment amounts are determined by the motorist by use of the "Up" and "Down" arrows on the keypad and are not confirmed until the "Ok" button is pressed. At any time during a transaction, motorists can press the red "Cancel" (**C**) button on the keypad to terminate the credit card payment process. Additionally, the transaction will be automatically cancelled if the motorist does not complete the transaction within a default amount of time. For our dual space configuration, we offer a 6-button keypad that includes "Left" and "Right" buttons for easy selection of the appropriate space.

All buttons on the keypad are tactile so that motorists can both hear and

feel a "click" when successfully pressing a button. The buttons are not configurable but the keypad can be easily replaced if different functionality is required.

Like the rest of the meter, the keypad is modular so that it can be easily serviced in the field.









Payments

Liberty Next Gen meters look and feel like traditional single-space parking meters, increasing motorist acceptance and adoption. However, the Liberty Next Gen goes above and beyond to offer expanded payment options and security when it comes to payment acceptance. The LNG accepts tokens, coins, credit cards, debit cards, smartcards, and NFC contactless payments. The LNG is integrated with all of the top mobile payment providers in the industry including PayByPhone, so mobile transactions will be immediately updated on the meter, providing a consistent user and enforcement experience.

For the ability to display mobile payments on the meter in real time, we will install solar-powered LoRa communication gateways in the vicinity of the meters. If the City chooses to install vehicle detection sensors, these gateways will already be in place as they are required for low-power sensor communications.

Payment types made at the meter (credit/debit card, coin, NFC payments) do not require additional hardware.

The PCI-compliant LNG meter features an EMV Level II certified card reader that supports magneticstripes from smart cards as well as VISA, MasterCard, American Express and Discover. All credit/debit transactions are encrypted and no credit/debit card specific data is stored on the parking meters. No credit/debit card information is authorized, transferred or stored outside of North America.

Like the meter itself, the card reader is not disabled by vandalism or inclement weather conditions such as moisture, heat, cold or grime from winter roads. In the event that either the coin slot is out of order or the card reader is inoperable, the meter can default to "Credit Card Payment Only" or "Coin-Only" respectively.

Clock

To support accurate operations, the LNG Meter has a 365-day calendar real-time clock which is synchronized with our centralized server system. The Liberty's real-time clock is fully programmable to automatically adjust to daylight savings time and additionally tracks the day of the week. The accuracy of our LNG meter clock across a wide range of temperatures is certified by independent lab testing.

The LNG meter also supports varied rates throughout the day. Our PEMS system allows City staff to change rates and rate structure and then remotely send changes to one or more units. The LNG meter can also be configured to accept pre-payment during non-paid working hours.

Power

Through innovative design, low-power electronics, and next generation communications technology, we have reduced the power consumption of our Liberty Next Gen meter so that we can offer 6-9 months between recharges of our fully rechargeable battery. By monitoring battery levels in our PEMS system and establishing a regular battery recharge cycle, a small fraction of meters can be cycled with recharged batteries as a normal part of maintenance. Because our batteries are recharged infrequently, they will

last for years without needing to be replaced. In comparison, smart meters that rely on solar recharged batteries often need frequent, expensive battery replacements.

The LNG does not have any non-rechargeable batteries and features sophisticated power management capabilities, including an ultra low-power display that will ensure the City does not have to spend unnecessary money and resources on battery maintenance. If the City wants cost certainty about battery costs, we offer a five-year battery warranty as an option.

Security

The beauty of the LNG meter is the ease of maintenance for City personnel. Routine fixes, such as clearing a coin jam or changing a battery/card reader, can quickly be accomplished in the field. For further maintenance, CivicSmart recommends keeping a supply of spare mechanisms on hand. When a mechanism needs repair, the technician can swap the broken mechanism with a spare, maintaining full programming and audit information by switching the Datakey between meters.

CivicSmart offers some of the best hardware support in the industry, ensuring our clients have the parts and upgrades necessary to keep the parking program operating smoothly. Our Service Center is there to assist with ordering spare parts to maintain a healthy inventory of parts, and we are always available to discuss and provide consultation on product upgrades and integration of new technologies.

Maintenance App

We will also provide the City with a maintenance application (see right) to aid the City with the maintenance and upkeep of its LNG meters and multi-space pay stations. This Meter Management App will allow the City to do a range of different tasks, including activating/deactivating meters, initiating a RMA/repair, and viewing reports on the go.

We can also provide the City with various operational cards to aid in the maintenance and collections process, including:

- **Diagnostic Cards** to provide specific information relating to the current meter operating status
- **Coin Collection Cards** to clear the coin box counter and cash audit feature
- Meter Maintenance Cards to allow staff to put time on the meter to compensate a motorist in the event of a maintenance activity

8	9	
Maintenance		
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RMA Manageme	nt	
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Update Meter		
Reports		
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Warranty

CivicSmart strives to provide a comprehensive program for warranty and support for products delivered to our clients. We believe satisfaction is borne from the basic principles of delivering and sustaining a reliable solution with consistent results. As such, we have outlined a warranty program that will fit the City's needs. Please note that the warranty on the batteries is subject to the City following the recommended handling guidelines and configuration settings for the meter. Our standard warranty protects the hardware against defects in materials and/or workmanship for a period of twelve (12) months from the date of implementation.

Product Warranty

CivicSmart expressly warrants its parking meter products against defects in materials and/or workmanship for a period of twelve (12) months from the date of implementation or sixteen (16) months from the date of purchase whichever is sooner.

This includes electronic modules, replacement parts, and accessories covered by this limited warranty period, unless otherwise specifically identified by separate cover. This limited warranty is expressly limited to repair or replacement of the defective part or parts, at CivicSmart's option, upon return of such part(s) at the customer's cost to CivicSmart's Repair Center. The cost of returning parts covered by the warranty from the Repair Center to the Client is paid by CivicSmart.

This limited warranty applies to those parts or components determined to be defective in material or workmanship under normal use and service. Those parts determined to be abused, misused, incorrectly handled, improperly maintained, or vandalized may not be covered by this warranty.

Use of limited or non-genuine CivicSmart meter parts or unauthorized alterations in parking meters may void this limited warranty. CivicSmart's sole obligation and Client's sole and exclusive remedy against CivicSmart for breach of this limited warranty shall be for the repair or replacement of defective parts at CivicSmart's option upon return of the parts to the Repair Center.

Parts Warranty

Unless otherwise governed by a specific contract or service agreement, CivicSmart warrants for a one (1) year period from the date of accepted delivery to provide repaired or placement parts or modular components determined by CivicSmart to be defective or faulty in material or workmanship under normal use and service at no additional cost to the Client. This warranty does not cover parts replacement required as a result of vandalism, 3rd party damage, normal wear and tear, extreme environmental conditions, or other forms of non-material workmanship.

Extended Maintenance Agreement (Optional)

CivicSmart provides an Extended Maintenance Agreement for seven (7) years following the expiration date of the initial I-year warranty. This agreement covers original, repaired or replacement parts or modular components determined by CivicSmart to be defective or faulty in material or workmanship under normal use and service. This warranty does not cover parts replacement required as a result of vandalism, 3rd party damage, normal wear and tear, extreme environmental conditions, or other forms of non-material workmanship.

Vendor Support

CivicSmart has a structured process and support organization to help ensure smooth and effective resolution of program anomalies. Our standard support and maintenance services program includes the following:

- Initial tracking of support calls, online Jira submission or emails and acknowledgement of receipt of issue by our CivicSmart Service Center
- Assessment of the reported issue and immediate resolution if possible
- Initiation and tracking of Return Materials Authorization (RMAs), as required, for equipmentrelated issues
- Priority assignment of issue severity
- Routing of issues for which follow-up is required
- Monitoring, tracking and reporting on open issues throughout the resolution process
- Management analysis of reported issues for potential blanket resolution for a CivicSmart product
- Four (4) hour response time during regular operating hours
- Configuration Management includes obtaining/reviewing required new hardware/equipment; reconfiguring system software components; revising templates where required; revising/developing interfaces and critical reports; refining the overall upgrade transition plan; addressing any site related requirements; and refining issuance, processing, and special collection procedures as well as user documentation.

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

In addition to our 24/7 technical support line, the City can take advantage of PEMS built-in Help feature that provides support information. All instruction materials and manuals will be provided to the City upon implementation, and will receive the updated version as it is updated. Mandatory software upgrades will be automatically provided to the City at no cost.

Training

CivicSmart will provide all the appropriate training required to help ensure a smooth start-up of meter use, enforcement, collections, maintenance, and ongoing operations by the City. The initial plan will include on-site training during the delivery and deployment period. The methods for delivering training will vary according to the targeted audience. However, it is typical that training will consist of a combination of classroom style and hands-on practical training, with written support documentation provided as reference material. CivicSmart will work with the City to establish times and locations that are convenient to City staff.

Training Conside	Training Considerations – LNG Meters						
Training Detail	Description						
Solution Overview	Training: General Participation						
Description	Full, top-level solution overview to familiarize all staff with the capabilities of the parking meter and management system. This session will be provided to all staff involved in the operation and management of the parking solution.						
Location	Determined by City						
Est. Duration	I hour each session (multiple sessions depending on number of staff)						
Service and Mainte	enance Knowledge Transfer: Maintenance Staff						
Description	Provide training to meter maintenance personnel to ensure the ongoing management and maintenance of the meters can be performed by the City. Training will focus on parts replacement, routine maintenance, and troubleshooting of issues.						
Location	Determined by City						
Est. Duration	12-16 total hours (multiple sessions depending on number of staff)						
Collections Knowle	edge Transfer: Collections Staff						
Description	Provide training to collections personnel to ensure proper collection processes are performed.						
Location	Determined by City						
Est. Duration	I-4 total hours (multiple sessions depending on number of staff).						
Enforcement Office	er Knowledge Transfer: Enforcement Staff						
Description	Provide training to enforcement officers to ensure accurate and efficient enforcement occurs.						
Location	Determined by City						
Est. Duration	4 total hours (1-2 sessions)						

Parking Manageme	ent Knowledge Transfer: Administration Staff
Description	Provide training and education to administration to ensure appropriate
	knowledge transfer of the meters' software capabilities, to help ensure the
	City's administration proactively manages and maintain their parking
	infrastructure.
Location	Determined by City
Est. Duration	4 total hours (1-2 sessions 2 hours each)

On-Going Training

After initial implementation, CivicSmart will work with the City to identify additional training requirements and mutually agree on an appropriate fulfillment strategy and plan. We will also provide hard and electronic copies of all manuals to the City upon implementation.

Parking Enterprise Management System (PEMS)

PEMS is the City's go-to source for real-time parking data, officer efficiency & management, and more. With a wide range of data at the City's finger tips, the City will be able to analyze parking trends to make adjustments for a more efficient program.

A smart backend management system is just as important to the management of an efficient and effective parking program as the meters on the street. Our Liberty Next Gen meters thrive with our Parking Enterprise Management System (PEMS), the powerful backend system that provides comprehensive, cloud-based meter management in a user-friendly environment. Our PEMS backend software system will serve as the solution for ongoing management functionality, diagnostic services and the ability to remotely manage, access, and modify meter programming.

For integrated reporting, across the entire parking program, PEMS can export payment and transaction data to Global's backend management system.

PEMS Function	ality
Functional Area	Features
Real Time Meter Status Monitoring	 Real-time reporting of meter status information including transactions, occupancy, etc. Critical operational failure data and alarms are transmitted immediately upon failure occurring Alarms sent via SMS text or email
Meter Configuration Management	• Remote updates to rates, rate structure, displayed message text, etc. The meter can be programmed to display a fixed rate or multiple rates; supports pre-payment before payment period begins; and can display tow-away, event, or any other customizable display message.
Asset Maintenance	 Online fault/alert reporting and routing Fault/alert categorization and histories Equipment operability and performance metrics Fault/revenue impact correlations
Performance Management	 Maintenance services such as frequency of visit and time to repair fault Enforcement services such as number of inspections/visits Cash collection services such as frequency of collections
Revenue Management	 Revenue trend reporting Audit Payment method breakdowns Statistical Reporting

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

PEMS allows City staff to change rates and rate structure and then send changes to one or more meters. It comes packed with a full suite of real time and historic reporting, allowing the City to look at their parking program from multiple angles, from the performance of all meters to the performance of a single meter. All payments, including coins, credit card, smart card, and pay-by-cell, can be reported to PEMS to enable wireless enforcement via the handheld device, increasing enforcement efficiency. A list of our standard management reports is provided below:

PEMS Reports	
Name	Description
Special Reporting Tools	
Ad Hoc Reports	Select data sources to create ad hoc, custom reports
Collection Routes Reports	View data regarding collection routes
Standard Reports	
Credit Card Reconciliation	Final report of credit card transactions by batch.
Total Income Summary	Summary of income by meter.
Daily Financial Summary	Summary of income types by meter.
Current Meter Amounts	Amounts in Meter since last collection.
Occupancy Rate Report Summary	Calculates and display the occupancy rate and average turnover rate by area
Customer Payment Transaction List	Displays every transaction that occurred within the given time frame
Collection Run Reconciliation Summary Report	Displays income data aggregated by collection run from all sources (meter, cashbox chip and cashbox docking station) for a given date
Active Alarms	Alarms currently Active across all assets.
Historical Alarms	Alarms that have been resolved.
Sensor Attribute Status Exceptions Summary	Displays a list of attribute status, software version, configuration version for meter and sensor assets.
Asset Operational Status Reports	Displays associated information for asset operational
Asset Status History Report	Dashboard based report. It will display the four most relevant fields for each of the six data categories
Meter Uptime and Status Report	Displays meter uptime by space demand type for a given time period.
Maintenance Events	List of maintenance events.
Asset Fault Analysis Report	Displays a list of assets which have reported fault conditions

There	Meters with Active Alarms	Asset Status	Frank Day	Battery Report	Participa
296 289	Severe Alarma Major Alarma	3 Communicating 8 Non-Communicating	278 11	Change Plan to Change	1
97.6%	Metera with Acilie Alerna 1	Non-Communicating Meters		Battery Montenars a Required	0.00%
Accepted Refunded Detined	Final Pendog	Cash Credt Card Credt Card Credt Card	Aug 11 Aug 12 Aug 13	ns Count Credit Cert # Pay By Cell® Sma	e Care
	295 289 97.5%	Weters with Active Alarms 295 289 37.65 Meters with Active Alarms Major Alarms Major Alarms 97.65 Meters with Active Alarms 97.65 Meters with Active Alarms Transactions Accessed Final Refuncted Compared Final Description	Meters with Active Alarms Current 295 Severe Alarms 1 289 Severe Alarms 0 Major Alarms 0 97.65 Metera with Active Alarms 15 Asset Status 97.65 Metera with Active Alarms 15 Transactions Rest Corporation after Meters	Meters with Active Alarms Current 295 Severe Alarms 3 289 Severe Alarms 3 Major Alarms 0 Major Alarms 0 Meters with Active Alarms 1 S7.55 Meters with Active Alarms 1 Meters with Active Alarms 0 Major Alarms 0 Meters with Active Alarms 1 Meters with Active Alarms	Meters with Active Alarms Communicating Part Corr 295 Severe Alarms 3 37.55 Maps Alarms 0 97.65 Meters with Active Alarms 1% Maps Alarms 1% Meters with Active Alarms 1%

The PEMS home screen displays a comprehensive management dashboard featuring charts and graphs to showcase important data and performance metrics immediately upon log-in.

PEMS was designed so that parking program operators and their staff could have access to a wealth of information about their program. This means it integrates data from a variety of sources, including CivicSmart and web-based third-party applications. Additionally, PEMS is built on an open-architecture platform that makes it possible to build interfaces to third-party parking systems and to act as a centralized parking asset management system. This enables City users to access and report data on meters from a unified source.

PEMS is fully hosted by CivicSmart in a safe and secure environment. It is accessible only to authorized users from any web-based device. It runs seamlessly on virtually all major internet browsers including Microsoft Internet Explorer[®], Google Chrome[™], Apple Safari[®], and Mozilla Firefox[®].

Our PEMS system has a robust reporting mechanism that allows clients real-time and historic access to the data needed to effectively manage their parking program. The data presented in these reports can be segmented in a myriad of ways, including transaction date and time, payment method, rate, meter number, and credit card type. This provides the City with unlimited reporting and data capabilities that can be tailored to its needs.

We understand that the City of Ft. Lauderdale may want consolidated reporting and PEMS can export data to the multi-space paystation backend system.

On the following pages, we have included screenshots of some of the reports available on PEMS.

PEMS Dashboard



Battery Analysis Report

Asset Id	Asset Name	Area	Zone	Street	Has Sensor	No. of Changes	First Change
32046	EO-111	DownTown	East Overland	East Overland	Yes	1	11/8/2019 9:00:30 AM
32114	EO-906	DownTown	East Overland	East Overland	No	1	11/13/2019 9:19:31 PM
32146	MI-207	DownTown	Mills	Mills	Yes	2	11/14/2019 10:59:28 AM
32214	MI-712	DownTown	Mills	Mills	No	1	11/13/2019 3:51:48 PM
32240	NK-100	DownTown	North Kansas	North Kansas	No	1	11/12/2019 10:12:43 AM
32244	NK-110	DownTown	North Kansas	North Kansas	No	1	11/12/2019 10:11:10 AM
32270	NOC-113	DownTown	North Ochoa	North Ochoa	No	1	11/23/2019 9:24:47 AM
32288	NS-307	DownTown	North Stanton	North Stanton	Yes	1	11/8/2019 9:13:22 AM
32305	NV-132	DownTown	North Virginia	North Virginia	No	1	11/12/2019 10:53:54 AM

Zune Zoter	Tota			0	Contr		Codi Cad						Pay Sy Phone		
	¥ Transchiene	Transactions	kindek	ji Travnoforis	Tenustion	al Terunciona	Transford.	и Аззернит	Accepted	a Decined		al Reforded	Related	ji Tonuccion	Tenepetiene
Solimore	2	\$3.26	515	ĵ	\$1.00	;	\$2.28	1	\$2.28	Q	\$0.00	n	\$0.00	Q	\$0.00
SLANKTIARS	10	\$17,53	1,223	6	\$6.50	Ĭ	\$4.00		\$4.00	0	\$0.00	8	\$0.00	3	37.00
CAMPBELL	22	\$34.06	2,219	12	\$9.75	J	\$5.00	J	\$6,08	0	\$0.00	U	\$0.00	7	\$10.25
Chihuchua	Ţ.	\$0.50	30		\$0.30	-0	\$0.00	0	\$0.00	ø	\$0.00	¢.	\$0.00	o	\$0.00
Cissienti	14	\$10.56	651	n	\$6.25	2	\$3.31	2	\$3,31	0	\$0.00	0	\$0.00		\$1.00
ELFATHER RAHM	10	\$17.00	1.045	15	317.00	0	\$0.00	ñ	\$0.00	Ď.	\$0.00	n	\$0.00	ö	\$0.00
F. POURTH	25	\$20.55	1,286	24	\$18.50	1.1	\$2.00	1	\$2.03	0	\$0.00	n	\$0.00	0.	\$0.00
F. Franklin	30	\$13.84	876	18	58.75	a	\$5.09	а	\$5.09	Q	\$0.00	n	\$0.00	Q	\$2.00
E. Missour	Ĵ	\$4,75	353	5	\$4.75	-0	\$0.00	D	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00

Total Income Summary

Daily Revenue Report

Transaction	Time Betwee	n(Calendar	11/17/201	9 00:00 11/	/23/2019 10	0:50				
	Total		Cash		Credit Card		Pay By Phone		Smart Card	
Date	# Transactions		# Transactions		# Transactions	Transactions	# Transactions	Transactions	# Transactions	Transactions
11/20/2019	6,924	\$4,958.53	5,963	\$3,457.30	715	\$1,123.48	246	\$377.75	0	\$0.00
11/23/2019	1,708	\$1,383.61	1,505	\$1,019.50	151	\$264.86	50	\$95.25	2	\$400.00
11/18/2019	7,611	\$5,386.62	6,721	\$4,016.35	686	\$1,045.77	200	\$318.50	4	\$600.00
11/21/2019	6,481	\$4,809.58	5,536	\$3,317.90	696	\$1,093.68	246	\$394.75	3	\$325.00
11/22/2019	7, 181	\$5,207.64	6,209	\$3,699.50	788	\$1,229.39	182	\$275.75	2	\$300.00
11/19/2019	7,059	\$5,050.54	6,151	\$3,563.05	695	\$1,129.74	212	\$355.75	1	\$200.00
11/17/2019	408	\$298.50	378	\$241.50	30	\$57.00	0	\$0.00	0	\$0.00
	37,372	\$27,095.02	32,463	\$19,315.10	3,761	\$5,943.92	1,136	\$1,817.75	12	\$1,825.00

Mobile Payment Latency





Aggregated Occupancy by Hour of the day. 21 8 9 10 11 12 13 14 15 17 18 20 16 19 Hour of the cas 8 39% 7 62% 10. 100% 11 100% 12 100% 13 100%

Aggregated Occupancy Report

GIS Revenue Summary (By Meter)

	1562-11	
Asset Id	32031	
Asset Type	Single Metered Space	
Asset Model	LNG	
Street	Capitol St	
Zone	1562	
Area	1562	
Cash Total	\$13.50	
Credit Card Total	\$8.0	
Smart Card Total	\$0.0	alite
Pay By Phone Total	\$4.60	
Total Revenue	\$26.10	20

Multi-Space Meter Integration

CivicSmart has dozens of integrations that are currently live in cities across the globe, including integrations with Global's multi-space paystations that are part of this proposed solution.

Below is our growing list of partnerships and integrations that we hold in the industry.

CivicSmart's Smart Parking Integrations						
Component	Description					
Vehicle Detection Sensors	CivicSmart Sensors & GatewaysGE Intelligent Light Fixtures					
Handheld Enforcement Technology	 AutoISSUE enforcement software Duncan Solution's AutoPROCESS software Panasonic FZ Series Zebra/Motorola/Symbol handhelds and printers Two Technologies N5 Series Samsung Mobile Devices Casio Intermec AirWatch 					
Mobile Payment Applications	 PaybyPhone Parkmobile Passport Parking Pango Parking MobileNow SpotAngels 					
Parking Meters	 CivicSmart's Parking Enterprise Management System (PEMS) CivicSmart's Liberty Next Gen Smart Meter Global Parking Solutions Flowbird T2 Systems/Digital 					
Other Third-Party Integrations	 Genetec (LPR) Parkopedia (Parking Inventory Aggregator) Smarking (Parking Data Analytics) Dynamic/Variable Message Signs Various Records Management Systems Various Court & Citation Processing Systems 					

CivicSmart certifies that they will integrate with any and all vendors that the City currently, or in the future, choses to utilize in its parking program.

Vehicle Detection Sensors (Optional)

Our patented sensors feature directional radar, which means that they can be installed anywhere near a parking space depending on environmental factors. By using radio waves to detect vehicles, our sensors

are not affected by conditions that plague other sensor technologies (ambient light, color, weather, passing or adjacent vehicles, and electromagnetic interference). Our time-of-flight true radar travels at the speed of light, which enables frequency bands to detect objects both large and small, and provide an unambiguous range and presence indication.

Our vehicle detection sensors are specifically designed and integrated to enhance your parking program. They can be integrated with single-space, dual-space and multi-space meters for comprehensive occupancy reporting. Our sensors lead to a number of advantages, including more effective parking program management through advanced data analysis, integration with wayfinding applications to help motorists find available parking spaces, more efficient parking violation enforcement, and increased revenue by zeroing out and reselling time when a vehicle leaves a parking space with meter time remaining.

Below are images of our subterranean (left) and curb-mount (right) sensors installed in Fort Collins, CO.



Gateways

Our sensors communicate wirelessly through solar-powered gateways that transmit sensor data back to our PEMS system. Each gateway communicates with approximately 25 sensors. These gateways will be located within a few hundred feet of the sensor, and are typically installed on light poles, parking signs, or traffic signal poles. In consult with the City, CivicSmart will analyze available mounting locations and identify suitable options.

Our solar-powered gateways feature proprietary low latency, noise-tolerant LoRa IoT communications technology, which wirelessly transmits sensor data to our PEMS system for comprehensive data management and analysis.



Sensor Benefits and Accuracy

The benefits of our vehicle detection sensors include:

- Providing motorists with real-time on-street parking availability through wayfinding applications including mobile payment apps
- Allowing a wealth of real-time and historical data on occupancy and parking program performance
- Supporting detailed parking program analysis through advanced data collection
- Informing parking program managers & policymakers through real-time and historical data
- Guiding enforcement staff in real-time directly to vehicles in violation
- Zeroing out & reselling remaining meter time which means sensors can pay for themselves.

10. SUPPORTING INFORMATION

d) PCI Compliance - Global Pay Stations / Windcave Inc. (formerly Payment Express)



P2PE CERTIFICATION FACTSHEET

PCI Security Standards Protection of Cardholder Payment Data



What is P2PE?

P2PE or Point-to-Point Encryption is a certification offering form the PCI Security Standards Council. It encompasses and validates the terminal to host communication of financial data end-to-end ensuring point-to-point encryption.

P2PE certification provides unequivocal proof that the data between the device and host is strongly encrypted and can be transmitted over public networks. P2PE encompasses an entire payments ecosystem from POI terminal to processing host.

The Windcave P2PE solution considerably reduces the PCI DSS validation effort of the merchant's cardholder data environment. It does not remove the need for merchant PCI DSS validation however effort and ultimately cost is significantly less with a P2PE certified solution.

Benefits

The major benefit for customer is a reduction of scope in their Annual PCI SAQ (Self Assessment Questionnaire). Merchants also have the assurance that a PCI accredit auditor and lab have reviewed and assessed Windcave's security standards and processes. This incorporates everything from software and hardware design practices to physical security of the host servers and everything in-between.

Transport parties such as networks, internet service providers and other third party service provides involved in the networking of P2PE messages are **NOT** able to impact the security of a P2PE certified solution. This means they need not obtain any particular compliance, other than dealing correctly with POI devices supplied from Windcave.

Self-Assessment Questionnaire	SAQ P2PE	SAQ B-IP	<u>SAQ D</u>
Pages of Requirements	7	20	65
Requirements Areas			
Full Scope			•
Secure network		•	•
Protect Cardholder data	٠	•	•
Vulnerability management		•	•
Access control measures	•	•	•
Monitor networks		•	•
Personal policy and training	•	•	•

PCI Approval

You can validate Windcave's P2PE certification status and compliant devices on the PCI Security Standards Council <u>website</u> by searching Windcave as the company name.

Further compliance details found here also.

COMPANY	P2PE VERSION	P2PE ASSESSORS	REGIONS SERVED	REASSESSMENT DATE
Payment Express Limited				
Solution Name: Payment Express	P2PE Solution			
Reference #: 2019-00742.004 Solution Details	P2PE v2.0	UL Transaction Security PTY Ltd.	GLOBAL	16 Jul 2022

Description Provided by Vendor: Payment Express Limited is a high growth, innovative global leader in payment technology. Payment Express P2PE solution is an end-to-end encryption and PCI-validated solution available on a range of Attended and Unattended platform. Merchants can use this solution to significantly reduce their PCI DSS Scope while simultaneously increasing their security.

Becoming a P2PE Merchant

Becoming a Windcave P2PE merchant is simple.

- **Step 1 –** Express your interest to Windcave to become a P2PE merchant.
- **Step 2** Review the Windcave **P2PE Implementation Guide (PIM)** and **P2PE Architecture** (provided upon request). This outlines what is required of you as a merchant to be P2PE compliant and what you can expect when receiving Windcave POI terminals.
- **Step 3** Confirm you agree and understand that to be P2PE you will implement the processes outline in the PIM. Email <u>compliance@windcave.com</u> your confirmation.

City of Fort Lauderdale RFP # 12342-805



Payment Card Industry (PCI) Data Security Standard

Attestation of Compliance for Onsite Assessments – Service Providers

Version 3.2.1

June 2018

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Global Parking Solutions



Section 1: Assessment Information

Instructions for Submission

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

Part 1. Service Provider and Qualified Security Assessor Information						
Part 1a. Service Provider	Organization Infor	mation				
Company Name:	Windcave Inc		DBA (doing business as):	Windcave Ltd Windcave Pty Ltd (Aus) Windcave Ltd (UK) Windcave Inc (US)		d (Aus) IK) S)
Contact Name:	Cameron Collard		Title:	Global Head PMO, Risk and Compliance		
Telephone:	+64 9 368 0795		E-mail:	<u>Cameron.</u> <u>e.com</u>	Collard	d@windcav
Business Address:	Suite 520, 8939 S Sepulveda Boulev	outh ard	City:	Los Ange	es	
State/Province:	California	Country:	USA	·	Zip:	90045
URL:	www.windcave.com					

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

Company Name:	Trustwave					
Lead QSA Contact Name:	Warren Seet		Title:	Senior Security Consultant		
Telephone:	+44 (0) 845-456-9	611	E-mail:	wseet@trustwave.com		
Business Address:	Westminster Towe Albert Embankme	er, 3 nt,	City:	London		
State/Province:	Not applicable	Country:	United Kingdo	m	Zip:	SE1 7SP
URL:	www.trustwave.com					



Part 2. Executive Summary	1						
Part 2a. Scope Verification							
Services that were INCLUDED in the scope of the PCI DSS Assessment (check all that apply):							
Name of service(s) assessed:Unattended terminals, EFTPOS, PxPay, PxPost, PxFusion, IVR, Payline, Recurring billing, Batch processing							
Type of service(s) assessed:							
Hosting Provider:	Managed Services (specify):	Payment Processing:					
Applications / software	Systems security services	POS / card present					
Hardware	☐ IT support	🛛 Internet / e-commerce					
Infrastructure / Network	Physical security	🖾 MOTO / Call Center					
Physical space (co-location)	Terminal Management System						
☐ Storage	Other services (specify):	Other processing (specify):					
🗌 Web		Unattended terminals					
Security services		Recurring billing					
3-D Secure Hosting Provider		Batch processing					
Shared Hosting Provider							
Other Hosting (specify):							
Account Management	Fraud and Chargeback	Payment Gateway/Switch					
Back-Office Services	Issuer Processing	Prepaid Services					
Billing Management	Loyalty Programs	Records Management					
Clearing and Settlement	Merchant Services	Tax/Government Payments					
Network Provider	·	·					
Others (specify):							
Note : These categories are provide an entity's service description. If yo	ed for assistance only, and are not inte	nded to limit or predetermine					

an entity's service description. If you feel these categories don't apply to your service, complete "Others." If you're unsure whether a category could apply to your service, consult with the applicable payment brand.



Part 2a. Scope Verification (continued)						
Services that are provided by the PCI DSS Assessment (ch	y the service provident eck all that apply):	er but were NC	T INCLUDED in the scope of			
Name of service(s) not assessed:	Account2Account					
Type of service(s) not assessed:	·					
Hosting Provider: Applications / software Hardware Infrastructure / Network Physical space (co-location) Storage Web Security services 3-D Secure Hosting Provider Shared Hosting Provider Other Hosting (specify):	Managed Services (Systems security IT support Physical security Terminal Manage Other services (sp	specify): services ment System becify):	Payment Processing: □ POS / card present □ Internet / e-commerce □ MOTO / Call Center □ ATM ⊠ Other processing (specify): Direct bank transfers			
Account Management Back-Office Services Billing Management Clearing and Settlement Network Provider Others (specify):	Fraud and Charge Issuer Processing Loyalty Programs Merchant Service	eback s	 Payment Gateway/Switch Prepaid Services Records Management Tax/Government Payments 			
Provide a brief explanation why ar were not included in the assessme	ny checked services ent:	This service do cardholder dat	pes not store, process nor transmit a.			



Fait 20. Description of Fayment Gard Busines	ə
Describe how and in what capacity your business stores, processes, and/or transmits cardholder data.	Windcave Ltd (Windcave), formerly Payment Express Ltd, is headquartered in New Zealand and has offices in Australia, the United Kingdom, and the United States. Windcave provides payment gateway solutions spanning across point of interaction (POI) devices, e-Commerce, interactive voice recording (IVR), recurring billing and batch upload payment channels.
	are processed through the merchants nominated acquiring bank.
	Windcave stores, processes and/or transmits cardholder data (CHD) via the following payment channels:
	Card Present:
	Unattended terminals
	EFTPOS PIN pads
	Card Not Present:
	• E-commerce (PxPay)
	E-Commerce (PxPost)
	E-Commerce (Pxrusion)
	Pavline
	Recurring billing
	Batch Processing
	 Payline CSV Batch Upload
	 SFTP Batch Processor
	<u>PIN/Debit</u> :
	Instanded terminals
	EFTPOS PIN pads
Describe how and in what capacity your business is otherwise involved in or has the ability to impact the security of cardholder data.	Not applicable.



Part 2c. Locations

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

Type of facility:	Number of facilities of this type	Location(s) of facility (city, country):
Corporate office	3	Ellerslie, Auckland, New Zealand
		Anzac Ave, Auckland, New Zealand
		Los Angeles, CA, USA
Data Centre	6	Ellerslie, Auckland, New Zealand
		Anzac Ave, Auckland, New Zealand
		El Segundo, CA, USA
		Mascot, Sydney, Australia
		Weehawken, NJ, USA
		West Drayton, London, UK
Key injection facility	2	Ellerslie, Auckland, New Zealand
		Los Angeles, CA, USA

Part 2d. Payment Applications

Does the organization use one or more Payment Applications? \square Yes \square No

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

Payment Application	Version	Application	Is application	PA-DSS Listing Expiry date (if applicable)
Name	Number	Vendor	PA-DSS Listed?	
PXHOST	#1854	In-house built application	🗌 Yes 🛛 No	Not applicable

Part 2e. Description of Environment

Provide a <u>high-level</u> description of the environment w covered by this assessment.

For example:

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

Windcave's data centres in Auckland (Ellerslie and Anzac Ave), and 3rd party data centres in Sydney (Australia), California (US), New Jersey (US) and London (UK) host the physical environment of the CDE. Within the CDE, the following technologies are in scope:

- Private links to acquirers and payment brands
- Virtual servers
- Firewalls
- IPS
- NTP server
- HSMs
- Load Balancers
- Databases
- Web servers
- Hypervisor
- Windows Operating System
 - Linux Operating System



	File Integrity Monitoring software
	Anti-Virus software
	Centralised logging software
	Multi factor authentication software
	PXHOST application
	CrushFTP software
Does your business use network segmentation to affect the s environment?	cope of your PCI DSS
(Refer to "Network Segmentation" section of PCI DSS for guid segmentation)	lance on network

Part 2f. Third-Party Service Providers						
Does your company have a relationship with a Qualified Integrator & Reseller (QIR) for the purpose of the services being validated?						
If Yes:						
Name of QIR Company:		Not applicable				
QIR Individual Name:		Not applicable				
Description of services provided by QIR:		Not applicable				
Does your company have a relationship with one or more third-party service providers (for example, Qualified Integrator Resellers (QIR), gateways, payment processors, payment service providers (PSP), web-hosting companies, airline booking agents, loyalty program agents, etc.) for the purpose of the services being validated?						
If Yes:						
Name of service provider:	Description of services provided:					
Equinix Inc	Physical data centre hosting (Equinix US)					
Equinix Asia Pacific Pte Ltd	Physical data centre hosting (Equinix AU)					
Digital Realty Trust, L.P.	Physical data centre hosting (Level 3 US and Equinix UK)					
Note: Requirement 12.8 applies to all entities in this list.						



Part 2g. Summary of Requirements Tested

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

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

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

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

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

Name of Service A	Unattended terminals, EFTPOS, PxPay, PxPost, PxFusion, IVR, Payline, Recurring billing, Batch processing						
		Details of Requirements Assessed					
PCI DSS Requirement	Full	Partial	None	Justification for Approach (Required for all "Partial" and "None" responses. Identify which sub-requirements were not tested and the reason.)			
Requirement 1:				1.2.2 Not applicable. There were no routers in scope for the assessment.			
Requirement 2:				2.2.3 Not applicable. There were no insecure services, daemons nor protocols in use.			
				2.6 Not applicable. Windcave is not a shared hosting provider.			
Requirement 3:				3.4.1 Not applicable. Disk encryption is not used to render PAN unreadable.			
				3.6 Not applicable. Windcave does not share keys with customers for transmission or storage of cardholder data.			
Requirement 4:	\boxtimes						
Requirement 5:				5.1.2 Not applicable. Windcave deploys anti-virus software to all in-scope components.			
Requirement 6:				6.4.6 Not applicable. There were no significant changes in the past 12 months.			
Requirement 7:							
Requirement 8:				8.5.1 Not applicable. Windcave does not have remote access to customer premises			

PCI DSS v3.2.1 Attestation of Compliance for Onsite Assessments – Service Providers, Rev. 1.0 @2006-2018 PCI Security Standards Council, LLC. All Rights Reserved. Global Parking Solutions

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\boxtimes	\boxtimes	9.5.1 Not applicable. Windcave does not store backup media in an off-site facility.
		9.6.1, 9.6.2, 9.6.3, 9.7, 9.7.1 Not applicable. Windcave does not distribute media with cardholder data, whether internally or externally.
		9.9, 9.9.1, 9.9.2, 9.9.3 Not applicable. Windcave does not maintain devices to capture cardholder data, and this falls under the responsibility of the merchant.
\boxtimes		
	\boxtimes	11.2.3 Not applicable. There were no significant changes in the past 12 months.
\boxtimes		
		Not applicable. Windcave is not a shared hosting provider.
		Not applicable. Windcave does not use SSL/Early TLS for Card-Present POS POI Terminal Connections
		$\begin{array}{ c c c } & & & & & & & \\ & & & & & & \\ & & & & $



Section 2: Report on Compliance

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

The assessment documented in this attestation and in the ROC was completed on:	October 7, 2019	
Have compensating controls been used to meet any requirement in the ROC?	🗌 Yes	🛛 No
Were any requirements in the ROC identified as being not applicable (N/A)?	🛛 Yes	🗌 No
Were any requirements not tested?	🗌 Yes	🛛 No
Were any requirements in the ROC unable to be met due to a legal constraint?	🗌 Yes	🛛 No



Section 3: Validation and Attestation Details

Part 3. PCI DSS Validation

This AOC is based on results noted in the ROC dated October 7, 2019.

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

\boxtimes	Compliant: All sections of the PCI DSS ROC are complete, all questions answered affirmatively,
	resulting in an overall COMPLIANT rating; thereby Windcave Inc has demonstrated full compliance
	with the PCI DSS.

Non-Compliant: Not all sections of the PCI DSS ROC are complete, or not all questions are answered affirmatively, resulting in an overall NON-COMPLIANT rating, thereby (Service Provider Company Name) has not demonstrated full compliance with the PCI DSS.

Target Date for Compliance:

An entity submitting this form with a status of Non-Compliant may be required to complete the Action Plan in Part 4 of this document. *Check with the payment brand(s) before completing Part 4.*

Compliant but with Legal exception: One or more requirements are marked "Not in Place" due to a legal restriction that prevents the requirement from being met. This option requires additional review from acquirer or payment brand.

If checked, complete the following:

Affected Requirement	Details of how legal constraint prevents requirement being met
	Affected Requirement

Part 3a. Acknowledgement of Status

Signatory(s) confirms:

(Check all that apply)

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



Part 3a. Acknowledgement of Status (continued)		
\boxtimes	No evidence of full track data ¹ , CAV2, CVC2, CID, or CVV2 data ² , or PIN data ³ storage after transaction authorization was found on ANY system reviewed during this assessment.	
\square	ASV scans are being completed by the PCI SSC Approved Scanning Vendor Qualys	

¹ Data encoded in the magnetic stripe or equivalent data on a chip used for authorization during a card-present transaction. Entities may not retain full track data after transaction authorization. The only elements of track data that may be retained are primary account number (PAN), expiration date, and cardholder name.

² The three- or four-digit value printed by the signature panel or on the face of a payment card used to verify card-not-present transactions.

³ Personal identification number entered by cardholder during a card-present transaction, and/or encrypted PIN block present within the transaction message.

PCI DSS v3.2.1 Attestation of Compliance for Onsite Assessments – Service Providers, Rev. 1.0 © 2006-2018.PCI Security Standards Council, LLC. All Rights Reserved. Global Parking Solutions



Part 3b. Service Provider Attestation

CCollard

Signature of Service Provider Executive Officer $ earrow$	Date: 7 October 2019
Service Provider Executive Officer Name: Cameron Collard	Title: Global Head of PMO, Compliance & Risk

Part 3c. Qualified Security Assessor (QSA) Acknowledgement (if applicable)		
If a QSA was involved or assisted with this assessment, describe the role performed:	Warren Seet, PCI QSA, performed the onsite assessment against PCI DSS V3.2.1 requirements and prepared the Report on Compliance. Nimesh Maru, PCI QSA, assisted Warren Seet during the onsite assessment, and Tracy Lynch, PCI QSA, assisted Warren with the facility visit in Los Angeles, USA.	

Manuget

Signature of Duly Authorized Officer of QSA Company $igtharpoonup$	Date: October 7, 2019		
Duly Authorized Officer Name: Warren Seet	QSA Company: Trustwave		

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

If an ISA(s) was involved or assisted with this assessment, identify the ISA personnel	Not applicable
and describe the role performed:	



Part 4. Action Plan for Non-Compliant Requirements

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

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

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



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10. SUPPORTING INFORMATION

e) SOC2 Type1 Certificate - Windcave Inc. (formerly Payment Express)
City of Fort Lauderdale RFP # 12342-805





Payment Express

System and Organisation Controls (SOC) for Service Organisations Report as at 31 May 2019





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Section I: Report of Independent Service Auditors

Scope

We have examined Payment Express' ("the Company") Description of its systems and controls at section III, for delivering a range of secure payment solutions to major corporate, banking and Small- and Medium-size Enterprise (SMEs) clients globally with their Payments Card Industry Data Security Standards (PCI DSS) compliant payments solutions as at 31 May 2019. This is based on the criteria for a description of a service organization's system in DC section 200, 2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report (AICPA, Description Criteria), and the suitability of the design of controls related to the control objectives stated in the Description to provide reasonable assurance that the Company's service commitments and system requirements would be achieved based on the trust services criteria relevant to security, processing integrity, and (organization and management, communications, risk management and internal controls, monitoring of controls, logical and physical access, system operations, change management and availability) set forth in TSP section 100, 2017 Trust Services Criteria). We did not perform any procedures relating to the operating effectiveness of controls included in the Description and, accordingly, do not express an opinion thereon.

The information included in Section V of this report, "Other Information Provided by Payment Express", is presented by management of the Company to provide additional information and is not a part of the Company's Description of its System made available to user entities as at 31 May 2019.

The Description indicates that certain control objectives specified in the Description can be achieved only if complementary user entity controls assumed in the design of the Company's controls are suitably designed effectively, along with related controls at the service organization. Our examination did not extend to such complementary user entity controls, and we have not evaluated the suitability of the design or operating effectiveness of such complementary user entity controls.

Service organization's responsibilities

In Section II of this report, the Company has provided an assertion about the fairness of the presentation of the Description and the suitability of the design and operating effectiveness of the controls to achieve the related control objectives stated in the Description. The Company is responsible for: preparing the Description and assertion, including the completeness, accuracy, and method of presentation of the Description and assertion; providing the services covered by the Description; specifying the control objectives; selecting the min the Description; identifying the risks that threaten the achievement of the control objectives; selecting the criteria stated in the assertion; and designing and implementing controls, and documenting that the controls are suitably designed and operating effectively to achieve the related control objectives stated in the Description.

Service auditor's responsibilities

Our responsibility is to express an opinion on the fairness of the presentation of the Description and on the suitability of the design effectiveness of the controls to achieve the related control objectives stated in the Description, based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether, in all material respects, based on the criteria in management's assertion, the Description is fairly presented, and that the controls were suitably designed to achieve the related control objectives stated in the Description as at 31 May 2019. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion.



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CAM 21-0045 Exhibit 3 Page 111 of 172 An examination of a Description of a service organization's system and the suitability of the design effectiveness of controls involves the following:

- performing procedures to obtain evidence about the fairness of the presentation of the Description and the suitability
 of the design effectiveness of the controls to achieve the related control objectives stated in the Description, based
 on the criteria in management's assertion;
- assessing the risks that the Description is not fairly presented and that the controls were not suitably designed
 effectively to achieve the related control objectives stated in the Description; and
- evaluating the overall presentation of the Description, the suitability of the control objectives stated in the Description, and the suitability of the criteria specified by the service organization in its assertion.

Inherent limitations

Payment Express' service is prepared to meet the common needs of a broad range of customers and their auditors and may not, therefore, include every aspect of the system that each individual customer may consider important in its own environment. Also, because of their nature, controls at a service organisation may not prevent or detect all errors or omissions in processing or reporting transactions.

Description of tests of controls

The specific controls tested and the nature, timing, and results of those tests are listed in Section IV of this report.

Opinion

In our opinion, In all material respects,

a. The description presents Payment Express's payment solutions services system that was designed and implemented as of 31 May 2019, in accordance with the description criteria.

b. The controls stated in the description were suitably designed as of 31 May 2019, to provide reasonable assurance that Payment Express's service commitments and system requirements would be achieved based on the applicable trust services criteria, if its controls operated effectively as of that date and if the subservice organizations and user entities applied the complementary controls assumed in the design of the Payment Express's controls as of 31 May 2019.

Restricted use

This report is intended solely for the information and use of the Company, user entities of the Company's payment solutions services system as of 31 May 2019, business partners of the Company subject to risks arising from interactions with the payment solutions services system, practitioners providing services to such user entities and business partners, and regulators who have sufficient knowledge and understanding of the following:

- the nature of the service provided by the service organization;
- how the service organization's system interacts with user entities, business partners, subservice organizations, and other parties;
- internal control and its limitations;



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- complementary user entity controls and complementary subservice organization controls and how those controls
 interact with the controls at the service organization to achieve the service organization's service commitments and
 system requirements;
- user entity responsibilities and how they may affect the user entity's ability to effectively use the service organization's services;
- the applicable trust services criteria; and
- the risks that may threaten the achievement of the service organization's service commitments and system requirements and how controls address those risks.

This report is not intended to be, and should not be, used by anyone other than these specified parties.

Grant Thornton

12 July 2019

Level 15, Grant Thornton House 215 Lambton Quay PO Box 10712 Wellington 6143



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Section II: Payment Express' Management Assertion

The accompanying Description of Payment Express (the "Company") has been prepared for clients who have used some or all the payment solutions services provided by Payment Express, and for their auditors who have a sufficient understanding to consider the Description, along with other information, including information about controls operated by clients themselves, when assessing compliance with in scope Trust Service Principles as at 31 May 2019. This is based on the criteria for a description of a service organization's system in DC section 200, *2018 Description Criteria for a Description of a Service Organization's System in a SOC 2® Report (AICPA, Description Criteria)*. The description is intended to provide report users with information about the System that may be useful when assessing the risks arising from interactions with Payment Express' systems, particularly information about system controls that Payment Express has designed, implemented, and operated to provide reasonable assurance that its service commitments and system requirements were achieved based on the trust services criteria relevant to security, processing integrity, and confidentiality (organization and management, communications, risk management and internal controls, monitoring of controls, logical and physical access, system operations, change management and availability) set forth in TSP section 100, *2017 Trust Services Criteria for Security, Availability, Processing Integrity, Confidentiality, and Privacy (AICPA, Trust Services Criteria)*.

As the Senior Leadership Team (SLT) of Payment Express, we are responsible for the identification of control objectives relating to the services we deliver. We are also responsible for the design, implementation and maintenance of control procedures to provide reasonable but not absolute assurance that the control objectives are achieved, and compliance is achieved. We have identified the risks that threaten the achievement of the control objectives and assessed the design effectiveness of control procedures and are of the view that there is a reasonable basis to believe that the control procedures are designed appropriately at the point in time of the review. Such control procedures can only provide reasonable and not absolute assurance of non-compliance and are designed to mitigate, not eliminate risk.

In carrying out those responsibilities, we have had regard not only to the interests of user entities but also to those of the owners of the business and to the general effectiveness of the relevant controls and efficiency of the relevant operations. We have also considered other aspects of our control environment, risk assessment process, information system (including the related business processes) and communication, control activities, and monitoring controls that were relevant.

We set out in this report a description of the relevant controls, together with the related control objectives, which were operational as at 31 May 2019 and confirm that the Description fairly presents the System made available to user entities of the System as at 31 May 2019 for processing their transactions as it relates to controls that are likely to be relevant to user entities' internal control.

The criteria we used in making this assertion were that the Description:

- Presents how the System made available to user entities was designed and implemented to process relevant user entity transactions, including, if applicable:
 - a The type of services provided, including, as appropriate, the classes of transactions processed;
 - b The procedures, within both automated and/or manual systems, by which those services are provided, including, as appropriate, procedures by which transactions are initiated, authorized, recorded, processed, corrected as necessary, and transferred to the reports and other information prepared for user entities of the system;
 - c The information used in the performance of the procedures, including, if applicable, related records and supporting information involved in initiating, authorizing, recording, processing, and reporting transactions; this includes the correction of incorrect information and how information is transferred to the reports and other information prepared for user entities;
 - d How the system captures and addresses significant events and conditions other than transactions;





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e The process used to prepare reports or other information for user entities;

- f Services performed by a subservice organization, if any, including whether the inclusive method or carve-out method has been used in relation to them;
- g The specified control objectives and controls designed to achieve those objectives including, as applicable, complementary user entity controls assumed in the design of the service organization's controls; and
- Other aspects of our control environment, risk assessment process, information and communications (including the related business processes), control activities, and monitoring activities that are relevant to the services provided.
 - o Includes relevant details of changes to the service organization's system as at 31 May 2019.
- The controls related to the control objectives stated in the Description were suitably designed as at 31 May 2019 to achieve those control objectives, if user entities applied the complementary controls assumed in the design of the Company's controls as at 31 May 2019. The criteria we used in making this assertion were that:
 - a This report describes accurately the controls that relate to the control objectives as at 31 May 2019;
 - b The controls described are suitably designed to achieve the specified control objectives;
 - c This report does not omit or distort information relevant to the scope of the System being described, while acknowledging that the Description is prepared to meet the common needs of a broad range of user entities and their auditors and may not, therefore, include every aspect of the system that each individual customer may consider important in its own environment;
 - d The controls described were operational as at 31 May 2019; and
 - e The controls were designed effectively, according to the following criteria:
 - The risks that threatened achievement of the control objectives stated in the Description were identified; and
 - The identified controls would, if operated as described, provide reasonable assurance that those risks did not prevent the stated control objectives from being achieved.

Signed on behalf of Payment Express Chief Executive Officer

Payment Express Date



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Section III: Payment Express' Description of its System and controls

Scope and purpose of the report

This report describes the control structure of Payment Express (the "Company") as it relates to its payment solutions services system (the "System") as at 31 May 2019. This report, including the description of walkthrough of controls and results in Section IV of this report, is intended solely for the information and use of management of the Company, user entities of the System as at 31 May 2019, and their auditors with a general understanding of the procedures and internal controls related to selected Trust Service Principles. It is specific to the internal controls applicable to the operating environment at Payment Express to the extent that such controls are deemed relevant to the user entity's own internal control structure. This report does not extend to procedures in effect at any subservice providers and does not encompass all aspects of the services provided or procedures followed by Payment Express.

Overview of the Company and the services provided

Company background

Payment Express is a high growth, innovative global leader in payment technology, providing PCI DSS compliant payment solutions. Payment Express is certified with Visa, MasterCard, American Express, JCB, and Diners, all major card schemes, and is a global end-to-end platform for ecommerce, retail and unattended terminals that facilitates payments seamlessly in real time.

Payment Express processes payments in excess of 40 billion dollars per annum, has 6 data centres, multiple telecommunication providers, and links with various Acquirers, Banks and Schemes. Our Acquirer links are all governed by Specifications to ensure full security of Data (e.g. AS2508, ISO8583 and Connex). As a payment solutions provider and gateway to many large multi-national businesses, the products the Company manufactures and sells as well as off-the-shelf.

Description of services provided

Payment Express' services include providing PCI DSS compliant payment solutions to its clients. Payment Express is a global end-to-end platform for ecommerce, retail and unattended terminals that facilitates payments seamlessly in real time.

Application Processing Systems

The primary systems that are used in support of the processes covered in this report are as follows:

Application	Description
PxUplinks (#5112)	Uplink to acquirers and banks - (different version for different acquirer and banks)
PxHost (#1574)	Payment Express Host
PXCRMHost (#1071)	Payment Express CRM Host
Reporting2005 (#2.0.5.4)	Payment Express Reporting Engine
PXAlert (#2.4.0.2)	Alerting Application
PXbat(#1489)	batch processing
PxProx (#1.6.0.6)	Proxy application for remote datacentres
PxFileX (#1.3.1.0)	File Transfer Service
PxFilePut (#29)	SFTP application
PxGSM (#2.0.0.1)	SMS Alerting





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PxEcommerceServer (#116)	Front End Application
PXMI3Server (#546)	PXMI Service
A2AServer (#678)	A2A Frontend Service
PxULAccountToAccount (#401)	uplink for A2A to banks
PXWebDriverRendererApp (#401)	Rendering app from A2A uplink app
PxMPIServer (#853)	3D Secure Application
PxPostMon (#15)	Event Forwarding Service
PxTxn (#5)	Front End Application
PxWWW (#11)	Front End Application
PxL1 (#2.5.9.2)	GPRS Service
PxWebserver (#9)	PX website webserver
PXHTML(#527)	PXWebsite deployment tool
PXSCRTCP (#735)	SCR Server
PxMerge (#8)	For merging multiple settlement file

Relevant aspects of the overall control environment

A company's internal control environment reflects the overall attitude, awareness, and actions of the Chief Executive Officer (CEO) and Senior Leadership Team (SLT), and others concerning controls and the emphasis given to controls, as expressed by the Company's policies, procedures, methods, and organizational structure. The following is a description of the components of Payment Express' internal control program.

The effectiveness of controls cannot rise above the integrity and ethical values of the people who create, administer, and monitor them. Payment Express' ethical and behavioural standards include management's actions to remove or reduce incentives and temptations that might prompt personnel to engage in dishonest, illegal, or unethical acts. They also include the communication of Payment Express' values and behavioural standards to personnel through policy statements and the code of conduct.

Specific control activities that the Company has implemented in this area are described below.

- The employees are required to read and sign off on the following:
 - a Acceptable Use Policy;
 - b Information Security Policy;
 - c PCI-DSS Introduction;
 - d Staff Policy Manual;
 - e If applicable: Development Policy and AML Policy;
 - f PCI DSS video: Must print certificate and send it to the IT team; and
 - g Sexual Harassment: Must print certificate and send it to the IT team for storage.

Employees are required to adhere to these organizational policies and codes of conducts at all times.





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Organizational structure and assignment of authority and responsibility

Payment Express' organizational structure provides the framework within which its activities for achieving entity-wide objectives are planned, executed, controlled, and monitored. Key areas of authority, responsibility, and lines of reporting were considered when developing its organizational structure. Payment Express has a Chief Executive Officer (CEO) and a number of General Managers (GMs) who lead various business units. The CEO and the GMs provide governance and oversight of day to day activities.

This structure includes how authority and responsibility for operating activities are assigned and how reporting relationships and authorization hierarchies are established. It also includes policies relating to business practices, knowledge and experience of key personnel, and resources provided for carrying out duties. Policies and communications are in place to help ensure that personnel understand the entity's objectives, know their individual actions interrelate and contribute to those objectives, and recognize how and for what they will be held accountable. Organizational charts are used to communicate key areas of authority, responsibility, and lines of reporting and are updated as required.

Human resource policies and practices

Payment Express' hiring practices are designed to help ensure that new employees are qualified for their job responsibilities. Hiring practices include an evaluation of a candidate for education and experience levels, which are commensurate with the position, and an in-depth background check including a Ministry of Justice background check prior to hiring. The new employee is required to read and acknowledge relevant policies, which indicates the employee's review and acceptance of appropriate employee behaviour and company standards. Job descriptions are distributed to all employees upon hire.

Training of personnel is ongoing with regularly scheduled in-house training classes, supplemented with outside training as required. Management encourages training and development so that all personnel continue to cultivate and refine skills relating to their functional responsibilities. To monitor the proficiency of its employees, formal performance reviews are conducted annually.

Risk assessment

Management is responsible for identifying the risks that threaten achievement of the control objectives stated in management's Description of Payment Express' system. Management has implemented a process for identifying relevant risks. This process includes risk identification, estimating the significance of identified risks, assessing the likelihood of their occurrence, and determining actions to correct or mitigate those risks. Risks are logged and managed through a centralized risk register that is managed by the Compliance Team.

Payment Express' Risk Management process stipulates that:

- a Risk management shall be an integral part of day-to-day management and quality improvement at all levels within Payment Express;
- b Payment Express shall adopt a whole systems approach encompassing risks in relation to integrated governance. In taking decisions about the management of risk, we will prioritise Customers' safety, taking account of risks and benefits to the Customer as well as to the company;
- Risk management shall be as much about identifying opportunities to succeed, as avoiding failure and mitigating losses;
- d A robust risk management process and effective on-going communications will assist in safeguarding Payment Express' reputation and assets from litigation and adverse media interest;
- e Key performance indicators for risk management shall be developed, implemented, and reviewed to measure the effectiveness of the risk management system;
- f An integrated approach to risk management shall be adopted where risks are aligned to Payment Express' business objectives at all levels of the organisation;





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- g Acceptable levels of risk shall be determined by the external circumstances within which Payment Express operates, together with the risk appetite of the SLT and its key stakeholders; and
- h The SLT shall approve a means of determining the way in which risks are scored in terms of likelihood and consequence.

Risk analysis

Payment Express' risk analysis process includes the identification of key business processes where potential downtime, exposures, and irregularities of some consequence exist. Once the significance and likelihood of those risks have been assessed, management considers how the risks should be managed. This involves judgment based on risk ownership, residual risk, and the analysis of costs associated with reducing the level of risk. Necessary actions are taken to reduce the significance or likelihood of the risk occurring, including identifying the control activities necessary to mitigate the risk. Additionally, management reviews the assessed risk levels on a continual basis and throughout daily operations, with relevant entities involved.

The high-risk areas identified through this risk analysis process included:

- Documenting, authorizing, testing, and approving configuration changes to in-scope applications and systems prior to implementation;
- · Restricting logical access to servicing applications, databases, and network folders to authorized personnel;
- · Restricting physical access to sensitive data and Payment Express' facilities;
- Mirroring and replicating data and application files to an alternate location and keeping such files available for restoration;
- Protecting client information located on the network and in-scope systems from security vulnerabilities;
- · On-boarding new customers into the servicing system completely and accurately; and
- · Securely, completely, and accurately storing critical client information.

Monitoring

Monitoring activities

A security incident management process is employed to document incidents and resolutions. A formal Incident Response Plan has been defined. A root cause analysis may also be performed on security incidents, as deemed necessary. For high severity security incidents, regular status update meetings are held to discuss and monitor the status.

The Security Team regularly completes compliance checks against the security policy and access control standards. This includes checks that user access reviews are performed for production systems and network access. Password settings for systems are also included in the review. Should any issues be identified, they will be logged and assessed to determine the impact on the Payment Express environment. All issues will be tracked through to successful resolution.

The Information Security Function performs an on-going review of the design of internal controls. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.

Information and communication

Payment Express utilises various methods of communication to help ensure that personnel understand their roles and responsibilities and that significant events are communicated to management. These methods include orientation and training for new hires and the use of e-mail and phone to communicate time-sensitive information. Managers of the





SOC2 Type 1 Report 10 CAM 21-0045 Exhibit 3 Page 119 of 172 business units also pass down critical information to staff as appropriate. Each employee is provided a written position description, which includes the responsibility to communicate significant issues and exceptions to an appropriate higher level of authority within the organization in a timely manner. Reference materials are maintained on the company intranet to allow employees easy access to all policies, procedures, and training materials. Payment Express personnel utilise JIRA help desk system to maintain records and communications of incidents reported by the users and are tracked until they are resolved. Information regarding changes, system enhancements, and other information is also tracked within this help desk system.

For the user entities, customer support is available 24/7 through the six in-house centres located around the world. Payment Express helps user entities understand the roles and responsibilities of the Company through formal contracts and training. Significant events are notified through Payment Express' website. Furthermore, any developmental or functional requirements, as a result of any issues or changes to the system required by the user are logged, tracked and resolved through the help desk system.

Information technology general computer controls

Logical access

All logical access to Payment Express' systems is governed through the defined Information Security Policy. Payment Express' Information Security Policy defines the requirements for authorising and managing access to Payment Express' information, information processing facilities, and business processes from the perspective of confidentiality, integrity, and availability. The policies define the roles and responsibilities of users related to information security. Access to Payment Express' systems is based on privileges and requirements necessary to perform job responsibilities. All access to Payment Express' systems requires authentication. All user access is managed and controlled through defined groups within the active directory.

Staff on-boarding is managed through a documented process by the HR team. User access to Payment Express' systems for new staff is requested by appropriate HR staff through IT. Users are granted access based on their roles and responsibilities within their business units. Managers are responsible for approving, reviewing, and maintaining access for users with regard to defined job responsibilities and the lowest required level of privilege. For users who change roles, their access to Payment Express systems is amended based on the request made by their team manager.

The IT team is notified of staff resignations by the user's manager and HR. IT disables user access to Payment Express' network and applications on the last day of user's employment. The Infrastructure Manager also conducts a periodic review to ensure that terminated users are no longer active within the Payment Express systems.

Privileged access to Payment Express' systems is granted only to authorized IT staff and Application Support staff. General users do not have privileged access. Privileged access is managed and controlled through active directory. An active directory user account, as well as a separate unique user account, is required to access administrator privileges.

Network & application security

Payment Express has implemented a policy to help ensure that adequate safeguards are in place to facilitate a secure network environment. An Intrusion Detection System (IDS) is employed to monitor network traffic for malicious and suspicious activities and alerts security administrators should an event be detected. The IDS is used to scan workstations periodically to identify vulnerabilities. Vulnerabilities identified are resolved by IT in a timely manner upon detection. Security penetration testing is also conducted semi-annually to assess internal and external risks and vulnerabilities and any issues identified are discussed and mitigated by Payment Express.

In parallel with its network and other security controls, Payment Express' security policy helps ensure protection of data stored in the Company's application systems. System privileges are configured to help ensure separation of key job duties and the provision of minimum privileges required to perform appropriate tasks within each group and role.

Access to key systems is monitored live through a dashboard by the IT Security team. Any anomalies noted are investigated and resolved. An automated monitoring system is also in place across Payment Express' Systems and Datacentres with specified thresholds set to alert relevant IT staff via SMS and Email of incidents.





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CAM 21-0045 Exhibit 3 Page 120 of 172 As part of the induction, Payment Express employees are made aware of their roles and responsibilities in relation to security.

Password controls

Strong password controls are in place to ensure access to Payment Express' systems is restricted to authorized users. Password policies are in place across network and key systems per the password requirements and are enforced through the Active Directory. Access to environments holding restricted information is controlled via multi-factor authentication. Unattended workstations are locked using a password protected screen saver after a defined period of inactivity.

Change management

Formal Change Management Procedures have been defined and implemented to manage system configurations. Payment Express has adopted policies governing the Change Management and version control of all application and network systems. The change control process encompasses the process in which new technology projects and/or changes to Payment Express' technology systems are identified, submitted, approved, tracked, documented, tested, and completed. Changes are requested with the submission of a Change Management Request and documented in the ServiceDesk system and are available for audit.

Payment Express performs user acceptance testing in an appropriate test environment and documents the approval by the Change Owner to implement the changes into production when deemed complete and acceptable. Change tickets are closed after the implementation. Changes are developed and implemented as required. All changes, regardless of their priority, follow established change management process.

Physical security

Payment Express has established controls to provide reasonable assurance that physical access to computer equipment, storage media, documentation, and other sensitive areas is adequately controlled and limited to authorised individuals. The policies relating to the physical safeguards were designed to help ensure the security of information and define the roles and responsibilities of each user.

For physical access to facilities and resources, Payment Express has implemented a key card system to restrict access to appropriate personnel. A formal access request procedure is in place for granting access to Payment Express facilities. The new hires' physical access is requested as part of the initial HR access request process. HR works with IT and the Facilities Coordinator to set up an access key card that is uniquely assigned to the individual who has been granted physical access to the Payment Express facilities. Card keys are deactivated and retrieved from employees and contractors when their relationship with Payments Express is terminated or access to certain areas is no longer required.

For guests, sign-in logs and visitor badges are required. All visitors are registered by signing in and obtaining a uniquely assigned visitor badge, which must be displayed at all times, and are escorted by Payment Express personnel.

Access to sensitive areas within Payment Express premises is restricted to selected authorized individuals. Several cameras are also located throughout the facility and CCTV recording archives are retained for at least 90 days or longer. Physical access reviews of employee access to all Payment Express locations are conducted on a periodic basis and the results, including any required modifications, are documented and retained.

Business continuity planning (BCP) and disaster recovery (DR)

Payment Express recognizes the need for controls to safeguard the data and integrity of its application systems and data and has implemented appropriate policies to help ensure that adequate safeguards are in place to facilitate the Business Continuity and Disaster Recovery processes. A formal policy has been defined and implemented to provide an understanding of the BCP and DR processes adhered to by Payment Express. Payment Express' data is mirrored to an alternate site in real time daily.





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Security incident management

The Payment Express team follows defined and implemented Incident Response Plan for addressing security incidents. Security incidents which arise are notified to the Payment Express Security Team. A team consisting of an Information Security Officer (ISO), Security Team staff, and an Information Owner is appointed to manage the incident process. This team is empowered to involve adequate resources to resolve the incident as quickly as possible. Incidents are recorded in the Incident Management Register and, if relevant and not customer sensitive, the status page in the Payment Express' website is also updated to communicate any relevant breaches, incidents, and threats.

Audit logging & monitoring

A logging and monitoring software is used to collect data from systems to monitor system performance, potential security threats and vulnerabilities, and resource utilization, as well as to detect unusual system activity or service requests. Logs are reviewed as required to investigate issues. Any issued identified via audit log review are logged and tracked through to resolution.

Additional criteria for confidentiality

Data classification and asset management

Data classification is governed through the defined and established Information Security Policy. This policy provides sensitivity guidelines to all employees on how to protect sensitive information of various levels. The classification enables personnel to determine what types of information can be disclosed, as well as the sensitivity of the information. All Payment Express employees are expected to adhere to these guidelines as part of their daily work routine. Furthermore, staff access to sensitive data is restricted based on their roles and responsibilities. An asset register is also maintained by the Security team of all assets owned and maintained by Payment Express.

Additional information about management's description

The Company has specified the control objectives and identified the controls that are designed to achieve the related control objectives. The specified control objectives and related controls are presented within Section IV of this report, "Description of Payment Express' control objectives and related controls and the Independent Service Auditor's description of "controls design effectiveness and results", are an integral component of the Company's Description of its System as described within this section.

Complimentary user entity controls

Payment Express' System and the controls associated with this System were designed with the assumption that certain controls would be placed in operation at the user organisations. The application of such controls by the user organisation is necessary to achieve certain control objectives identified in this report. In addition, there may be control objectives and related controls that are not identified in this report that would be appropriate for the processing of the user organisations' transactions.

This section describes additional controls that should be in operation at the user organisations to complement the controls at Payment Express. The client control considerations identified below should not be considered as a comprehensive list of all controls to which the user organisations should adhere. The user organisations should ensure the following:

1. Obligations for securing Cardholder Information: If your business or any Agent operating on your behalf, stores, processes, transmits or has access to Cardholder Information, you must ensure that it is maintained in a secure manner with access restricted to authorised personnel, and you must also ensure that you and your business fully complies with the Payment Card Industry Data Security Standard (PCI DSS). For details of the PCI Data Security Standard Contact Payment Express at support@paymentexpress.com or visit the PCI website at www.pcisecuritystandards.org.

The requirements of PCI DSS include, but are not limited to:

You must protect Cardholder Information by:





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- Never storing full contents of track data from the magnetic stripe of the Card or Card Validation Code (three-digit value printed on the signature panel of a MasterCard or Visa card) after Authorisation;
- Storing the Cardholder Information in a secure environment (as defined by PCI DSS) and only storing such information for the extent and duration required for bona fide purposes;
- Storing all data containing Cardholder Data, whether in physical or electronic format (e.g. Authorisation Logs, Transaction Reports and Transaction Receipts) in a secure manner that allows access to authorised personnel only; and
- Encrypting Card Numbers on Receipts and in databases or using only a part of the Card Number (e.g. print the first 6 and/or last few digits of the Card Number on receipts).
- Securely destroying all media containing Cardholder Information that is no longer needed for business, legal or regulatory reasons;
- Notifying Payment Express of any Agents engaged by you for processing or storing Cardholder Information;
- Using only Agents that meet all Card Scheme security requirements for the processing of Cardholder Information and contractually require those Agents to maintain ongoing compliance with PC IDSS, A list of compliant Agents can be obtained from Payment Express;
- Within 3 months of being requested by Payment Express, undergoing certification with PCI DSS and providing documentary evidence of your compliance. You are solely liable for the accuracy of the information in the PCI DSS certification documents. Information on how to become and remain compliant with PCI DSS can be obtained by contacting Payment Express: email support@paymentexpress.com, or call the Payment Express 0800 PAYMENT (729 6368);
- Rectifying at your own expense, any areas of non-compliance within 6 months of being identified, or within a timeframe agreed with Payment Express;
- Maintaining full compliance with PCI DSS on an ongoing basis by undergoing such certification tasks as requested by Payment Express from time to time. It remains your responsibility to ensure ongoing PCI DSS compliance, regardless of any notification by Payment Express. You are liable for any fees that may be charged by the Card Schemes in respect of registration for PCI DSS.
- 2. Obligations in the event of a Data Breach: You must:
 - Maintain an Incident Response Plan for immediate reporting and handling of any exposure of Cardholder Data at your site;
 - If you know of or suspect a Data Breach at your company or that of any Agent:
 - Report the Data Breach immediately to Payment Express;
 - Take appropriate action, including withdrawal of internet shopping facilities if appropriate, to minimise the
 ongoing risk to Cardholder Information, until such time as investigation and rectification of the Data
 Breach is completed; and
 - Implement and follow the Incident Response Plan; (iv) maintain a rigorous audit trail of all actions taken to isolate and rectify the event;
 - Assist Payment Express to the best of your abilities including providing detailed statements and schedules of Card accounts exposed by the Data Breach;





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- allow Payment Express' employees, contractors or Agents, or those of any Card Scheme, acting reasonably, full access to your systems and databases for the purpose of Forensic Review and Analysis, to ascertain the cause and impact of the exposure;
- if you use the services of an external Agent, ensure that Payment Express, the Card Schemes or their Agents are given full access to necessary outsourced components such as databases, web hosting systems etc. which may be required to complete the Forensic Review and Analysis; and
- In order to be allowed to continue processing Card Sales Transactions, you will have to undergo a full Payment Card Industry Data Security Standard ("PCI DSS") accreditation.
- Description of Payment Express' control objectives and related controls and the Independent Service
 Auditor's description of tests of controls and results





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Section IV: Control objectives, related controls and results from tests of design effectiveness and implementation

Introduction

The following description of control objectives and control procedures is applicable to the payment solution Service as at 31 May 2019. Each control objective has been specified by Payment Express and is followed by the corresponding control procedures that have been agreed by the Management. Included as part of the description of the control procedures is a summary of exceptions noted as part of the test procedures performed by Grant Thornton.

Control ID	Control Procedure
CC1.0 - Co	mmon Criteria Related to Organization and Management
CC1.1 – Pa enabling it t	ayment Express has defined organizational structures, reporting lines, authorities, and responsibilities for the design, development, implementation, operation, maintenance, and monitoring of the systems to meet its commitments and system requirements as they relate to security and confidentiality.
CC1.2 - Re assigned to requiremen	esponsibility and accountability for designing, developing, implementing, operating, maintaining, monitoring, and approving the payment Express' systems controls and other risk mitigation strategies are individuals within Payment Express with authority to ensure policies and other system requirements are effectively promulgated and implemented to meet Payment Express' commitments and system ts as they relate to security and confidentiality.
CN01	Payment Express' organisational structure, reporting lines / relationships, authorities and responsibilities are evaluated and reviewed at least annually by the SLT; changes are communicated to all personnel.
CN02	Job descriptions are in place and communicated to define roles and responsibilities, skills, knowledge levels and required competence across all staff levels with the technical tools and knowledge resources required to perform assigned tasks provided.
CC1.3 – Pa security and	syment Express has established procedures to evaluate the competency of personnel responsible for designing, developing, implementing, operating, maintaining, and monitoring the system affecting d confidentiality and provides resources necessary for personnel to fulfil their responsibilities.
CN02	Job descriptions are in place and communicated to define roles and responsibilities, skills, knowledge levels and required competence across staff levels with the technical tools and knowledge resources required to perform assigned tasks provided.
CN06	The human resources team performs background checks as well as employee experience / training evaluations for all candidates as part of the new hire process.
CN07	Information security and awareness training is conducted for new hires and at least annually for personnel with sensitive access, to communicate security and confidentiality obligations and tracking of completion by IT.
CC1.4 – Pa commitmen	ayment Express has established workforce conduct standards, implemented workforce candidate background screening procedures, and conducts enforcement procedures to enable it to meet its ts and system requirements as they relate to security and confidentiality.
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.

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Control ID	Control Procedure
CN05	The Human Resources Policy defines terms and conditions of employment, requirements for information security awareness, education and training, termination or change of employment and pre- employment checks.
CN06	The human resources team performs background checks as well as employee experience / training evaluations for all candidates as part of the new hire process.
CN08	Upon execution of their Employment Agreement, new hires receive a formal induction and training and are provided with relevant policies and procedures which are monitored for sign off.
Grant Thorr	nton assessment of control activities

(CN01) - We noted that although Payment Express has a CEO and Senior Leadership Team in place, a formal governance Board or Leadership Committee is currently not in place.

Based on the evidence we have reviewed, the remaining controls related to this control objective were in place and suitably designed as at 31 May 2019.



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CC2.0 - 0	common Criteria Related to Communications	
CC2.1 - Ir understar	CC2.1 - Information regarding the design and operation of the system and its boundaries has been prepared and communicated to authorized internal and external users of the system to permit users to understand their role in the system and the results of system operation.	
CN08	Upon execution of their Employment Agreement, new hires receive a formal induction and training and are provided with relevant policies and procedures which are monitored for sign off.	
CN09	A description of Payment Express service which defines its boundaries, relevant key system components, purpose and design of the system is available.	
CN10	Payment Express security commitments (including security obligations, terms, conditions and responsibilities) are documented, along with the responsibilities of external users, in third party contracts and non-disclosure agreements.	
CC2.2 – F users to e	'ayment Express' security and confidentiality commitments are communicated to external users, as appropriate, and those commitments and the associated system requirements are communicated to internal nable them to carry out their responsibilities.	
CN03	IT Security Policies are documented and reviewed at least annually.	
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.	
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive access, to communicate security and confidentiality obligations and tracking of completion by IT.	
CN08	Upon execution of their Employment Agreement, new hires receive a formal induction and training and are provided with relevant policies and procedures which are monitored for sign off.	
CN09	A description of Payment Express service which defines its boundaries, relevant key system components, purpose and design of the system is available.	
CN10	Payment Express security commitments (including security obligations, terms, conditions and responsibilities) are documented, along with the responsibilities of external users, in third party contracts and non-disclosure agreements.	
CC2.3 - 1	he responsibilities of internal and external users and others whose roles affect system operation are communicated to those parties.	
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.	
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.	
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive access, to communicate security and confidentiality obligations and tracking of completion by IT.	
CN08	Upon execution of their Employment Agreement, new hires receive a formal induction and training and are provided with relevant policies and procedures which are monitored for sign off.	
CN09	A description of Payment Express service which defines its boundaries, relevant key system components, purpose and design of the system is available.	



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CN10	Payment Express security commitments (including security obligations, terms, conditions and responsibilities) are documented, along with the responsibilities of external users, in third party contracts and non-disclosure agreements.
CN13	The Information Security Function performs periodic internal assessment to review the design and operating effectiveness of internal controls related to Security and Confidentiality. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.
CN31	The Payment Express notifies its customers key contacts directly as well as updates the status on its web page to inform external users of relevant breaches, incidents and threats.
CC2.4 - In their resp	nformation necessary for designing, developing, implementing, operating, maintaining, and monitoring controls, relevant to the security and confidentiality of the system, is provided to personnel to carry out onsibilities.
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive access, to communicate security and confidentiality obligations and tracking of completion by IT.
CN13	The Information Security Function performs periodic internal assessment to review the design and operating effectiveness of internal controls related to Security and Confidentiality. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.
CC2.5 - lr	nternal and external users have been provided with information on how to report security and confidentiality failures, incidents, concerns, and other complaints to appropriate personnel.
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive access, to communicate security and confidentiality obligations and tracking of completion by IT.
CN10	Payment Express security commitments (including security obligations, terms, conditions and responsibilities) are documented, along with the responsibilities of external users, in third party contracts and non-disclosure agreements.
CN30	Security incidents are logged and responded to with constant effort until resolved.
CN31	The Payment Express notifies its customers key contacts directly as well as updates the status on its web page to inform external users of relevant breaches, incidents and threats.
CC2.6 - S a timely m	ystem changes that affect internal and external users' responsibilities or Payment Express' commitments and system requirements relevant to security and confidentiality are communicated to those users in ranner.
CN01	Payment Express organisational structure, reporting lines / relationships, authorities and responsibilities are evaluated and reviewed at least annually by the SLT; changes are communicated to personnel.
CN02	Job descriptions are in place and communicated to define roles and responsibilities, skills, knowledge levels and required competence across staff levels with the technical tools and knowledge resources required to perform assigned tasks provided.
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- CN03 IT Security Policies are documented and reviewed at least annually by the SLT.
- CN04 Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.
- CN31 The Payment Express notifies its customers key contacts directly as well as updates the status on its web page to inform external users of relevant breaches, incidents and threats.
- CN39 Project team members collaborate regularly during the project lifecycle to determine the potential effect of proposed changes on security and confidentiality commitments and system requirements.
- CN41 Changes are initiated, logged, developed, assessed, tested, peer-reviewed by Management with external parties notified where applicable.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.

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CC3.0 - 1	
CC3.1 -	Payment Express:
(1) i and serv	dentifies potential threats that could impair system security and confidentiality commitments and system requirements (including threats arising from the use of vendors and other third parties providing goods ices, as well as threats arising from customer personnel and others with access to the system),
(2) a	inalyses the significance of risks associated with the identified threats,
(3) c other mit	letermines mitigation strategies for those risks (including implementation of controls, assessment and monitoring of vendors and other third parties providing goods or services, as well as their activities, and igation strategies).
(4) id internal d	dentifies and assesses changes (for example, environmental, regulatory, and technological changes and results of the assessment and monitoring of controls) that could significantly affect the system of control, and
(5) r	eassesses, and revises, as necessary, risk assessments and mitigation strategies based on the identified changes.
CN11	Payment Express has a formalised Risk Management process which maintains a Global Risk Register tracking key risks to the organization, including information security risks. The Register is owned by the Information Security Officer with oversight by the SLT annually.
CN12	During risk assessments, management identifies changes to business objectives, commitments and requirements, internal operations, and external factors that threaten the achievement of business objectives and updates the potential threats to system objectives. In response to the identification of such risks, management updates its policies, procedures, processes, and controls, as needed.
CN14	Payment Express personnel responsible for the organisation's ability to meet its security and confidentiality requirements subscribe to newsletters and attend relevant forums to inform them of changes to the environmental, regulatory, technological landscape.
CN15	Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
CN26	Logging and monitoring software is used to collect data from system infrastructure components and endpoint systems; to monitor system performance, potential security threats and vulnerabilities, and resource utilization; and to detect unusual system activity or service requests. Logs are reviewed on a periodic basis with any issues identified logged and tracked through to resolution.
CC3.2 – I of control	Payment Express designs, develops, implements, and operates controls, including policies and procedures, to implement its risk mitigation strategy; reassesses the suitability of the design and implementation activities based on the operation and monitoring of those activities; and updates the controls, as necessary.
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.
CN11	Payment Express has a formalised Risk Management process which maintains a Global Risk Register tracking key risks to the organization, including information security risks. The Register is owned by the Information Security Officer with oversight by the SLT appually.

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CN12	During risk assessments, management identifies changes to business objectives, commitments and requirements, internal operations, and external factors that threaten the achievement of business objectives and updates the potential threats to system objectives. In response to the identification of such risks, management updates its policies, procedures, processes, and controls, as needed.
CN13	The Information Security Function performs periodic internal assessment to review the design and operating effectiveness of internal controls related to Security and Confidentiality. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.
CN14	Payment Express personnel responsible for the organisation's ability to meet its security and confidentiality requirements subscribe to newsletters and attend relevant forums to inform them of changes to the environmental, regulatory, technological landscape.
CN15	Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
CN33	Formalised Business Continuity and Disaster Recovery plans, which include details on disaster recovery and business recovery requirements and procedures, are in place and tested ad-hoc but frequently.
Grant The	ornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.

CC4.0 - Common Criteria Related to Monitoring of Controls

CC4.1 - The design and operating effectiveness of controls are periodically evaluated against Payment Express' commitments and system requirements as they relate to security and confidentiality, and corrections and other necessary actions relating to identified deficiencies are taken in a timely manner.

- CN13 The Information Security Function performs periodic internal assessment to review the design and operating effectiveness of internal controls related to Security and Confidentiality. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.
- CN14 Payment Express personnel responsible for the organisation's ability to meet its security and confidentiality requirements subscribe to newsletters and attend relevant forums to inform them of changes to the environmental, regulatory, technological landscape.
- CN15 Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
- CN16 Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.



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CC5.0 - (Common Criteria Related to Logical and Physical Access Controls
CC5.1 - I	ogical access security software, infrastructure, and architectures have been implemented to support:
(1) ide	ntification and authentication of authorized internal and external users;
(2) res and	triction of authorized internal and external user access to system components, or portions thereof, authorized by management, including hardware, data, software, mobile devices, output, and offline elements;
(3) pre	vention and detection of unauthorized access to meet Payment Express' commitments and system requirements as they relate to security and confidentiality.
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.
CN15	Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
CN16	Vulnerabilities identified during sis-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
CN17	Payment Express has defined and documented Access Control Policies that governed the processes for identification and authentication of authorised users, restriction of user access to authorised system components and prevention and detection of unauthorised system access.
CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN21	Code Versioning and Release Management Systems and the Customer Portal enforce minimum required password settings in accordance with policy, where configurable.
CN22	IT Systems enforce minimum required password settings, multi-factor authentication.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CN28	Intrusion detection and prevention systems are utilised to analyse and report network events and are configured to send automated alerts which are then addressed as they are received by the IT team.
CN43	Segregated development, test and production environments are in place with access to these environments logically restricted.
CN40	Access to implement changes and releases is restricted to the Application Support Team.
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CC5.2 - M meet Pay when use	New internal and external users, whose access is administered by Payment Express, are registered and authorized prior to being issued system credentials and granted the ability to access the system to ment Express' commitments and system requirements as they relate to security and confidentiality. For those users whose access is administered by Payment Express, user system credentials are removed r access is no longer authorized.
CN17	Payment Express has defined and documented Access Control Policies that governed the processes for identification and authentication of authorised users, restriction of user access to authorised system components and prevention and detection of unauthorised system access.
CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN40	Access to implement changes and releases is restricted to the Application Support Team.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement,
CN21	Code Versioning and Release Management Systems and the Customer Portal enforce minimum required password settings in accordance with policy, where configurable.
CN22	IT Systems enforce minimum required password settings, multi-factor authentication.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CC5.3 - li requireme	nternal and external users are identified and authenticated when accessing the system components (for example, infrastructure, software, and data) to meet Payment Express' commitments and system ents as they relate to security and confidentiality.
CN05	The Human Resources Policy defines terms and conditions of employment, requirements for information security awareness, education and training, termination or change of employment and pre- employment checks.
CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN21	Code Versioning and Release Management Systems and the Customer Portal enforce minimum required password settings in accordance with policy, where configurable.
CN22	IT Systems enforce minimum required password settings, multi-factor authentication.
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CN23	Access rights to Sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CN29	Data (including backups, storage for workstations and laptops) is encrypted at rest and for all public networks transfers, including web communication sessions.
CN43	Segregated development, test and production environments are in place with access to these environments logically restricted.
CN40	Access to implement changes and releases is restricted to the Application Support Team.
CC5.4 - A and syste	ccess to data, software, functions, and other IT resources is authorized and is modified or removed based on roles, responsibilities, or the system design and changes to meet Payment Express' commitments m requirements as they relate to security and confidentiality
CN05	The Human Resources Policy defines terms and conditions of employment, requirements for information security awareness, education and training, termination or change of employment and pre- employment checks.
CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN21	Code Versioning and Release Management Systems and the Customer Portal enforce minimum required password settings in accordance with policy, where configurable.
CN22	IT Systems enforce minimum required password settings, multi-factor authentication.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CN29	Data (including backups, storage for workstations and laptops) is encrypted at rest and for all public networks transfers, including web communication sessions.
CN43	Segregated development, test and production environments are in place with access to these environments logically restricted.



CC5.6 - L and syste	ogical access security measures have been implemented to protect against security and confidentiality threats from sources outside the boundaries of the system to meet Payment Express' commitments in requirements.
CN15	Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
CN27	Firewalls limit incoming connections based on defined rules which are reviewed periodically or after significant changes to the environment.
CN28	Intrusion detection and prevention systems are utilised to analyse and report network events and are configured to send automated alerts which are then addressed as they are received by the IT team.
CN29	Data (including backups, storage for workstations and laptops) is encrypted at rest and for all public networks transfers, including web communication sessions.
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.
CN27	Firewalls limit incoming connections based on defined rules which are reviewed periodically.
CN28	Intrusion detection and prevention systems are utilised to analyse and report network events and are configured to send automated alerts which are then addressed as they are received by the IT team.
CN29	Data (including backups, storage for workstations and laptops) is encrypted at rest and for all public networks transfers, including web communication sessions.
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.
CC5.8 - C security a	controls have been implemented to prevent or detect and act upon the introduction of unauthorized or malicious software to meet Payment Express' commitments and system requirements as they relate to nd confidentiality.
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive data access, to communicate security and confidentiality obligations and tracking of completion by IT.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
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CAM 21-0045 27 Exhibit 3 Page 136 of 172 CN26 Logging and monitoring software is used to collect data from system infrastructure components and endpoint systems; to monitor system performance, potential security threats and vulnerabilities, and resource utilization; and to detect unusual system activity or service requests. Logs are reviewed on a periodic basis with any issues identified logged and tracked through to resolution.

CN28 Intrusion detection and prevention systems are utilised to analyse and report network events and are configured to send automated alerts which are then addressed as they are received by the IT team.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.



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CC6.0 - Common Criteria Related to System Operations

CC6.1 - Vulnerabilities of system components to security and confidentiality breaches and incidents due to malicious acts, natural disasters, or errors are identified, monitored, and evaluated, and countermeasures are designed, implemented, and operated to compensate for known and newly identified vulnerabilities to meet Payment Express' commitments and system requirements as they relate to security and confidentiality.

- CN11 Payment Express has a formalised Risk Management process which maintains a Global Risk Register tracking key risks to the organization, including information security risks. The Register is owned by the Information Security Officer with oversight by the SLT annually.
- CN12 During risk assessments, management identifies changes to business objectives, commitments and requirements, internal operations, and external factors that threaten the achievement of business objectives and updates the potential threats to system objectives. In response to the identification of such risks, management updates its policies, processes, and controls, as needed.
- CN15 Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
- CN16 Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
- CN26 Logging and monitoring software is used to collect data from system infrastructure components and endpoint systems; to monitor system performance, potential security threats and vulnerabilities, and resource utilization; and to detect unusual system activity or service requests. Logs are reviewed on a periodic basis with any issues identified logged and tracked through to resolution.
- CN27 Firewalls limit incoming connections based on defined rules which are reviewed periodically or after significant changes to the environment.
- CN28 Intrusion detection and prevention systems are utilised to analyse and report network events and are configured to send automated alerts which are then addressed as they are received by the IT team.
- CN34 Payment Express has defined and documented Data Management policies that govern the performance of data backups and data restoration.
- CN36 Automated backup systems are deployed to perform scheduled backups of production data and systems at predefined intervals; Notification for failed backups are automatically generated and resolved via the incident management process.
- CN37 Restorability and integrity of backup files is validated on a periodical basis.

CC6.2 - Security and confidentiality incidents, including logical and physical security breaches, failures, and identified vulnerabilities, are identified and reported to appropriate personnel and acted on in accordance with established incident response procedures to meet Payment Express' commitments and system requirements.

- CN15 Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.
- CN16 Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
- CN26 Logging and monitoring software is used to collect data from system infrastructure components and endpoint systems; to monitor system performance, potential security threats and vulnerabilities, and resource utilization; and to detect unusual system activity or service requests. Logs are reviewed on a periodic basis with any issues identified logged and tracked through to resolution.
- CN30 Security incidents are logged and responded to with constant effort until resolved.



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CN31 The Payment Express notifies its customers key contacts directly as well as updates the status on its web page to inform external users of relevant breaches, incidents and threats.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.



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CC7.0 - Common Criteria Related to Change Management CC7.1 - Payment Express' commitments and system requirements, as they relate to security and confidentiality, are addressed during the system development lifecycle, including the authorization, design, acquisition, implementation, configuration, testing, modification, approval, and maintenance of system components.		
CN39	Project team members collaborate regularly during the project lifecycle to determine the potential effect of proposed changes on security and confidentiality commitments and system requirements.	
CN41	Changes are initiated, logged, developed, assessed, tested, peer-reviewed by Management with external parties notified where applicable.	
CC7.2 - I confident	nfrastructure, data, software, and policies and procedures are updated as necessary to remain consistent with Payment Express' commitments and system requirements as they relate to security and ality.	
CN03	IT Security Policies are documented and reviewed at least annually by the SLT.	
CN04	Changes to Payment Express policies and standards are reviewed and approved by the SLT before being communicated to personnel; revised policies are then available on the intranet.	
CN11	Payment Express has a formalised Risk Management process which maintains a Global Risk Register tracking key risks to the organization, including information security risks. The Register is owned by the Information Security Officer with oversight by the SLT annually.	
CN12	During risk assessments, management identifies changes to business objectives, commitments and requirements, internal operations, and external factors that threaten the achievement of business objectives and updates and updates the potential threats to system objectives. In response to the identification of such risks, management updates its policies, procedures, processes, and controls, as needed	
CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.	
CC7.3 - 0 commitme	Change management processes are initiated when deficiencies in the design or operating effectiveness of controls are identified during system operation and are monitored to meet Payment Express' ents and system requirements as they relate to security and confidentiality.	
CN13	The Information Security Function performs periodic internal assessment to review the design and operating effectiveness of internal controls related to Security and Confidentiality. The results of these reviews are reported to the SLT with response plans developed in relation to material deficiencies.	
CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.	
CN30	Security incidents are logged and responded to with constant effort until resolved.	
CC7.4 - C system re	Changes to system components are authorized, designed, developed, configured, documented, tested, approved, and implemented to meet Payment Express' security and confidentiality commitments and quirements.	
CN15	Vulnerability assessments and penetration tests are completed by an external party to identify weaknesses in system operation that would impair system security and confidentiality commitments.	

Global Parking Solutions



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CN16	Vulnerabilities identified during six-monthly risk and vulnerability assessments are logged and tracked through to resolution. All vulnerabilities identified are reviewed and assessed to determine the expected remediation timeline, dependent on the assigned risk rating.
CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CN38	Payment Express has defined and documented policies that govern system acquisition, development, maintenance, release and deployment.
CN41	Changes are initiated, logged, developed, assessed, tested, peer-reviewed by Management with external parties notified where applicable.
CN42	Code development is managed via an automated version control system which also provides the ability to roll back to the previous stable version in the event of a failed change.
CN43	Segregated development, test and production environments are in place with access to these environments logically restricted.
-	

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.



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Additiona	I Criteria for Confidentiality	
C1.1 - Confidential information is protected during the system design, development, testing, implementation, and change processes to meet Payment Express' confidentiality commitments and system requirementsC1.1 - Confidential information is protected during the system design, development, testing, implementation, and change processes to meet Payment Express' confidentiality commitments and system requirementsC1.1 - Confidential information is protected during the system design, development, testing, implementation, and change processes to meet Payment Express' confidentiality commitments and system requirements		
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.	
CN41	Changes are initiated, logged, developed, assessed, tested, peer-reviewed by Management with external parties notified where applicable.	
C1.2 - Co confidenti	nfidential information within the boundaries of the system is protected against unauthorized access, use, and disclosure during input, processing, retention, output, and disposition to meet Payment Express' ality commitments and system requirements.	
CN07	Information security and awareness training is conducted for new hires and at least annually for Payment Express personnel with sensitive data access, to communicate security and confidentiality obligations and tracking of completion by IT.	
CN18	Formal role-based access controls are enforced by the access control systems.	
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.	
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.	
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.	
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.	
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.	
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.	
CN41	Changes are initiated, logged, developed, assessed, tested, peer-reviewed by Management with external parties notified where applicable.	
C1.3 - Ac and syste	cess to confidential information from outside the boundaries of the system and disclosure of confidential information is restricted to authorized parties to meet Payment Express' confidentiality commitments m requirements.	
CN08	Upon execution of their Employment Agreement, new hires receive a formal induction and training and are provided with relevant policies and procedures which are monitored for sign off.	



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CN18	Formal role-based access controls are enforced by the access control systems.
CN19	Access to sensitive data, Code Versioning and Release Management Systems is only provisioned to authorised Payment Express staff following authorisation by Management.
CN20	Administrative access, for management of Customer personnel user access to the Customer Portal, is only provisioned to the Authorised Customer Representative following execution of a client agreement.
CN23	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel are revoked on a timely basis following notification from HR Team regarding termination of employment.
CN24	Administrative access, for management of Customer personnel user access to the Customer Portal, is revoked following termination of a client agreement.
CN25	Access rights to sensitive data, Code Versioning and Release Management Systems held by Payment Express personnel (4 staff) are reviewed on at least quarterly to confirm access provisioned remains commensurate with business requirements.
CN29	Data (including backups, storage for workstations and laptops) is encrypted at rest and for all public networks transfers, including web communication sessions.
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.
C1.4 – Pa of the sys	ayment Express obtains confidentiality commitments that are consistent with Payment Express' confidentiality system requirements from vendors and other third parties whose products and services are part tem and have access to confidential information.
CN10	Payment Express security commitments (including security obligations, terms, conditions and responsibilities) are documented, along with the responsibilities of external users, in third party contracts and non-disclosure agreements.
C1.5 - Co as-neede	mpliance with Payment Express' confidentiality commitments and system requirements by vendors and others third parties whose products and services are part of the system is assessed on a periodic and d basis, and corrective action is taken, if necessary.
CN45	Payment Express' management team is responsible for changes to confidentiality practices and commitments. A formal process is used to communicate these changes to users, related parties, and vendors.
C1.7 – Pa	syment Express retains confidential information to meet Payment Express' confidentiality commitments and system requirements.
CN35	Personal information (both public and sensitive information) involved in business processes, systems, and third-party involvement is clearly identified and classified based on severity and risk within data management policies and procedures.
CN46	As part of on-boarding a Customer, Payment Express performs a gap analysis between client confidentiality requirements and internal policies. Client requirements which a more onerous than existing Payment Express policy requirements are reviewed for incorporation into Payment Express Policy or logged for management on an as needed basis.
C1.8 – Pa	syment Express disposes of confidential information to meet Payment Express' confidentiality commitments and system requirements.



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CN47 Payment Express disposes of Customer data in accordance with requirements of the Customer contract being terminated

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.

Additional Criteria for Availability

A1.1 Current processing capacity and usage are maintained, monitored, and evaluated to manage capacity demand and to enable the implementation of additional capacity to help meet availability commitments and requirements.

- A1.1.1 The Payment Express IT team monitors processing capacity live via dashboard.
- A1.1.2 Capacity demands are monitored live via dashboard and implemented as required by Payment Express' IT team.

A.1.2 Environmental protections, software, data backup processes, and recovery infrastructure are designed, developed, implemented, operated, maintained, and monitored to meet availability commitments and requirements.

- 1.2.1 Appropriate environmental controls have been implemented within Payment Express' premises and data centres.
- 1.2.2 System availability is monitored through the dash board by the IT team.
- 1.2.3 Payment Express data is mirrored to a secondary site and monitored by the IT team.

A.1.3 Procedures supporting system recovery in accordance with recovery plans are periodically tested to help meet availability commitments and requirements.

- 1.3.1 BCP and DR plans have been defined and documented.
- 1.3.1 BCP and DR testing are completed periodically, and customers impacted by this are notified.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019

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Additional Criteria for Processing Integrity

PI 1.1 Procedures exist to prevent, detect, and correct processing errors to meet processing integrity commitments and requirements.

- PI 1.1.1 Processing errors are monitored through dashboard live and errors are logged and resolved by the IT team.
- PI 1.1.2 System sends alerts to select IT staff of errors and failures.
- PI 1.2 System inputs are measured and recorded completely, accurately, and timely in accordance with processing integrity commitments and requirements.
- PI 1.2.1 Batch jobs are recorded and processed automatically daily. Issues and failures are logged, monitored and resolved by the IT team.

PI 1.3 Data is processed completely, accurately, and timely as authorized in accordance with processing integrity commitments and requirements

- PI 1.3.1 Only programs in designated and approved production program libraries are executed by automated program execution management tools and / or manually by authorized personnel in the batch program execution management group.
- PI 1.4 Data is stored and maintained completely and accurately for its specified life span in accordance with processing integrity commitments and requirements.

PI 1.4.1 Data is stored and maintained as required.

- PI 1.5 System output is complete, accurate, distributed, and retained in accordance with processing integrity commitments and requirements.
- PI 1.5.1 The successful execution of all production programs is monitored by the IT team.
- PI 1.6 Modification of data is authorized, using authorized procedures in accordance with processing integrity commitments and requirements.
- PI 1.6.1 Changes to the batch program execution schedule are documented and approved.
- PI 1.6.2 Segregation of incompatible duties relevant to batch program execution management personnel is maintained.

Grant Thornton assessment of control activities

Based on the evidence we have reviewed, the controls related to this control objective were in place and suitably designed as at 31 May 2019.

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Section V: Management Response to Findings.

Findings	Risk	Recommendation(s)	Management Comments
 Formal Governance and Monitoring Payment Express currently has a CEO and a Senior Leadership Team (SLT) who are responsible for making executive decisions and provide governance. The CEO and the executive teams meet regularly to review and discuss Payment Express' strategy, and provide guidance and advice. However, we noted that a formal Management Committee or a Board to provide oversight is currently not in place. We acknowledge that the management team is looking to obtain ISO 9001 certification in the near future which should assist with establishing a more formal 	 Lack of a robust process for identifying, prioritizing, sourcing, managing and monitoring the enterprise's critical risks; and Lack of understanding of or a failure to monitor the significant assumptions underlying the strategy. 	 We recommend management to: Establish a formal governance and monitoring committee (Board/Steering Committee) consisting of internal stakeholders (CEO, General Managers) and external members to provide oversight on progress and to challenge Payment Express' risk management and governance practices as Payment Express is growing rapidly 	We are always looking to enhance and improve our governance structures and will consider the best way to create a formal independent governance structure for Payment Express in the next 12 months.



10. SUPPORTING INFORMATION

f) PCI Compliance - Liberty Next Gen Single and Dual-Space Smart Parking Meter

Certificate of Compliance

Payment Card Industry Data Security Standard

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

Duncan Parking Technologies, Inc

Level One Service Provider

Report On Compliance: August 14, 2019

Conditions of issuing:

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

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

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



10/9/2019

Daniel Rodriguez - Security Analyst, QSA

Date



10. SUPPORTING INFORMATION

g) Global Ezicom Central Management System (CMS) Profile



EziCom Business Intelligence

GLOBAL

Access from your desktop, tablet or smartphone in real time, anytime

EziCom

😔 🥥 🍪 🔵 Maintenan

P GLOBAL

	EziCom Biggosal
Market Mark	

EziCom is a centralized, scalable, web-based control centre that does not require installation of separate software.

It is fast and interactve providing real time access to your fleet of terminals via an intuitive user friendly interface.

Alerts and warnings are delivered in real time to key personnel via SMA or email.

www.globalparkingscAM210045.com Exhibit 3 Page 150 of 172



Main Features

GLOBAL

EziCom Bl

Main Features

- Real time communications
- Fast interactive web application
- No messy software to install
- Mobile device compatible
- Compatible with most meter models and other equipment
- Over 20 prebuilt reports for performance analysis
- All data is accessible faults transactions events raw logs
- Pay by Plate Enforcement functionality
- Pay By Plate/Pay by Space Event information
- Secure access provided by Class 2 128bit Digital encryption
- Access to Sanitised Credit Card transactions
- Statistical Analysis
- Meter fleet displayed on map for fast location
- User Profile Management
- Tariff update and deployment over the air
- SMS Alert notifications for machine errors or warnings
- Schedule enabled reporting engine with routing to designated users

Dashboards

EziCom is an intuitive system that gives you instant access to the information you need on screen. Instead of having to run a multitude of reports, the on-screen dashboards provide a comprehensive single view.

Dashboards provide graphical analytics including:

- Machine Status
- Revenue Status
- Vault Gauges
- Events History
- Machine Status History
- Credit Card Transactions
- Last Transaction times
- Machine Locations displayed on map
- Cash Removal Detail

Automated Reporting Module

With over 20 prebuilt reports offering hundreds of querying and sorting combinations, you can quickly identify, execute and review performance across the entire fleet. With a powerful reporting engine, reports can be routed to designated users via email, otherwise already created reports can be accessed 24/7 as they are stored online. Employees can quickly schedule Hourly, Daily, Weekly, Monthly or Annually performance reports. To see samples of the Standard Reports - Link to Dropbox

ziCom

Transaction by Day MOP Sun

Advanced Security and Access

With EziCom's advanced security features, administrators define who has access to analytics and reporting tools. This ensures that the appropriate person has access to the right set of reporting tools to get the job done efficiently.



www.globalparking AM 21-0045ns.com Exhibit 3 Page 151 of 172



EziCom Bl

Business Intelligence Module

The EziCom BI module allows you to quickly analyse, visualize and share information within your organisation without having to create a report.

EziComBI can help anyone find real answers within their parking fleet using interactive dashboards. View dashboards from the office, at home or on the road.

Filter data, drill down or add entirely new data your analysis ... Identify trends and discover visual insights in seconds ...

Get to the bottom of all those questions your existing reports didn't anticipate. And do it all with EziComBI's **blazing fast data engine** so you get your answer when you ask it.

Examples of some of the BI Dashboards ...









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10. SUPPORTING INFORMATION

h) Global Ezicom Parkman Parking Maintenance Application



Overview

Go to https://ezicom2.com/XXX and log in: (Where XXX is your Tenant ID)

Please enter your credentials						
Username	auckland					
Password						
	Login Forgot password?					
5.4.5	- X -					

It will automatically take you to the 'Log Machine Fault' page. The navigation pane on the left gives you access to all site visit records logged by technicians (read-only), all currently open jobs and all previously closed jobs.





Log Machine Fault

To log an end user request to check out a parking meter, go to Log Machine Fault and click on the blue NEW+ button highlighted below:

Machine Id	Area			Precinct	1	Location	Ti	cket St	atus	
-			•		•		Ŷ			1
rom 2016-07-1	7	00 🔻	00 🔻		To 2017	7-07-18	00		00	

It will first ask you to enter your machine ID. If you just type the 4 digits it will give you all machine IDs that contain those digits. **If you don't know the machine ID, use 9999-Unknown.**



Once you enter the machine ID it will confirm the location. In this example, WAI_0001-NZ is located at "Clearwater Cove – Westpark Marina". If you don't know the machine ID and selected 9999-Unknown, you will not see the Location and Location Comment. To proceed, click on the NEW+ button highlighted below. If there is already a ticket open it will tell you and you can edit the existing ticket if multiple customers have reported the same fault.

Log Machine	e Fault (Create)
Machine Id	WAL_0001-NZ
Location	Clearwater Cove - Westpark Marina
Location Comment	<< Isn't Set In Asset Management >>
Open Tickets	There are no open tickets for this device, click NEW + to add

Log Machine Fault (Create)

Incident Id	(optional)	No. 1	Status	0
Machine Id	WAI_0001-NZ	discribed a second		
Location	Clearwater Cove -	Westpark Marina	Status Messages	
Location Description	Reported location description (optional)	If you selected 9999- Unknown as the Mac this out with the desc	Last message hine ID, you must fill ription of the physics on St directly in from	2017-07-17 12:51 (9 minutes ago) al location of the faulty t of JB HI-Fi" otherwise
Location Comment	<< Isn't Set In Asse	et Management >>	the technician	won't know where to go!
Reported Fault(s)	Information that relates to the machine's issues	Place the customer	complaint here. e comers, you	
Customer Notes	(optional)	can drag the corners circled in orange to r boxes bigger.	s of these boxes make these	

Log Machine Fault (Create) Incident Id Status \odot (optional) Machine Id WAI 0001-NZ Status Messages Location Clearwater Cove - Westpark Marina Last Message 2017-07-17 12:51 Location Description Reported location (9 minutes ago) description (optional) Location Comment << Isn't Set In Asset Management >> Reported Fault(s) Information that relates to the machine's issues (required) When you are finished entering the customer's complaint here, click on the blue create button here. This will generate a new ticket requesting the technician to go check the machine. **Customer Notes** (optional) Create List

Once you've created a ticket, the counter will update with the number of open tickets

until the technician attends to the fault and closes the ticket. Most tickets will be attended to within 2 hours. Please **do not** create multiple tickets for the same issue – update the existing open ticket.



Service Records

To see all technician site visits, navigate to Service Records highlighted below:



By default this page is arranged in chronological order across all Auckland Council parking meters, with the most recent site visit on the top. You can narrow down your search with the fields listed above, such as Machine ID, location, what parts were replaced, the date range, and so on.

As you start to type out the Machine ID, it will offer you a list of all machine IDs that contain your entry. You can select the one with the correct prefix. The other fields are dropdown menus you can select from.





If you would like to specify a date range, clicking on the From: and To: dates will bring up a calendar. If you do not specify a date range, by default it will give you results from the past year.

Se	<		J	uly 201	6		>
-	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Gei	26	27	28	29	30	01	02
Ser	03	04	05	06	07	08	09
Ser	10	11	12	13	14	15	16
Ser	17	18	19	20	21	22	23
Sor	24	25	26	27	28	29	30
Jei	31	01	02	03	04	05	06

Here is an example of the search results for WAI_0001-NZ. It tells you if the technician found any faults, what the technician did on site, any parts they used, what date/time they visited the meter, and the technician's name. Because this system was only introduced on 2 May 2017, there will be no entries before this date.

Service Re	ecords				Hel
Machine Id WAI_0001-NZ	Aroa	Precis	nct Location Ticket Status T T	Action Taken Part Used Generation Method You c	an download the s below in CSV, XLS
From 2016-07-17 Search	00 + 0	0 *		[™] 2017-07-18 00 1 00 1 00 1 00 1 00 1 00 1 00 00 00	F format by clicking ese buttons
NEW +				A 4 4 1 10 A	
Generation Meth	od Machine Id Ticket I	d Status Reporte	d Fault Faults Found	Actions taken	Parts Used Visited By Tech Technician
Edl: ServiceRecord	WAI_0001-NZ 2472	Closed	Battery Low	Lested DPS connection, lest broacker produced. Service Check, Kestermachine, Cleaned Solar Paner, Cleaned, mech, Checked shutter operation; Checked MRU operation; Checked escrow operation; Checked date/time; Checked coin acceptance	12/24V battery: 2017-07-10 09.49 psingh
Edlt ServiceRecord	WAI_0001-NZ 1212	Closed	None,	Checked battery voltage: Checked coin acceptance: Checked date/time: Checked ascrow operation: Checked MRU operation: Checked paper level. Checked shutter operation. Cash Removal Test - No Fault, Service Che Test ticket produced. Tested cardinader	ck: 2017-06-15 12.56 peter
Edl ServiceRecord	WAI_0001-NZ 569	Closed	Battery Low. Commis - not connecting to DPS	Checked coin acceptance: Checked date/time: Checked escrow operation: Checked MRU operation: Checked paper level. Checked shutter operation: Reset machine; Test ticket produced. Tested cardreader; Tested DPS connection.	12/24V battery: 2017-06-06 09,18 neilh
Edit ServiceRecord	WAI_0001-NZ 135	Closed	None,	Reset machine; Service Check; Cleaned Solar Panel	12/24V battery: 2017-05-26 11:22 neith

If you are not sure where this meter is located, clicking on <u>Edit</u> on the left will tell you. In this example, WAI_0001-NZ is listed as Clearwater Cove – Westpark Marina.

Generation Method	ServiceRecord
Machine Id	WAI_0001-NZ
Used Parts	Metro-Mk1/2
Location	Clearwater Cove - Westpark Marina



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):

- Revised Bid Specs uploaded. See 12342-805 - Parking Meter Technology - V5.docx
- 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: Glob	al Parking Solutions USA LLC
	(please print)
Bidder's Signature:	hilit un
Date: 02/04/2020	



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

The City, in its facilitation of a coordinated parking environment, will require all 3.5 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 Cityspecified 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. Glo	bal Parking Solutions USA LLC
	(please print)
Bidder's Signature:	hlitil Uh
Date: 02/04/2020)

Global Parking Solutions

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

Proposer(s) Name: Global Parking Solutions, Metropolis MK6 Pay Station (coin/bill/card)

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. Metropolis MK6 Pay Station (coin/bill/card)	\$7,750.00 (\$6,480.00 order quantity >100)
2	Shipping – Multi-Space Meter (Pay-by-Plate)	\$250.00
3	Monthly Communication Fee – Multi-Space (Pay-by-Plate)* *Includes first 1000 credit card authorizations per calendar month (not pooled). Excess credit card authorizations invoiced at \$0.07 per transaction.	\$56.25
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Plate)*	See item #3
5	2 Year Warranty	\$475.00
6	Extended Warranty Year 3	\$475.00
7	Extended Warranty Year 4	\$475.00
8	Extended Warranty Year 5	\$570.00
9	Extended Warranty Year 6	\$570.00
10	Extended Warranty Year 7	\$570.00
11	Extended Warranty Year 8	\$570.00
	Total Project Cost**	\$10,435.00

**based on >100 volume pricing and does not include monthly and transaction fees

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

12	MAX 7" high resolution TFT color screen with vertical solar panels	\$650.00
13	Additional Coin Box (one included in base meter price)	\$425.00
14	Additional Bill Cassette (one included in base meter price)	\$176.00
15	Contactless payment card reader, BRF (for Apple Pay, etc.)	\$560.00
16	Upgraded card, coin and ticket bowl protection covers	\$200.00
17	Ezicom ParkMan maintenance module /meter /month	\$3.00
18	API integration to backend software platform of choice /meter /month (per Addendum #2)	\$8.75
19	Ezicom eView Plus handheld mobile LPR enforcement tool /handheld /month	\$150.00

Submitted by:

Michael Kavur

Name (printed) January 31, 2020

Date

11/12

Signature

President

Title

City of Fort Lauderdale Parking Meter Technology, with Maintenance and Support RFP # 12342-805

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

Proposer(s) Name: Global Parking Solutions, Metropolis MK6 Pay Station (coin/bill/card)

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-Space) including training and five (5) sets of maintenance keys and three (3) sets of collection keys. Metropolis MK6 Pay Station (coin/bill/card)	\$7,750.00 (\$6,480.00 order quantity >100)
2	Shipping – Multi-Space Meter (Pay-by-Space)	\$250.00
3	Monthly Communication Fee – Multi-Space (Pay-by-Space)* *Includes first 1000 credit card authorizations per calendar month (not pooled). Excess credit card authorizations invoiced at \$0.07 per transaction.	\$56.25
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Space)*	See item #3
5	2 Year Warranty	\$475.00
6	Extended Warranty Year 3	\$475.00
7	Extended Warranty Year 4	\$475.00
8	Extended Warranty Year 5	\$570.00
9	Extended Warranty Year 6	\$570.00
10	Extended Warranty Year 7	\$570.00
11	Extended Warranty Year 8	\$570.00
	Total Project Cost**	\$10,435.00

**based on >100 volume pricing and does not include monthly and transaction fees

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

12	MAX 7" high resolution TFT color screen with vertical solar panels	\$650.00
13	Additional Coin Box (one included in base meter price)	\$425.00
14	Additional Bill Cassette (one included in base meter price)	\$176.00
15	Contactless payment card reader, BRF (for Apple Pay, etc.)	\$560.00
16	Upgraded card, coin and ticket bowl protection covers	\$200.00
17	Ezicom ParkMan maintenance module /meter /month	\$3.00
18	API integration to backend software platform of choice /meter /month (per Addendum #2)	\$8.75
19	Ezicom eView Plus handheld mobile LPR enforcement tool /handheld /month	\$150.00

Submitted by:

Michael Kavur

Name (printed) January 31, 2020

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Signature President

Title

Date

City of Fort Lauderdale Parking Meter Technology, with Maintenance and Support RFP # 12342-805

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

Proposer(s) Name: Global Parking Solutions, MetroLite Pay Station (coin/card - no bills)

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. Note: MetroLite Pay Station (coin/card – no bills)	\$5,200.00 (\$4,470.00 order quantity >100)
2	Shipping – Multi-Space Meter (Pay-by-Plate)	\$150.00
3	Monthly Communication Fee – Multi-Space (Pay-by-Plate)* *Includes first 1000 credit card authorizations per calendar month (not pooled). Excess credit card authorizations invoiced at \$0.07 per transaction.	\$56.25
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Plate)*	See item #3
5	2 Year Warranty	\$475.00
6	Extended Warranty Year 3	\$475.00
7	Extended Warranty Year 4	\$475.00
8	Extended Warranty Year 5	\$570.00
9	Extended Warranty Year 6	\$570.00
10	Extended Warranty Year 7	\$570.00
11	Extended Warranty Year 8	\$570.00
	Total Project Cost**	\$8,325.00

**based on >100 volume pricing and does not include monthly and transaction fees

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

12	Additional Coin Box (one included in base meter price)	\$425.00
13	Contactless payment card reader, BRF (for Apple Pay, etc.)	\$560.00
14	Ezicom ParkMan maintenance module /meter /month	\$3.00
15	API integration to backend software platform of choice /meter /month (per Addendum #2)	\$8.75
16	Ezicom eView Plus handheld mobile LPR enforcement tool /handheld /month	\$150.00

Submitted by:

Michael Kavur

Name (printed) January 31, 2020

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Signature

President

Title

Date

City of Fort Lauderdale Parking Meter Technology, with Maintenance and Support RFP # 12342-805

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

Proposer(s) Name: Global Parking Solutions, MetroLite Pay Station (coin/card - no bills)

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-Space) including training and five (5) sets of maintenance keys and three (3) sets of collection keys. Note: MetroLite Pay Station (coin/card – no bills)	\$5,200.00 (\$4,470.00 order quantity >100)
2	Shipping – Multi-Space Meter (Pay-by-Space)	\$150.00
3	Monthly Communication Fee – Multi-Space (Pay-by-Space)* *Includes first 1000 credit card authorizations per calendar month (not pooled). Excess credit card authorizations invoiced at \$0.07 per transaction.	\$56.25
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Space)*	See item #3
5	2 Year Warranty	\$475.00
6	Extended Warranty Year 3	\$475.00
7	Extended Warranty Year 4	\$475.00
8	Extended Warranty Year 5	\$570.00
9	Extended Warranty Year 6	\$570.00
10	Extended Warranty Year 7	\$570.00
11	Extended Warranty Year 8	\$570.00
	Total Project Cost**	\$8,325.00

**based on >100 volume pricing and does not include monthly and transaction fees

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

12	Additional Coin Box (one included in base meter price)	\$425.00
13	Contactless payment card reader, BRF (for Apple Pay, etc.)	\$560.00
14	Ezicom ParkMan maintenance module /meter /month	\$3.00
15	API integration to backend software platform of choice /meter /month (per Addendum #2)	\$8.75
16	Ezicom eView Plus handheld mobile LPR enforcement tool /handheld /month	\$150.00

Submitted by:

Date

Michael Kavur

Name (printed) January 31, 2020 With

Signature

President

Title

6.5 - SECTION VI - COST PROPOSAL PAGE - SINGLE SPACE

Proposer(s) Name: Global Parking Solutions (CivicSmart)

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	U	NIT COST
1	Single Space Meter (Coin/Credit) including training	\$	305.25
2	Shipping – Single Space	\$	13.20
3	Monthly Communication Fee – Single Space	\$	6.05
4	Credit Card Transaction Fee – Single Space* *No per transaction fee charge for Gateway Services with Heartland Payment Systems as the Merchant Processor. If a different Merchant Processor is required, there is a per transaction fee of \$0.07 for third-party gateway services. Merchant processing fees are deducted from City proceeds per separate agreement with processor.	\$	3
5	2 Year Warranty	\$	27.50
6	Extended Warranty Year 3	\$	27.50
7	Extended Warranty Year 4	\$	27.50
8	Extended Warranty Year 5	\$	27.50
9	Extended Warranty Year 6	\$	44.00
10	Extended Warranty Year 7	\$	44,00
11	Extended Warranty Year 8	\$	44.00
	Total Project Cost** **does not include monthly and transaction fees	\$	560.45

Additional Line Items SINGLE-SPACE (if any)

12	Installation of Single Space Meter	\$ 27.50
13	Spare Battery (recommended 10% of meters)	\$ 64.90
14	30-Bay Battery Charging Station	\$ 1,739.10
15	Collection and Maintenance Smartcards (recommended 1% of meters)	\$ 11.00
16	OPTIONAL - Communications Gateway to display mobile payments on meter and for sensor communication (includes installation and freight) - 1 required for every 25 meters	\$ 594.00
17	Monthly Communication Fee – Communications Gateway	\$ 6.60
18	OPTIONAL - Subterranean Sensor for occupancy data (includes installation and freight)	\$ 173.80
19	Monthly Communication Fee – Sensors	\$ 3.30
20	OPTIONAL - 8-Year Battery Extended Warranty (provided they are handled in accordance with manufacturer instructions).	\$ 75.90
21	OPTIONAL - EMV Chip Card Processing	\$ 55.00
22	OPTIONAL - NFC Payment Processing	\$ 64.90

Submitted by:

Michael Kavur Name (printed)

H.M.

Signature

January 31, 2020 Date President Title

6.6 - SECTION VI - COST PROPOSAL PAGE - DUAL SPACE

Proposer(s) Name: Global Parking Solutions (CivicSmart)

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	U	NIT COST
1	Dual Space Meter (Coin/Credit) including training	\$	440.00
2	Shipping – Dual Space	\$	13.20
3	Monthly Communication Fee – Dual Space	\$	8.50
4	Credit Card Transaction Fee – Dual Space* *No per transaction fee charge for Gateway Services with Heartland Payment Systems as the Merchant Processor. If a different Merchant Processor is required, there is a per transaction fee of \$0.07 for third-party gateway services. Merchant processing fees are deducted from City proceeds per separate agreement with processor.	\$	
5	2 Year Warranty	\$	44.00
6	Extended Warranty Year 3	\$	44.00
7	Extended Warranty Year 4	\$	44.00
8	Extended Warranty Year 5	\$	44.00
9	Extended Warranty Year 6	\$	60.50
10	Extended Warranty Year 7	\$	60.50
11	Extended Warranty Year 8	\$	60.50
	Total Project Cost** **does not include monthly and transaction fees	\$	810.70

Additional Line Items DUAL-SPACE (if any)

12	Installation of Dual Space Meter	\$ 44.00
13	Spare Battery (recommended 10% of meters)	\$ 64.90
14	30-Bay Battery Charging Station	\$ 1,739.10
15	Collection and Maintenance Smartcards (recommended 1% of meters)	\$ 11.00
16	OPTIONAL - Communications Gateway to display mobile payments on meter and for sensor communication (includes installation and freight) - 1 required for every 25 meters	\$ 594.00
17	Monthly Communication Fee – Communications Gateway	\$ 6.60
18	OPTIONAL - Subterranean Sensor for occupancy data (includes installation and freight)	\$ 173.80
19	Monthly Communication Fee – Sensors	\$ 3.30
20	OPTIONAL - 8-Year Battery Extended Warranty (provided they are handled in accordance with manufacturer instructions).	\$ 75.90
21	OPTIONAL - EMV Chip Card Processing	\$ 55.00
22	OPTIONAL - NFC Payment Processing	\$ 64.90

Submitted by:

Michael Kavur Name (printed)

Signature

President Title

January 31, 2020 Date

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