



**FLOWBIRD RESPONSE TO THE CITY OF FORT LAUDERDALE
REQUEST FOR PROPOSAL
PARKING METER TECHNOLOGY, WITH MAINTENANCE AND SUPPORT
RFP # 12342-805
DUE DATE FEBRUARY 4, 2020**



FLOWBIRD GROUP

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Table of Contents

Section 1 – Executive Summary.....page 1

Section 2 – Experience and Qualifications.....page 11

Section 3 – Approach to Scope of Work.....page 21

Section 4 – References.....page 58

Section 5 – Minority/Women (M/WBE) Participation.....page 66

Section 6 – Subcontractors.....page 68

Section 7 – Required Forms.....page 72

- Proposal Certification
- Non-Collusion Statement
- Non-Discrimination Certification Form
- Local Business Preference (LBP)
- Contract Payment Method
- E-Verify
- Sample Insurance Certificate
- W-9
- Signed Addenda

Note: As required by the RFP, our price proposal is found in a separate envelope



Executive Summary

Executive Summary

Cale America, Inc., dba Flowbird, is very excited to provide our response to the City of Fort Lauderdale's solicitation for new Parking Meter Technology & Maintenance/Support Services. In January 2018, Parkeon merged with Cale to become Flowbird. Together we have a combined **100 years of experience** specializing in parking payment technologies. Our merger allows us to utilize our combined experience and resources to deliver innovative urban mobility solutions that substantially contribute to **Smart City initiatives** worldwide. Flowbird has vast experience in Florida with proven technology that works reliably in the region's unique climate. We are experts in both parking, transit, and parks management systems, which allows cities to build and design the solution that best meets their needs.



Unsurpassed Experience

No other company has the experience designing, building, deploying, and supporting parking, transit, and parks payment solutions than Flowbird. **Our client portfolio includes** agencies throughout Florida including Clearwater, Coral Gables, Key West, and Miami. Iconic US cities using Flowbird technology include Boston, Chicago, Detroit, New York, and Las Vegas. International references include Amsterdam, Mexico City, Milan, and Paris.

In addition to our success in the multi-space meter market, we have been **quickly growing our digital services portfolio**. This has allowed us to implement our mobile payment, parking reservations, validations and e-permits platforms around the world. Today we have over 600 clients utilizing our mobile applications, generating over 25 million transactions last year. Additionally, we processed over 1 million electronic parking validations last year.



Local Presence

Flowbird maintains two complete US offices, one in Clearwater, FL and one in Moorestown, NJ. Both offices have full warehouses with the proper stock of parts inventory to support our clients' maintenance programs. We employ technicians throughout the country, including technical resources nearby in Clearwater.

In addition to our direct team, Flowbird's local distribution and service partner, Consolidated Parking Equipment, is based about 30 miles away in Miami. Consolidated has been in business since 2005, and has been a Flowbird partner since 2012. Consolidated will work with Flowbird's project team on meter installation, and will service the devices under our proposed warranty. Their team includes 14 technicians, each with their own work vehicle.

CivicSmart Partnership

Flowbird has teamed up with CivicSmart to provide system flexibility to the City and its parkers. In 2015, CivicSmart acquired Duncan Solutions, one of the most experienced providers of parking solutions, with a history that dates back over 80 years. We have identified CivicSmart's Liberty single/dual space meter as the right product for Fort Lauderdale based on its flexibility and budget friendly cost.



Our Proposal

For the City of Fort Lauderdale, we are proposing a proven, integrated parking solution that includes:

- Flowbird multi-use pay stations featuring stainless steel cabinets and 9" color touch screen option
- CivicSmart Liberty single/dual space parking meters accepting credit cards and reporting data wirelessly
- Local service and support provided by our long time distribution partner, Consolidated Parking Equipment, based in Miami
- Ability for the City to configure and download rates as needed through Flowbird's web based back-office management suite
- Programming support for dynamic rate management, touch-screen UI configuration and LTE communication, plus upgrade support as new communication platforms emerge
- A robust, hosted management system with customizable reports or the ability to feed the City's data warehouse
- Integration with T2 and any future equipment and software vendors for enforcement services
- Integration with Pay by Phone and any future mobile application payment vendors

Why Choose Flowbird?

Flowbird is the best partner for the City of Fort Lauderdale for the following reasons:

- Our solution is ideal for parking departments looking to mine data, make educated decisions, and take decisive action
- We offer an open integration platform which is already connected to dozens of companies in the parking industry. The platform is built to add new integrations quickly and easily.
- Our proposed equipment has proven to withstand the region's climate for over a decade – the CWT Pay Station features a stainless steel cabinet to prevent corrosion
- We are continuously developing new services to help cities like Fort Lauderdale improve mobility downtown. Our annual R&D investment is over \$25 million.
- Our technology is upgradeable to meet future needs
- With our office in Clearwater and our service partner in Miami, we have a local support team with experienced technicians ready to help the City with service and preventive maintenance.

Data Driven Solution for Curb Management

Open Platform

20+ Years of Experience in the State of Florida

\$25 million annually invested in R&D

Upgradeable Technology

Local support



Key Team Members

Below we provide information on our team starting with our executive management team, followed by key project team members.

Experienced Management Team

Each member of our management team has been in the parking industry for more than a decade. Our team has gained extensive knowledge of our clients' operations and how our technology can enhance parking in downtowns across the country.

Benoit Reliquet – President

Benoit leads the North American region for Flowbird, ensuring that our operations in Parking and Transit are successful. Prior to becoming President of Flowbird in February 2015, Benoit was the Research and Development Manager responsible for equipment design and delivery including mechanical, electronic and software development as well as pre-sales support. Leading up to that role, Benoit held positions within the company focused on new product development and engineering, software development, and project management.



Benoit joined Parkeon/Flowbird in 1999 and has an educational background in Electrical Engineering and Computer Science.

Andreas Jansson – Senior Vice President of Sales

Andreas manages all activities related to Parking Sales at Flowbird. Prior to the merger of Cale with Parkeon, Andreas oversaw the US operations for Cale, including daily management of the finance, sales, marketing, production, and support teams, serving on the Cale Group Management Team since 2007.

During his ten years of experience in the parking industry, Andreas has focused on improving operational efficiency, system integrations, and the implementation of new technologies. Andreas has held several positions within the Flowbird/Cale Group, primarily focusing on IT, customer support, customer solutions, and product management. Prior to accepting the position as Managing Director of Cale America, Andreas served as Director of Product Management and Operations for the Cale Group, overseeing the product roadmap and product maintenance for the company's full product and services offering.



Andreas's expertise stretches across a number of fields including international relations, customer relations, product life cycle management, organizational skills, web-based systems, M2M-systems, business communications, and parking optimization.

Emmanuel Lereno – Senior Vice President of Digital Services

Emmanuel joined Flowbird in 2005 and works with some of the company's largest US accounts including New York City, Austin, Las Vegas, and Sacramento to help build innovative systems to better manage mobility in their downtowns. Recently, Emmanuel assumed the role of Senior Vice President of Digital Services where he will focus on the development and expansion of Flowbird digital solutions such as big data Analytics, mobile parking payments, real-time parking guidance, off-street parking reservations, parking validations, and e-permits.



Emmanuel has a PhD in Business Intelligence and Machine Learning. His research topics covered the selection of relevant data sets and decision making using Deep Learning techniques. Emmanuel applied his research to complex models like stock exchange investment, risk management and oil field services.

Lionel Deperrois – Chief Operations Officer

Lionel oversees Customer Service, Project Delivery, R&D, Technical Support, and Parkfolio Support Departments for the Flowbird system in North America. His team supports an installed base of over 20,000 pay stations for over 300 client locations along with numerous mobile parking payment app deployments.



Lionel started at Parkeon/Flowbird 15 years ago in our Research & Development department, and was on the team that developed contactless smart card for the SNCF rail project which includes 1,500 Ticket Vending Machines throughout France. Lionel then moved onto to manage large projects such as our deployment of 240 Ticket Vending Machines in Toronto. He has worked on various international projects in countries such as France, Morocco, Poland, Canada, and the United States.

Jeff Nethery – Global Products Support Director

Jeff joined the Flowbird team in 2008. He has served in multiple roles in the US and internationally with Flowbird including Customer Service Director and Global Product Director.

Jeff has 30+ years of parking operations, management, consulting, and project management experience focused on improving operational efficiency, system integrations, and implementation of new technologies. Jeff's background includes customer service program development, public outreach and education programs, consulting and planning, contract negotiations and compliance, project team coordination, customer relations, business and partnership development.



Jeff is a graduate of the University of Washington in Seattle.

Sean Renn – Vice President of Marketing and Communications

Sean joined Flowbird in 2007 and has a Bachelor of Science in Marketing from Penn State University. Sean is responsible for directing all Marketing activities for Flowbird in the United States. His role includes working with clients and Flowbird staff to identify specific needs in order to improve Flowbird's equipment and systems. Sean also works with clients during the project kick-off phase, to provide guidance and assistance on introducing the new parking system to the public.



In addition, one of Sean's key roles is the management of partnerships with other parking vendors. He has worked closely with many Flowbird integration partners including CivicSmart, T2 Systems, POM, Streetline, Parkmobile, Genetec, Gtechna and others on partnerships and technical integrations.

Project Staff Qualifications/Experience

Below is a list of the key staff members that will lead this project for Flowbird.

Peter MacDonald – Senior Project Manager

Peter joined Flowbird in March 2017 as Senior Project Manager. Peter started in the urban mobility industry in 2008, where he worked as an Area Manager at Central Parking System in Seattle, WA. There he had P&L responsibility for a diverse portfolio of operations and set scope of work, implementation guidelines and schedules for multiple sites' technology upgrades. He also managed the establishment of large scale sites including project procurement, hardware/software installation, general operations, and training plans.

From 2010 to 2017 Peter worked for Conduent as a Project Manager and then a Program Manager. In these roles, Peter built effective relationships with clients, vendors and coworkers in order to synchronize scopes of work to meet overall project goals. He also managed project schedules, procurement, budgets, accounting activity, quality assurance, and contracts.

Peter oversees the project management team at Flowbird. Peter may not be directly involved in the project on a day to day basis but he will be in communication with Billy Nowell during this project and he will provide guidance and assistance where they are needed.

Billy Nowell – Flowbird Project Management

Billy is the person responsible for leading a project from its inception to execution. This includes planning, execution and managing the people, resources and scope of the project. He explains the meter order process from gathering customer program needs, graphics, signage, and merchant accounts.

Billy has 10 years of parking experience, all with Flowbird. Billy has held multiple roles within the company. He has been a Production Assembler, Production Supervisor, Production Manager, Warehouse Manager, and now is the Project Manager. He has managed many projects, including one of the largest parking meter deployment in the US, our installation in Chicago covering over 30,000 parking spaces.

Anthony Brown – Back-Office Manager

Anthony joined Flowbird in 2011 and attended both Georgia Southern University and Savannah State University. He has 20 years of experience in back-office system configuration and customer service. In his current role, Anthony is responsible for the initial setup of client systems including configuring the back-office, integrating with 3rd party systems, and setting up credit card accounts.

Patrice Yackel – Customization Manager

Patrice has worked with Flowbird for over 15 years in various capacities. Her broad experience in accounting, customer service, Help Desk and service department management has made her a true partner to our customers. She has ensured timely installations to hundreds of satisfied customers. Her role at Flowbird is to oversee our software customization team, making sure that testing processes are being followed and that the customers are satisfied with the transaction flow seen by the end users.

William Duson – Field Service Manager

William has over a decade of field service experience, spending 11 years with Sunoco Corporation prior to coming to Flowbird in 2010. His work at Sunoco included the service of every aspect of service station maintenance, from back-office systems to maintenance of the pumps, and included electrical, mechanical, and hydraulic work. William was also the primary resource for training of new technicians.

In William's current position, he supervises and dispatches our field technicians. This includes selecting the right technician for project implementations. Prior to this management position which he assumed in 2019, William was a lead field technician in charge of installation of Flowbird equipment, on-site project management, on-site maintenance and service, system upgrades, and training. William supported Flowbird's East Coast and Midwest clients such as Atlanta, Boston, Cleveland, Newark, Philadelphia, Miami, and Savannah.

Paolo Barsanti – Production and Solutions Manager

Paolo Barsanti represents Flowbird as a highly effective contributor to the parking industry for more than 10 years. Getting his start as a programmer, Paolo has advanced to the role of Production & Solutions Manager for Flowbird. In this role, Paolo is directly contributing to the customer and end-user experience with vendor provided solutions in the parking industry by managing programming, production and repair.

Consolidated Parking Equipment Senior Team

As the prime contractor, Flowbird will be responsible for all work done. This is why we have partnered with Consolidated Parking Equipment (CPE). They have a highly experienced team and they have our full trust with installation and support of this new system. Their senior leadership team includes:

Alex Oliva - President: 23 years' experience in PARCS industry, Co-Founder.

Carlos Granados - Project Superintendent: 30 years' experience in PARCS industry.

Robert Mancl - Project Engineer: 21 years' experience in PARCS industry.

Edgar Chapman - Service Manager: 14 years' experience, all with CPE.

John Herrera - Sr. Technician: 19 years' experience in PARCS industry.

Jorge Aparicio - I.T. Director: 4 years' with CPE

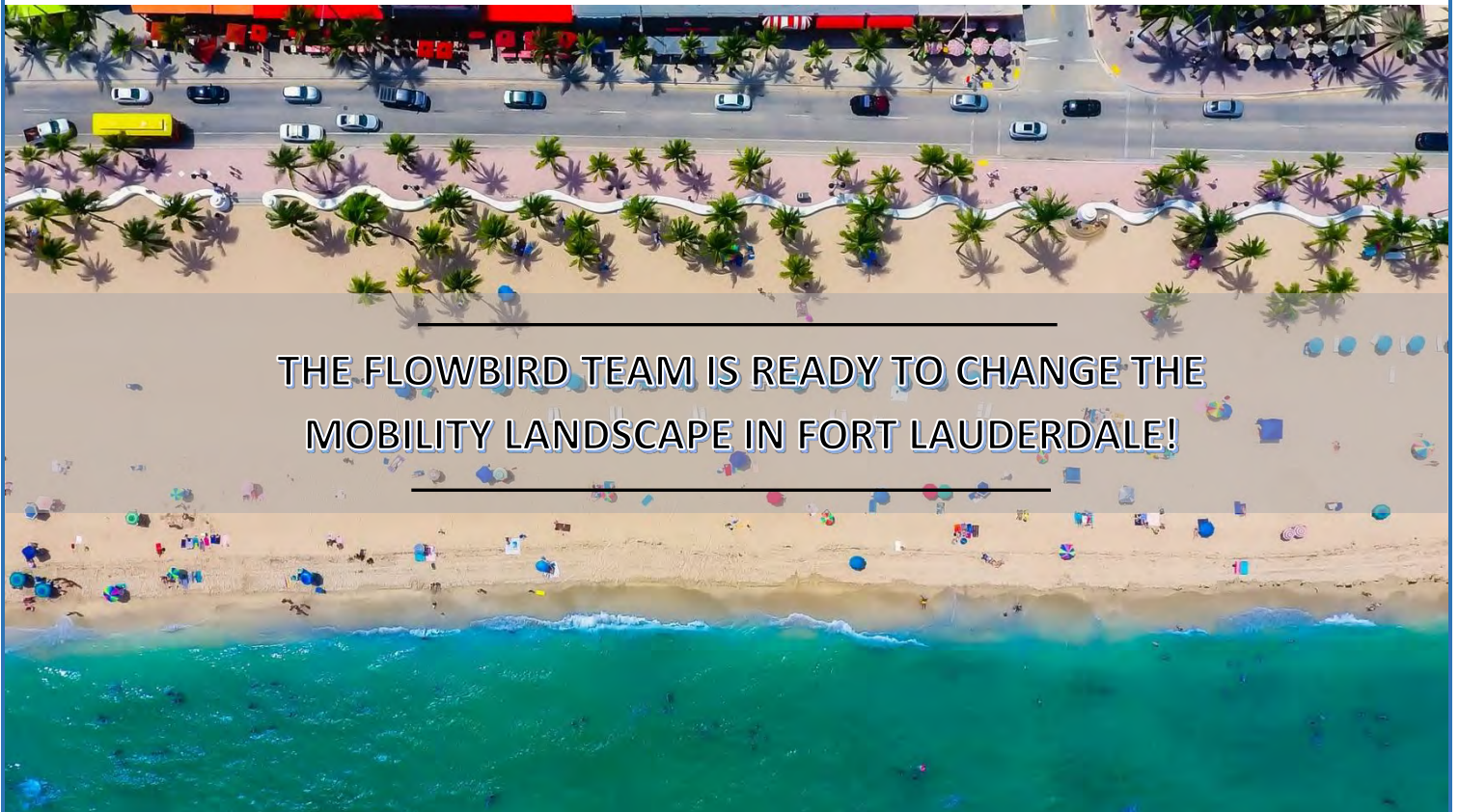
Jerry Acosta - Sales Manager: 10 years' with CPE

CivicSmart Senior Team

CivicSmart's management team has an impressive combination of experience and skills. 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 CivicSmart's 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.





Experience and Qualifications

Company Profile

Name of Firm: Cale America, Inc. dba Flowbird Group

Addresses of the Firm:

13190 56th Court, Suite 401, Clearwater, FL 33760
40 Twosome Drive, Ste 7, Moorestown, NJ 08057

Firm Website:

www.flowbird.group

Type of Firm: Nationwide Corporation, Incorporated in Delaware. Licensed to do business in the State of Florida.

Years in Business: 50+ years

Number of Employees: 1,300 globally; 87 based in the United States

Annual Revenue: \$300+ million

FEIN Number: 99-0371099

Contact Information: Scott Fox – scott.fox@flowbird.group – 443-991-0229 – Fax 856-234-7178



OUR MISSION

To facilitate the individual journey and maximize a city's unique mobility potential, while considering all city stakeholders and end-user experiences. Through our devices, elite service platform and our teams, we enable a new era for maximizing urban harmony and value throughout the city's core.

Experience of the Firm

Flowbird is the largest provider of on-street parking solutions in the world. In January 2018, Flowbird and Cale merged together to change the urban mobility landscape and reinforced its position of Global Worldwide Leader in Urban Intelligence and Mobility. Together we have more than 100 combined years of experience in the parking industry with systems in more than 70 countries. With more than 1,300 combined employees around the globe, the company has an annual revenue of over \$300 million. Company expansion is not necessary to perform this project and our team has the capacity to stay within promised deadlines.

Technology is a dynamic and vibrant environment that changes continuously. Managing that change with our clients has always been our strength. We solve Smart City and Smart Campus challenges. Our solutions go well beyond the concept of parking: we design and build complete ecosystems with strong Business to Business and Business to Consumer components. Our missions are diverse and cover a wide variety of services like:

- Managing technology convergence: On Street, Off Street Parking and Transportation
- Simplifying mobility to citizens by helping drivers to find a space using real time occupancy analytics
- Collecting and sharing mobility data in real time through our Open Data Analytics platform
- Global and Digital approach in managing user rights and digital permits including data correlations for optimum dynamic pricing strategies
- Reinforced communication: Push local information to residents and visitors
- Invigorate downtown commerce through hyper-local advertising and couponing campaigns

Complex projects have kept us on the leading edge of the industry and as a result, we remain the forerunner in the delivery of highly advanced parking and transit control systems and a natural component of the City's Internet of Things. Most importantly, our systems are designed for the long run with strong local support in the U.S. and Canada to enable your team and operations to benefit the most of our technology and know-how.

5,000+

Flowbird clients

70+

Countries with
Flowbird systems

\$300 million

Annual Revenue

600

Pay by cell
systems deployed

320,000

Pay Stations
deployed

1,300

Employees worldwide

Smart City Solutions Throughout The United States

The core customer base of Flowbird is municipalities, transit agencies, and Universities. Our team supports transit and parking solutions for major organizations across the U.S. including:

Municipalities

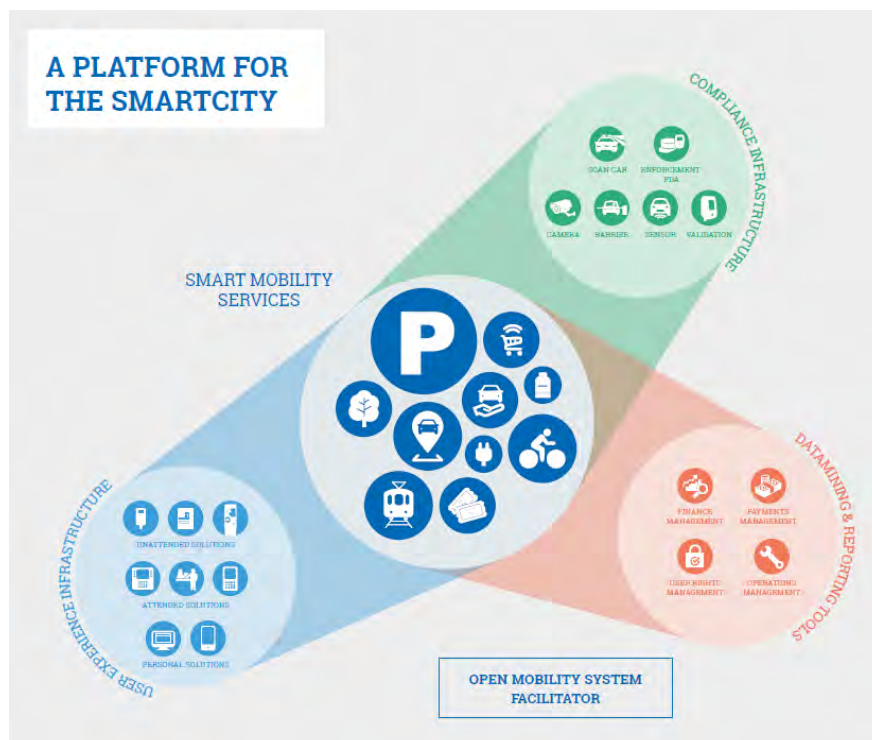
Atlanta, GA
Austin, TX
Baltimore, MD
Boston, MA
Boulder, CO
Detroit, MI
Chicago, IL
Clearwater, FL
Hartford, CT
Indianapolis, IN
Las Vegas, NV
Los Angeles, CA
Miami, FL
Minneapolis, MN
New York, NY
Philadelphia, PA
Pittsburgh, PA
San Antonio, TX
St. Louis, MO
Washington, DC

Transit Agencies

Community Transit (Everett, WA)
C-Tran (Vancouver, WA)
Hudson Link (Westchester Cty, NY)
King County METRO (Seattle, WA)
Lane Transit (Eugene, OR)
Loop Trolley (St. Louis, MO)
M1-Rail (Detroit, MI)
METRO Houston
METRO Minneapolis/St. Paul
New Jersey Transit
New York City Transit
NORTA (New Orleans)
Oklahoma City Streetcar
Portland Streetcar
Sacramento RT

Universities

Clemson University
Colorado State University
Florida International University
Harvard University
Indiana University
Minnesota State University
Southern Illinois University
State University of New York
Texas Tech University
University of Arkansas
University of Colorado
University of Kansas
University of Maryland
University of Missouri
University of New Hampshire
University of North Florida
University of Oklahoma
University of San Diego
University of Texas
Washington State University



Comparable Operations

Flowbird has over 300,000 multi-space meters installed worldwide, including more than 40,000 in the United States. No other vendor has implemented more large scale multi-space meter projects than Flowbird.

• Albany, NY	160 Pay Stations
• Alexandria, VA	250 Pay Stations
• Arlington, VA	700 Pay Stations
• Atlanta, GA	330 Pay Stations
• Austin, TX	900 Pay Stations
• Baltimore, MD	860 Pay Stations
• Chicago, IL	4,700 Pay Stations
• Boston, MA	140 Pay Stations
• Boulder, CO	200 Pay Stations
• Buffalo, NY	130 Pay Stations
• Coral Gables, FL	220 Pay Stations
• Detroit, MI	460 Pay Stations
• Durham, NC	155 Pay Stations
• Fort Worth, TX	118 Pay Stations
• Grand Rapids, MI	250 Pay Stations
• Hartford, CT	250 Pay Stations
• Indianapolis, IN	300 Pay Stations
• Las Vegas, NV	230 Pay Stations
• Los Angeles, CA	135 Pay Stations
• Manchester, NH	200 Pay Stations
• Minneapolis, MN	690 Pay Stations
• Memphis, TN	140 Pay Stations
• Miami, FL	300 Pay Stations
• New York, NY	14,000 Pay Stations
• Oklahoma City, OK	175 Pay Stations
• Oakland, CA	290 Pay Stations
• Pasadena, CA	110 Pay Stations
• Pittsburgh, PA	1,000 Pay Stations
• Portland, OR	1,860 Pay Stations
• Providence, RI	105 Pay Stations
• Rochester, NY	130 Pay Stations
• Sacramento, CA	200 Pay Stations
• Salem, OR	156 Pay Stations
• San Antonio, TX	130 Pay Stations
• Savannah, GA	260 Pay Stations
• St. Paul, MN	190 Pay Stations
• St. Louis, MO	725 Pay Stations
• Syracuse, NY	300 Pay Stations
• Tacoma, WA	160 Pay Stations
• Tulsa, OK	190 Pay Stations
• Vancouver, WA	180 Pay Stations
• Washington DC	950 Pay Stations



State of Florida Presence

Flowbird has been a leading supplier of pay station systems throughout the State of Florida for over two decades. We support over 1,200 pay stations in the State, for over 60 clients. Clients utilize our system for on and off-street parking locations for both paid and validated parking. Below is a map of locations in Florida that utilize Flowbird technology.



Flowbird holds a State of Florida business registration which can be found on the following page.

State of Florida

Department of State

I certify from the records of this office that CALE AMERICA INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on January 5, 2012.

The document number of this corporation is F12000000056.

I further certify that said corporation has paid all fees due this office through December 31, 2019, that its most recent annual report/uniform business report was filed on March 19, 2019, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Thirtieth day of January, 2020*



Randy Be
Secretary of State

Tracking Number: 2745082774CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filing/CertificateOfStatus/CertificateAuthentication>

Pay by Plate Leader

We are aware that the City is interested in better managing its curb space. We have helped cities do this in a variety of ways, but one is helping them implement Pay by Plate systems. Pay by Plate provides a variety of benefits including the elimination of meter feeding, special rates by plate, and free time by plate. No other vendor has deployed more Pay by Plate systems than Flowbird. We have deployed 240 Pay by Plate systems in the US alone covering approximately 85,000 parking spaces.

Pittsburgh, PA, was the first large scale Pay by Plate deployment in the US in 2012, and they currently have 1,000 Flowbird pay stations. Below are some other comparable Flowbird Pay by Plate (PbP) deployments including the country's largest Pay by Plate system in Chicago, IL.



City of Chicago
4,700 PbP Pay Stations



City of Atlanta
300+ PbP Pay Stations



Hartford Parking Authority
200 PbP Pay Stations



City of Detroit
400+ PbP Pay Stations



Miami Parking Authority
300 PbP Pay Stations



Salem, OR
150+ PbP Pay Stations

Commitment to Sustainability

Flowbird was created from the merger of Cale and Parkeon, two of the world's leading parking system suppliers. Both companies have always been on the leading edge of sustainability. Together as Flowbird, we have the opportunity to make an even stronger impact on the planet as we can compare best practices when it comes to manufacturing, recycling, and system development.

Our proposal is based on providing the CWT Pay Station which is manufactured in our factory in Sweden. Below are some ways we demonstrate how we are a responsible vendor in many ways.

Flowbird Benefits From Its Swedish Roots

Ranked as the most sustainable country in the world by the Country Sustainability Ranking, Sweden has made an example out of finding ways to be environmentally savvy in every avenue. With the firm stance that, "A sustainable and secure energy supply is best achieved by focusing on long-term energy efficiency," Sweden has lived up to their ranking. Between 1990 and today, Sweden cut its greenhouse gas emissions by 20% while enjoying real economic growth of 59%. With complete sustainability in sight, Sweden has proven that, 'Going Green,' goes far beyond the vehicle in the parking sector. What can we learn from Sweden's best practices?



Terminal Recycling

Which criteria do you weigh when deciding on purchasing a parking product? Price? Durability? Customer Service? While all of these factors come into play, Sweden's parking operations managers added another important factor; recyclability.

"This isn't always something that city managers and officials think about when choosing a parking terminal, but in recent years, the value of recyclability has received more attention," says Andreas Jansson, Senior Vice President of Sales for Flowbird. "In Sweden, you don't see mounds of landfill like you do in the U.S. It's something that has been grabbing the attention from surrounding nations."

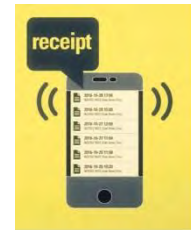
According to Flowbird's hardware management in Sweden, the type of machine that Sweden uses was designed to be recycled, consisting of a significant amount of material that can be recycled easily without significant processing (91%) and is therefore considered to have the "highest recyclability." The materials that go to processing are the circuit board, cable and electronics (8%) and these must go through a process before it can be recycled in a safe and environmental way. The plastic goes to energy recovery at a district heating plant. No material goes to a landfill.



Digital Receipt Solution

No more paper! Stockholm, Sweden was the first “launch” customer for the Cale Web Terminal (CWT) Color Touch platform which supported digital receipts.

Sweden now saves paper and maintenance costs by allowing their customers to receive all of their parking terminal receipts via SMS, email, or mobile payment app.



According to Mats Lindberg, Account Manager for Flowbird Sweden, “Not only does this save an extraordinary amount of paper, but customers most often use the WaytoPark mobile payment app, which offers different ways to pay if you are delayed or stuck in a meeting when your time expires.” Lindberg reports that the service cost is down due to no longer needing to clear paper jams, but rather, they now focus on local trouble-shooting and preventative maintenance.

Push Command

Using today’s latest technology, parking terminal errors can be reset by sending a ‘Terminal Reboot’ command through a Push Command feature. When an alert comes in that a machine needs service, techs now remain at their current location with their tablets, attempting to reboot the terminal remotely to bring it back online. According to Lindberg, “9 times out of 10, this is all the machine needs.”

“Energy savings for the Push Command feature are huge,” adds Lindberg, “Think about it. All that time stuck in traffic to even get to a terminal costs time for our techs, adding even more to traffic congestion and contributing to unnecessary Co2 emissions. These kind of service calls used to consume over 7 million tickets per year and now it’s ZERO.”

The Push Command feature comes as part of Flowbird’s new WebOffice Enterprise Smart Cities plan. “This was something that we had been needing for a while. A short-cut,” says Lindberg, “A plan that fits in with the sustainable goals we are trying to reach.”

Solar Charged Terminals

While solar-charged terminals aren’t the newest development in today’s parking industry, Stockholm points out just how beneficial the alternative energy source is in sustainability and savings. The obvious benefits remain; being a truly renewable resource harnessed all over the world while never running out.

Lindberg notes the additional value, “The main thing here is the lower cost and savings on installation. Before the solar meters, you would have to make it a big project; getting a crew, mapping out the construction, digging to get the power line to the meter and more. Now it’s a much simpler process. Just use the sun.”

In Stockholm, 83% of electricity production comes from alternative energy sources. “With the conversion to the solar-powered CWT touch meter, we were able to remove all the power line connections,” concludes Lindberg, “It’s a perfect fit to Sweden’s sustainability initiatives.”





Approach to Scope of Work

Project Approach

Flowbird's overall project approach is to provide one main project manager/point of contact that manages the project. This project manager is surrounded by a strong support system providing the City with a high attention level concerning all aspects of the project – quality control, project control, and document control.

We have a specific dedication to helping our clients use our products and services to meet Smart City initiatives. To achieve our goals, we continue to enhance our solutions year after year. We do that by getting feedback from our customers and assigning resources to putting that feedback into real applications.

Work Plan

Through years of experience and through many parking and transit system implementations, Flowbird has streamlined the work plan for paid parking deployments. We quickly engage with your team post award and start the process of machine delivery, software configuration, and back-office/credit card setup.

Flowbird has a unique capability to deliver in a timely fashion because we have high levels of manufacturing capacity and we work closely with our clients and service partners to ensure that everyone's expectations are understood.

Upon receipt of a notification to proceed, Flowbird will follow detailed steps to ensure that we are engaged with your team and deliver what is expected. In this document you will find a sample implementation schedule with key milestones included.

Quality/Assurance

As manufacturer and supplier of the pay stations, Flowbird can control the quality of our products from factory to installation. You can feel secure in knowing that Flowbird is ISO Certified. In part, this means that we need to have a high level of quality control concerning our manufacturing processes validated by third party audits. This quality control moves from our factory into the testing and installation phase of our projects as well. Our technicians are well trained in our products and know the ins and outs of testing, troubleshooting, installation, and after sales support. Additionally, we select 3rd party technology carefully when implementing complete systems.

Project/Control

To control our projects, a project manager is assigned at Flowbird. This project manager is responsible for working with City and Flowbird staff members to ensure on-time delivery of machines, correct software programming, coordination of installation schedules, management of subcontractors, cooperation with technical partners, training of City staff, and public awareness of the deployment (if needed).

Document/Control

The project manager works with the City to provide all necessary forms to initiate the project. These include hardware customization forms, software creation forms (rate structures, languages, user types) and credit card banking forms (used to connect the machines to the correct merchant bank processor). The project manager also ensures that we provide all manuals associated with the equipment and the software. The project manager works closely with our Sales Administration team to ensure that machines are ordered on time and in the right configuration. Once the project is successfully implemented, the Sales Admin handles all spare parts orders through our RMA process.

Key Areas of Responsibility

During Project Implementation the key areas of responsibility will be:

Project Management – Project Manager reports directly to Flowbird’s Director of Project Management and Solutions Delivery. The Project Manager will be the main point of contact for the City.

Sales Administration – Sales Administration Manager reports directly to Flowbird’s Chief Financial Officer

Customization – Software Customization Specialist reports to our Customization Manager

Back-Office Setup and Integrations Management – Our back-office Project Manager reports directly to Flowbird’s COO.

Installation and Training – Field Project Engineer reports directly to Flowbird’s Customer Field Service Manager.

Public Awareness and Partnership Management – VP of Marketing and Communications reports directly to Flowbird’s President.

If problems or changes occur during the Project Implementation Phase, Flowbird is well prepared to respond quickly. In fact, we anticipate that there will be changes made during the Implementation Phase such as software changes or schedule changes. This is normal when implementing medium to large scale systems.

We have assembled a very strong team that has years and years of experience managing similar projects. Our team members are trained on what to do and when to escalate. Management team members for Flowbird in the US have also been involved in many similar projects over many years. The team takes swift decisive action when issues are escalated. Our US team is backed up by a group of 1,300 people working around the world (with offices in 8 countries). This group supports Flowbird offices worldwide and includes the Build team, Engineering team, R&D team, Customer Support team, and Marketing team. Following the Implementation Phase of the project, the key areas of responsibility shift to Flowbird’s Customer Support Team. The Customer Support Team reports to Flowbird’s Customer Service Manager.

Equipment Installation

Flowbird will work together with the City to determine the best locations for parking equipment throughout the City. The Flowbird team together with our selected partners, will install all equipment. It is assumed that all multi-space meter locations have a minimum of 3" deep concrete for wedge anchor installation. Otherwise a concrete pad must be poured. Flowbird can provide a quote for concrete services if necessary.

Maintenance & Support

Flowbird's service team provides support for over 900 clients across the United States. Many of our clients have utilized Flowbird solutions for over a decade, demonstrating the reliability of our equipment, the flexibility of our system and the dedication of our support team. We strive to provide fast resolution to problems over the phone to keep your parking system collecting revenue.

Flowbird understands the scope of service required in the RFP. Based on the requirements, we assume that the City will provide Level 1 service as follows:

Level I – Day to day operations of the system including:

- Monitoring the system for alarms/alerts through Flowbird's back-office suite
- Configuration changes (e.g. rate changes and policy changes). Note that the City may also contact Flowbird to modify configurations. A quotation will be provided for these services.
- Cash collections
- Technical Services as follows:
 1. Open Pay Station/meter and remove and/or replace internal components as necessary.
 2. Execute self-diagnostic and other repair processes, as shown in service training and described in the Service Guide and other documentation provided in conjunction with and at the time of training.
 3. Install programming changes to the Pay Station/meter using the maintenance procedures that are available at the maintenance keyboard on the Pay Station and explained during Level I service training.
 4. Maintain a log of repair activities performed by the technicians, which will be available for reference purposes during a call to Level II Technical Support.
 5. Ensure that the staff servicing Flowbird's Pay Stations have successfully completed the full training program provided by Flowbird and maintain the certification

level of all staff who service the Pay Stations/meters or operate the back office software system.

6. Complete all prescribed Level I diagnostics and repair steps prior to escalating a service issue to Level II support.

7. Ensure that only trained Level I service staff initiate support requests to the Level II helpdesk.

8. Use its own qualified IT resource to provide desktop client, network, and infrastructure services necessary to maintain the proper functioning of the back-office system.

9. Provide all information required to open a support request with Flowbird Level II Service and be available to work with the Flowbird support resource assigned to the support request.

10. Complete the recommended preventative maintenance process to maximize useful life of the parts within the Pay Station/meter.

11. Maintain the concrete mounting pad and mounting hardware per installation specifications.

12. Maintain all electrical installation accessories other than those that form an integral part of the Pay Stations as well as electrical connections to the Pay Stations

13. Maintain a supply of locally-available parts sufficient to meet desired repair timelines. These parts will be supplied to Flowbird as needed for Level II On-Site Operation.

14. Maintain a log of all parts replacements which will be made available to Flowbird upon demand.

15. Archive data and historical analysis for data older than 90 days.

Flowbird will perform the following services based on our understanding of the RFP requirements.

Level II – Flowbird Helpdesk. If City staff need assistance on hardware or software, your team can contact the Flowbird Helpdesk. The Flowbird Helpdesk team has live remote access to equipment in the field which helps us provide expert service. We provide the following services at no additional charge:

- Phone and email support by experienced Flowbird support staff
- Assistance with back-office management system questions such as report generation, system monitoring questions, configuration change questions, credit card reconciliation support
- Live troubleshooting of hardware issues. Our staff will walk you through recommended maintenance techniques and provide instruction on what functions to perform to get the equipment back up and running. Over 98% of the time we are able to provide a solution to the client's problem without needing to escalate to Level 3.

The Flowbird Helpdesk will also connect your team with our Sales Administration department for parts orders (either new parts or parts under warranty) and our Software Configuration department if software changes need to be made.

Level III – On-site Flowbird Service. If remote troubleshooting has not rectified a problem, Flowbird will deploy a trained technician on-site with the City's approval. These site visits are typically billable unless a labor warranty is in place or there is a systematic problem not under the City's control.

Expectations of Customer Staff

During project setup, our project manager will collect specific information from your team including: parking locations, rates, policies, credit card banking information, details on any 3rd party integrations that need to take place, etc.

We will also work together with your staff on public outreach. This is critical to the success of the project and we recommend that the City dedicate a resource to connect to the local community to explain the benefits of the new parking system.

Hardware Warranty

Below are the standard terms and conditions for Flowbird's hardware warranty. The term of the warranty may vary depending on the agreed upon contract.

This warranty will be valid from the date of the initial machine delivery and extend for a period of 1 year. When used in accordance with our manufacturer recommendations, every Flowbird Pay Station is warranted to be free from defects in workmanship and materials. Our liability in this respect is limited

to your net purchase price, after any discounts, of any component proved defective, or, at our option, to the repair or replacement of such component upon its return to us, transportation charges pre-paid.

Replacement parts will be shipped upon receipt of the faulty part. Should time-in-service be a critical issue, we strongly suggest [the client] pre-purchase a replacement parts service contract. The defective part can be replaced from the client stock and Flowbird will replenish the client stock upon receipt of the defective part.

This warranty does not include “wear and usage items” such as paper, batteries, etc.

Labor is not covered under this hardware warranty. [The client] will perform the actual part removal and replacement at the Pay Station. Flowbird can perform on-site support under a separate service agreement, or on a case-by-case basis at our then published on-site service cost.

Any repair of damage resulting from acts of vandalism, accident (vehicle impact), failure in the electricity supply, operator error, (e.g. but not limited to: no ticket stock, no coin box fitted, wrong time/date) or the use of non-approved ticket stock on the Pay Station, or rust attack, is not covered under this agreement. Flowbird will provide estimates of this repair cost upon receipt of a written request by from [the client]. The terms “vandalism” or “vandalized” shall mean any willful damage caused to the Pay Station (break-ins etc.), which affects the appearance or operation of the Pay Station or interferes with the normal use of the Pay Station.

Alterations made to the equipment by the client may be may result in this warranty being voided in its entirety. Flowbird makes the final determination of the extent of any warranty impact due to the modification of the equipment by the client.

Software Warranty

The back-office system is web based and will update automatically as new versions come available.

Implementation Schedule

On the following page is a sample project schedule outlining the major milestones and estimated dates. We are able to customize a schedule to meet the needs of the City and its parking operation.

Sample Project Implementation Timelines

The below schedule is based on Phase 1 only. The steps we take for the following phases will be replicated. The schedule is based on a NTP of April 6, 2020.

Actual project implementation schedule will be delivered once contract is awarded.

Notice to proceed	April 6, 2020
Project Initiation <ul style="list-style-type: none"> - Kickoff meeting scheduled - Software configuration confirmed - Fee structure and enforcement rules defined - Pay Station/Meter locations determined - Timeline confirmed - Marketing Plan defined - Schedule roll out and training with identified key operational team members 	April 8 through April 22, 2020
Software build and internal testing <ul style="list-style-type: none"> - Pay Station software - Meter software - Banking setup - Integration setup - Back-Office Reporting Setup 	April 22 through May 14, 2020
Pre-Installation Marketing Plan Executed <ul style="list-style-type: none"> - Flyers designed by Flowbird and printed by City staff - Press release drafted and sent to media by City staff - Social media and website updates by City staff 	May 11 through May 29, 2020
Delivery of Phase 1 equipment to customer site	June 3, 2020
System implementation and training <ul style="list-style-type: none"> - Installation and operational test - Press release submitted to media - Client Level 1 support training - Back office training 	June 8 through June 24, 2020

Deliverables

Flowbird is proposing an integrated parking payment solution including multi-space parking meters, smart single/dual space parking meters, and a powerful back-office management suite. We have partnered with CivicSmart for this procurement who will be our subcontractor for the single/dual space parking meters and Consolidated Parking Equipment who will be responsible for on-site services. Below are the roles each company will play and what we are delivering to the City.



Flowbird Responsibilities:

- Prime Contractor
- Integrator
- Multi-Space Meters
- On-site Maintenance as needed



CivicSmart Responsibilities:

- Single/Dual Space Meters
- Sensors (if needed)



Consolidated Responsibilities:

- Installation of Multi-Space Meters
- On-site service of Multi-Space Meters

System Integration

Flowbird utilizes an open platform that allows for integrations with 3rd party parking technologies. We have performed integrations for over 200 projects across the country.

We have integrated with other leading companies in the industry such as Parkmobile, Pay by Phone, Passport, AIMS, Cardinal, Data Ticket, Complus, Genetec, Gtechna, T2 Systems, United Public Safety and Vigilant. This future proofs your system and eliminates the need to do costly integration projects should the City change or add technologies within its mobility eco-system.



Additionally, we have integrated with all of the major credit card processors including Chase Paymentech, Elavon, First Data, and TSYS.

Scope of Work Response

Below are the compliance matrices for each product line specified by the City.

Single Space Meter Specification

Company Name and Contact Information:		Cale America, Inc. dba Flowbird		
	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	
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 illumination for dark hour usage.	Meets	The high-resolution backlit LCD display screen makes usage easy during both day and nighttime.
1.18	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	Meets	

1.19	Web-based MMS	All technology shall be managed by a web-based meter maintenance system. It is required that the meter maintenance system provide an accessible chain of events that identifies the footprint of usage including the user, date and time stamp, who completed an input, activity or event and the action completed.	Meets	
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	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	Meets	
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 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, buildings, northern exposure, high latitude, 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	
4.7	Pre Payment (Special Events/Valet Operations)	City shall have the ability to have meters show meters are not available during the hours and not take a payment.	Meets	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	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	

5	Keypad			
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	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of 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.
6.3	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	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	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	
6.8	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	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	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	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	
8	Power			
8.1	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	
8.2	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	Meets	

8.3	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	Meets	
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	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets	
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets	
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets	
10	Warranty/Vendor Support			
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	
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	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	Vendor shall cover all travel costs.	Meets	
11.3	Training/System Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	
12	MMS Reporting/Maintenance Tracking/Enforcement			
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets	
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	
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 preventive and non-recurring maintenance.	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	Extensibility			
14.1	Data Import/Export	System shall have ability for Data Import/Export: Mobile/Text payment, Cartegraph, MapIt, PMIS	Meets	
14.2	Availability %	System shall have availability of 99.9%	Meets	
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	Meets	
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 requirements.	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 service 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	

Dual Space Meter Specification

Company Name and Contact Information:		Cale America, Inc. dba Flowbird		
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	
1.14	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.
1.15	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 illumination for dark hour usage.	Meets	The high-resolution backlit LCD display screen makes usage easy during both day and nighttime.
1.19	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	Meets	
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	
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	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	Meets	
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 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, buildings, northern exposure, high latitude, 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	
5	Keypad			
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 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	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of 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 signal occurrences.	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	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	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	
7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	
8	Power			
8.1	Meter power	The meter will be powered by battery and/or rechargeable solar-powered battery pack.	Meets	
8.2	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	
8.3	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	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	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets	
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets	
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets	
10	Warranty/Vendor Support			
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	
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	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	Vendor shall cover all travel costs.	Meets	
11.3	Training/System Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	
12	MMS Reporting/Maintenance Tracking/Enforcement			
12.1	Equipment Downtime and Data Transmission Status	The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues.	Meets	
12.2	Maintenance Tracking/Ticket Generation	The MMS shall provide maintenance tracking with automated technical ticket generation.	Meets	
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets.	Meets	
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 preventive and non-recurring maintenance.	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	
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, MapIt, PMIS	Meets	
14.2	Availability %	System shall have availability of 99.9%	Meets	

Pay Stations Specification

Company Name and Contact Information:		Cale America Inc. dba Flowbird		
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	
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 CWT Touch has a 9" touch display and is ADA compliant.
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	The 9" display allows for patrons to easily navigate to obtain rate, hours of operation and user instructions. Technology allows for the CWT pay station to access pre-defined URL to display the most current information on rates, hours of operation and user instructions. This allows for the City to use a master file for reference.
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	Flowbird offers 24/7 support. Standard support hours are Monday - Friday from 8am to 8pm EST.
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	Flowbird back office solutions are web-based solutions. Rates are defined in the back-office solution and queued for the pay station to pickup on the next heartbeat. The end-user can monitor the status of the programming update.
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	All technology shall have a modular design. Components shall be able to be quickly changed in the field.	Meets	Components can quickly be changed in the field. Minimal tools are required (screwdriver and socket wrench).
1.15	Weatherproof Electronics	All electronic components, connections and wiring shall be fully weatherproofed.	Meets	Components are coated in silicone to provide protection against the elements.
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	The CWT cabinet is made with 304 stainless steel. This particular stainless steel adds protection against corrosion to many chemical corrosives, industrial atmospheres and marine environments. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This provides additional protection against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials.
1.17	Doors	Vault and access doors must be sealed to prevent water/sand intrusion.	Meets	Weather stripping is installed to prevent water/sand from intruding into the pay station.
1.18	Meter Lighting	The City prefers that the meter has additional lighting or illumination for dark hour usage.	Meets	The CWT can be equipped with additional front face lighting as an option.
1.19	Wireless Communication	All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time.	Meets	The CWT pay station communicates with the back office frequently to provide updates on the health of the pay station. This includes every transaction, event (alarms) and daily diagnostics check-up.
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	Cale WebOffice (CWO) is a web based system and includes the ability to look at a chain of events and can identify which users have accessed the pay stations. Flowbird also offers an integrated pay station maintenance tracking solution.

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	The CWT pay stations were specifically designed to work in outside environments includes harsh weather conditions. In winter 2019 the polar vortex invaded the mid-west, including the cities of St. Paul, Minneapolis and Chicago. Temperatures dipped to the -60 Fahrenheit. The CWT pay stations continued to process parking transactions.
2	MMS Requirements			
2.1	MMS Maintenance Tickets	Shall be able to remotely update meter pricing, regulations, and configuration	Meets	
2.2	Meter Activity Reporting	Shall be able to provide reports on meter activity and shall, at a minimum, include: i. Metrics dashboard based on routes, Meter Technicians, faults, resolved, mean time to repair (MTTR), etc., ii. Auto push of faults to Meter Technicians.	Meets	
2.3	Work Order Tickets	Shall be able to automatically create maintenance work order tickets for meter-generated alarms or patron reports of meter malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.	Meets	
2.4	Meter Maintenance Records	Shall record meter maintenance completed by repair staff.	Meets	
2.5	Meter Status Indicator	Shall easily indicate meter status and send alarms to designated personnel if a meter is not functioning.	Meets	Alarms can be sent via text or email to designated personnel. Silent alarms are also supported for management.
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	
4	Equipment Display			
4.1	Display in and out of light	Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles.	Meets	The CWT Touch display is angled to provide optimal viewing.
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 CWT touch display requires minimal power. There are over 4,600 CWT Touch pay stations in Chicago, IL. (The pay stations are solar powered.) The pay stations were actively processing parking transactions during -60 Fahrenheit temperature. The impact to the battery was minimal.
4.3	Scratch & Impact Resistant	The display shall be scratch and impact resistant.	Meets	The touch display is scratch and impact resistant. Lexan glass is placed over the display to prevent vandalism.
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	Flowbird will train City staff to perform rate changes.
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	Flowbird's validation code solution is flexible allowign for a variety of configuration parameters.
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	Flowbird back office solutions are web-based. Rates are defined in the back-office solution and queued for the pay station to pickup on the next heartbeat. The end user can monitor the status of the programming update.
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	Flowbird back office solutions are web-based. Special messaging is defined in the back-office solution and queued for the pay station to pickup on the next heartbeat. The end user can monitor the status of the programming update.
4.10	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 and cash slots are inoperable; 3. Cash Only - at the sole discretion of City, if coin and card slot is inoperable 4. Card Only – at the sole discretion of City, if the coin and cash slots are inoperable; 5. Out of Order – at the sole discretion of City, if the coin, cash and card slot are inoperable, with customizable instructions. v. Special messaging (Special events rates / valet operations)	Meets	The 9" display allows for patrons to easily navigate to obtain rate, hours of operation and user instructions. Technology allows for the CWT pay station to access a pre-defined URL to display the most current information on rates, hours or operation and user instructions. This allows for the City to use a master file for reference. User instructions can be programmed to "stand out" using different font and colors alerting the individual to special messaging.

5	Keypad			
5.1	Keypad Durability	Keypads must be vandal resistant, weatherproof, and corrosion resistant.	Meets	The CWT pay station proposed does not have an external keypad. The keypad is displayed on the screen. The touch display supports different keyboard layouts and key sizes.
5.2	Lighted Key Pad	Meters should have lighted keypads	Meets	The proposed CWT features a touch screen display, eliminating the need for a traditional keypad. The keypad is the screen itself.
5.3	Display Feedback	Meters must provide visual, audible or tactile indication that a button has been pressed, as feedback to the patron.	Meets	As keys are pressed, the key will become highlighted. Audible indication is also supported as an option with the use of a speaker.
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	
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	Update and new release bulletins are sent to all Flowbird customers. The bulletin contains the functionality introduced via the update or new release. Refresher training is available to the city at any time.
6	Payments			
6.1	Credit cards	All meters must support secure real-time authorization of credit cards and optional contactless cards.	Meets	
6.2	Credit cards	Credit card payments can be accepted during weak wireless signal occurrences.	Meets	If the pay station is unable to complete a credit card transaction in real-time, the credit card information is stored securely (per PCI regulations) and processed when the signal is restored. This feature can be disabled if the city prefers not to process credit cards offline.
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	Additional supported payment methods include a reloadable smartcard or RFID card, coupon codes and wallet (coming fall 2019). Coin currency and denomination are defined as part of the pay station programming and can be adjusted based on the needs of the City. EMV and P2PE are supported.
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	When a payment method is unavailable, a message is displayed on the screen informing the user of supported payment methods.
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	If a "fishing" action is detected, an alarm is generated notifying the City of an attempt to retrieve coins.
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	When a collection is performed a collection receipt can be printed at the pay station. The collection is automatically recorded in CWO.
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	Pre-payment acceptance is configurable by zone and /or pay station.
6.13	PCI	The meter, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)).	Meets	The Flowbird solution is PCI Level 1 v3.2 certified. Each year our system undergoes a 3rd party audit by a Qualified Security Assessor.
6.14	PA-DSS Certified	Meter shall be PA-DSS certified by a Qualified Security Assessor (QSA).	Meets	The proposed card reader on the Flowbird pay stations is PA-DSS certified.
6.15	EMV Compliance	The technology must be EMV compliant.	Meets	The pay station is EMV ready. The credit card reader can process under PCI regulations or transition to EMV. A hardware upgrade is not required.
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	CWO contains a rate tariff editor which displays a weekly calendar view with drag and drop capabilities.
7	Clock			
7.1	24/7/365 Time Display	The meter must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the meter is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.	Meets	
7.2	Daylight Savings Time	The clock shall be programmable at least one year in advance for automatic daylight savings time changes.	Meets	

7.3	Time and Date accuracy	The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period). i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS. ii. The clock shall track the day of week, Monday through Sunday. iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.	Meets	
8	Power			
8.1	Meter power	The meter will be powered by solar-powered and/or rechargeable battery pack or direct wire (120 volt)	Meets	
8.2	Battery containment and accessibility	Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the meter is opened.	Meets	
8.3	Nickel-Cadmium Battery	For environmental reasons, Nickel-Cadmium batteries shall not be used to power the meters.	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	
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	
9	Security			
9.1	Secure Container	Coins passing through the meter shall be deposited directly into secured containers in a separate vault area.	Meets	
9.2	Coin Vault	The coin vault areas shall not be accessible from the maintenance compartment.	Meets	
9.3	Vandal Resistant	Meters shall be resistant to vandalism and other attacks to remove or disable coin from the coin cans.	Meets	The CWT has a 4-Point locking solution ensuring maintenance and collections teams have access to the appropriate cabinet section. The upper and lower compartment doors have 4 locking hooks that connect the door to the compartment. Door hinges and seams are internal and tight to prevent the CWT from being pried open. Locks and bolts are out of public sight.
10	Warranty/Vendor Support			
10.1	Information Support	The customer support help desk shall have the ability to collect and/or provide detailed information to the City via the hotline and/or via log in to the back-office software, including: i. Verify, log and dispatch reports of meter malfunctions in real time with online tracking	Meets	
10.2	Toll free phone number	Proposer shall provide the City with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours.	Meets	The Flowbird Help Desk service is available to City staff. The Help Desk is owned and operated by Flowbird and provides trained technicians and agents who can assist with parts, warranty support, troubleshooting and back-office reports and training. Our help desk team can be contacted by phone, email or online throughout the Help Desk website.
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	Remote off-site diagnosis can be performed by City staff or by Flowbird staff and partners. No additional software is required, remote diagnosis is performed using our Web Office back-office parking management system.
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	The CWT pay stations come standard with a 1 year hardware warranty and extended warranties are available.
11	Training by Vendor			
11.1	Continued Training	The City requires an on-site 2-hour refresher training every 4 months that will include a review of project issues, system performance and product updates. Vendor shall provide all training at a location to be determined by the City or its designee.	Meets	
11.2	Vendor travel costs	Vendor shall cover all travel costs.	Meets	
11.3	Training/System Documentation	Vendor shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.	Meets	Flowbird manuals are available in electronic format and can be printed upon request.
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	When an alarm is generated, a ticket is created in our integrated maintenance tracking solution. The ticket can be assigned to a City technician.
12.3	Maintenance App	The MMS shall provide a smartphone application to update, reassign 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 preventive and non-recurring maintenance.	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	The CWO mapping feature incorporates the location of the pay station and displays the status of the pay station. In addition the occupancy feature can be enable the tracking of parking session activity. A 3-color gradient scale is available from green to red to show occupancy levels. Green is low occupancy, yellow is around 50% occupancy and red is at or near 100% occupancy. Occupancy views are available in real-time or in the past (historical) via playback.
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	Flowbird back office solutions are web-based. Rates are defined in the back-office solution and queued for the pay station to pickup on the next heartbeat. The end user can monitor the status of the programming update
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	Upon completion of a transaction at the pay station, the pay station will immediately send the transaction to CWO. Transactions will typically appear in CWO around 23 seconds after the transaction completes at the pay station.
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	The majority of Flowbird customers today integrate with third party solutions such as mobile payment, LPR, citation issuance, and ERP solutions. We have working integrations with the leading companies in the industry.
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, Cartograph and other potential system to be identified.	Meets	
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, Cartograph, MapIt, PMIS	Meets	
14.2	Availability %	System shall have availability of 99.9%	Meets	
15	Capacity			
15.1	Number of Users	System will allow access to approximately 30 employees	Meets	Flowbird does not limit the number of users to Web Office.
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	Outages are quickly identified and resolved quickly. NOTE: Flowbird contracts with commercially available cellular services. If a cellular outage occurs, we are able to liaise with the cellular provider, however, the resolution time is not under our control.
16.2	Recovery Point Objective (RPO)	Recovery Point Objective (RPO) is to have no data loss. The system needs to operate off-line with no data loss within PCI Processing requirements.	Meets	If the pay station is unable to complete a credit card transaction in real-time, the credit card information is stored securely (per PCI regulations) and processed when the signal is restored. This feature can be disabled if the city prefers not to process credit cards offline.
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	A standard set of API/web services is available for the City to use. City staff have the ability to customize Web Office pages.
18	Data			
18.1	Data Retention	Ability to retain data based on City standards - see attachment "General Records Retention Schedule of the City and County of 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	The open architecture of Web Office allows for easy integration with third party solutions.
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	The Flowbird implementation team will work with the City to configure CWO. Best practices will be shared to ensure optional performance.

CWT Pay Station and Back Office Overview

Physical Security and Lock

Flowbird CWT pay stations are comprised of an upper and lower compartment to create the cabinet. This construction provides additional security against cash theft. The upper compartment is where maintenance staff can perform maintenance tasks such as preventative activities and replacing empty paper spools. The lower compartment is where collection staff can perform cash collections. Like other pay stations where a collection door is reinforced, the collection door is made of 304 stainless steel, reinforcement is not required.

CWTs have a 4-Point locking solution ensuring maintenance and collections teams have access to the appropriate cabinet section. The upper section, lower section, collection door and vault are keyed differently. The upper and lower compartment doors have 4 locking hooks that connect the door to the compartment. Manual and electronic locks are supported. Credit card reader is recessed, prohibiting skimming devices from being attached.

Door hinges and seams are internal and tight to prevent the CWT from being pried open. Locks and bolts are out of public sight.

When the cabinet door is opened and/or coin box is removed the meter will send a notification to all valid recipients via text message or email. The coin box can only be opened with a collection key and is closed to the collector.

Vibration and shock sensors are offered as an option. If the sensor is triggered, an SMS/email is generated notifying the sensor has been triggered.

External Shell Frame

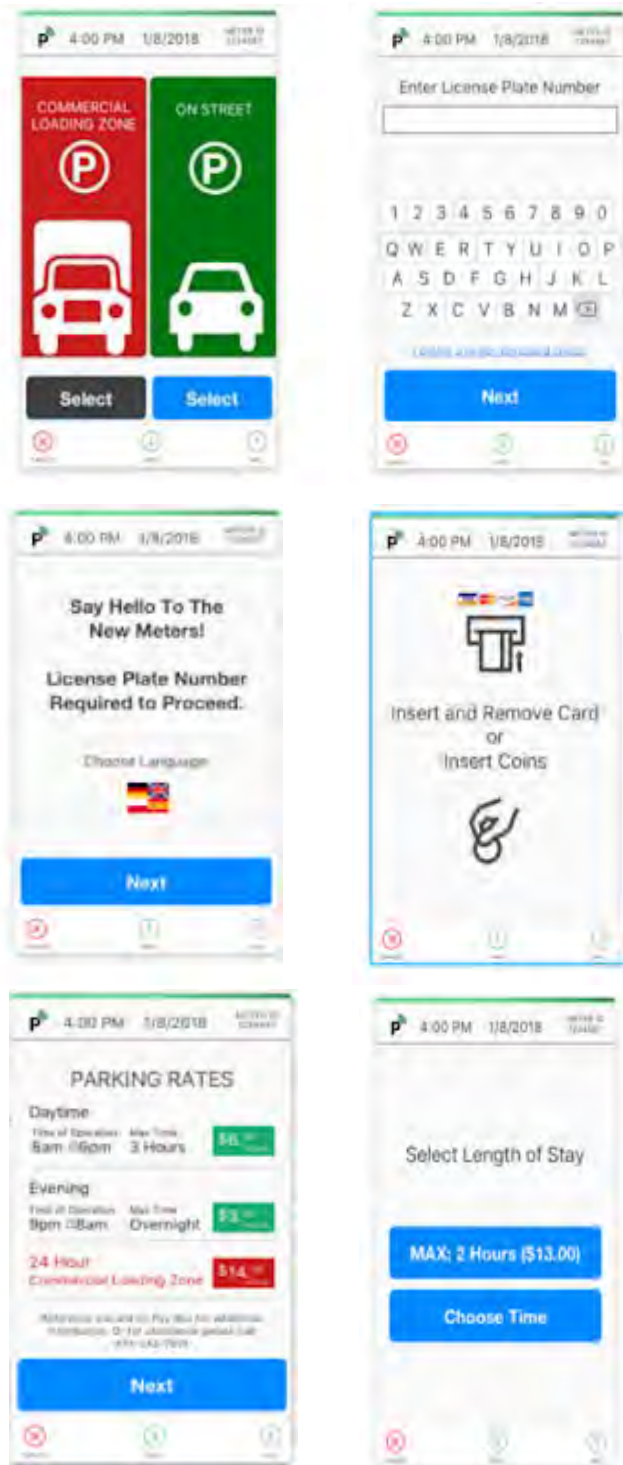
The CWT pay station cabinet is made with 304 stainless steel. This particular stainless steel adds protection against corrosion to many chemical corrodents, industrial atmospheres and marine environments. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This provide additional protection against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials.

The CWT is comprised of an upper and lower compartment to create the cabinet. This construction provides additional security against cash theft. The upper compartment is where maintenance staff can perform maintenance tasks such as preventative activities and replacing empty paper spools. The lower compartment is where collection staff can perform cash collections. Like other pay stations where a collection door is reinforced, the CWT collection door is made of 304 stainless steel, reinforcement is not required.



Display Screen

The CWT features a 9" Color Touch Screen. The color touch screen moves all controls on to the display allowing for very flexible interfaces maximizing the potential of the pay station to do things beyond parking. Below is an example screen flow.



On the CWT Touch, we offer the ability for the end user to confirm the zone they are parked in first, before they make their payment. If they are in front of a pay station but their vehicle is parked in a different zone, they type in their correct zone number which in some cases follows the zone numbering of the pay by cell system.

Lighting Options

Optional lighting can be added below the solar panel to provide lighting during night and low light day periods.



Solar Panel

For coin/card CWTs, the 13 watt solar panel is flush with the top of the meter and invisible to anyone under six feet. A 30 watt solar panel may be provided for specific instances if ambient light is a concern. This both maximizes its exposure to sunlight and minimizes any negative effect on the meter design as well as the possibility of vandalism or theft. Flowbird uses a commercially available 12V 75AH recyclable sealed lead acid battery that usually last between 3-5 years. The battery supplies the power to the meter, and is trickle charged through a solar panel.

Key Pad

The 9" color touch display does not offer a keypad. The key pad is incorporated into the display. The appropriate keys pad and button display depends on the information presented. Example: Home page may display information about rate structure and parking. A button will display informing the user to hit the button to continue. The next screen may ask for the license plate and will display the key board for the user to enter their license plate.

Openings on Pay Station Such as CC/Coin/Cup

The Flowbird CWT pay stations meet current ADA requirements by placing the maximum high side reach at 47 1/4", which is lower than the 48" requirement. Flowbird also maintains ADA guidelines by being able to operate the pay station with one hand and do not require tight grasping, pinching or twisting of wrist. The pay station may also provide for optional audio assistance, if used for a purpose other than parking. Audio comments may be relayed through an audio jack, or a speaker. (Audio jack is not standard, this is a special order.)

Coin acceptor includes an automatic shutter, which opens for coin insertion, but not for non-metal objects.

The credit card (CC) reader is flush-mounted with no part of the reader protruding outside the cabinet, this design limits the insertion of a credit card skimmer.

Coin Slot and Acceptor

Coin acceptor includes an automatic shutter, which opens for coin insertion, but not for non-metal objects. Non-programmed coins or anything metallic that is inserted will be directed to the coin return bowl, and not be found in the vault. The CWT pay station uses a free fall coin acceptance system to minimize the possibility of jamming of the unit and to reduce necessary maintenance, overall, on the system.

The CWTs are able to accept up to 16-coin denominations through our coin shutter/validator, which on accepts coins that have been programmed to be valid payment options.

Cash Vault Compartment

CWTs are equipped with a secure vault locking system. The vault system is located behind the outer door of the bottom cabinet which is secured with reinforced steel. The vault door is made of armored steel. The lock is an advanced, four-point locking point system. Flowbird offers an electronic lock option giving clients more control in the collection process. When the coin box is removed, the pay station will send a notification to all valid recipients via text message or email. The coin box can only be opened with a collection key and is closed to the collector. To eliminate the possibility of skimming, it can only be opened once. No maintenance or safety requirements are needed for the vault locking system.

Coin canister can hold 3,000 coins or up to \$650.

Printer, Paper and Payment Receipt

CWTs are equipped with a thermal printer using direct thermal printing to generate characters, symbols and graphics. Printed receipt design is configurable and support both landscape and portrait layouts. Paper options include security features such as foil and unique numbering to defend against counterfeit and duplicate receipts.

The printer module consists of the printer and the paper supply roll. The printer module is positioned on a vertical main assembly plate that can easily be removed for repairs or if the printer is no longer required (electronic receipts). Electronic receipts such as email and SMS text are supported.

Battery

CWT pay stations use a commercially available 12V 75AH recyclable sealed lead acid battery that usually last between 3-5 years. The battery supplies the power to the meter, and is trickle charged through a solar panel. Battery is located in the lower cabinet and can easily be removed for battery replacement.

Temperature and Moisture Specifications

Flowbird pay stations have proven its ability to withstand extreme conditions in varying climates. Flowbird pay stations are installed in areas with harsh environmental factors (United States, Canada, Sweden, Norway, Russia, etc.). The pay stations are not adversely affected by weather conditions despite the fact that they are often subjected to salt, air, humidity, frost, snow and ice. CWTs are rated to work in 99+ percent relative humidity and at temperatures up to 140° F and down to -22° F. CWTs protected LCD screen is tamper, weather and corrosion proof. The keypad is also tamper, weather, and corrosive resistant.

Components are dipped in conformal coating which protects the components from moisture. All Printed Circuit Boards (PCB) used in CWT pay stations are protected with a double solder mask lacquer (min 25 my) to shield certain areas, such as edge connectors from solder wetting. The PCB is then coated with an ultra-low viscosity, one-component silicone, which cures, at room temperature, to an elastomeric rubber upon exposure to humidity in the air. This product has a quick surface cure that is non-corrosive to metals, including sensitive metals such as copper, emits no harsh odors during curing and has good adhesion to a wide range of substrates. The cured material has superior anti-reversion properties, excellent resistance to various and extreme temperatures, electrical insulation properties, weather ability, water resistance and is ideally suited for general-purpose adhesive sealing, potting and coating of electrical and electronic parts. Coating used: TSE3991 CU.

Cellular Communication

CWT pay station modems utilize 3G/4G technology. Pay station supports up to two modems, supporting different carriers. Alternately, Flowbird has access to multi-operator SIM cards. CWT supported modems support multiple mobile internet speeds such as 4G LTE, 4G, 3G and 3rd party coverage.

CWT pay stations have the ability to process transactions when offline. When communication is restored, transactions are processed. Enforcement can access a pay station and print a list of transactions processed to assist with enforcement until communication is restored.

Payment Options and Payment Ability at the Pay Station

Payment methods supported include coin, bills, credit card, smart card (magnetic stripe and RFID), coupon codes, eValidations, tokens, and contactless payments. Additional hardware may be required depending on the payment products selected.

Flowbird has achieved certification as a PCI Level 1 Service Provider. Our EMV readers are level 1 and level 2 certified.

Coin acceptor supports multiple coin combinations. Standard US coin denominations include \$0.05, \$0.10, \$0.25, \$0.50, \$1.00. Coin acceptor includes an automatic shutter, which opens for coin insertion, but not for non-metal objects.

Credit card reader supports the major credit card brands such as Visa, MasterCard, Discover, American Express, Diners Club. The reader is duel directional.

Smart Card are reloadable cards. This is a great alternate to a credit card.

Coupon codes can be created and provided to an individual or group for free or discounted parking. Codes can be created by date range, time and number of uses.

Validations can be used by merchants or third parties to provide free or discounted parking. The license plate is recorded at a tablet, smartphone or computer and a parking session is automatically started. There is no need to go to the pay station.

ADA Compliancy

The CWT meets current ADA requirements by placing the maximum high side reach at 47 1/4", which is lower than the 48" requirement. Flowbird also maintains ADA guidelines by being able to operate the pay station with one hand and do not require tight grasping, pinching or twisting of wrist. The pay station may also provide for optional audio assistance, if used for a purpose other than parking. Audio comments may be relayed through an audio jack, or a speaker. (Audio jack is not standard, this is a special order.)

General Pay Station Design and Features

Parts

CWT components are "plug and play". As part of our on-site training, technicians will be providing detailed training on trouble-shooting and replacing components. The majority of our customers perform their own preventative maintenance including changing out components. Components can be changed out in a matter of minutes. No propriety tools are required. A socket wrench and screw driver are all that is required.

CWTs are able to self-diagnose and send alarms in real-time to the back office; alarms will also alert designated parties via text or email. Pay station components are flush mounted to the door and to the back of the meter.

Data

Flowbird is PCI-DSS Level 1 and SAS70 certified. Flowbird follows the guidelines from the PCI-DSS standard and have regular penetration tests performed by external companies. These penetration tests are conducted both by systems and humans. Flowbird's back office management solution is reviewed by an external security audit every year and is under scheduled scans on a regular basis to detect any vulnerability.

To ensure security of the wireless information, Flowbird uses a RSA 2048-bit encryption on any sensitive customer data.

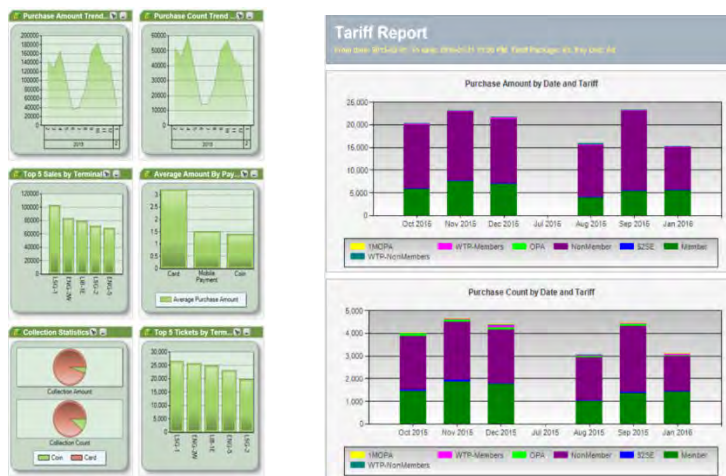
Flowbird WebOffice is accessible to those with a valid user name and password. WebOffice's user administration allows for user roles. User roles determines what WebOffice functions a user will have access to. Typical user roles include enforcement, finance, pay station maintenance and administrator. Once roles are defined, user accounts can be created.

Alarm(s) are created in WebOffice alerting particular staff of the alarm(s). Alarms can be text, email or silent. WebOffice supports over 80+ alarm events. Alarms notification is configurable by each user. A sampling of alarms include door open, coin fishing attempt, vibration detection, and pay station not responding.

Accounting and Reporting

WebOffice offers several reporting options. Each option allows for varying levels of flexibility in developing a report and the Flowbird implementation team will assist you in setting up the reports needed.

Standard Reports are pre-defined reports allowing the user to define parameters. Reports are broken down into categories such as Financial Overview, Terminal Balance, Collection, Purchase, Card Transaction, Event, Top 10 Statistics, and Scheduled Reports. Examples of standard included reports are Current Maintenance Action Required, Terminal Out-of-Order, Communications Problems, Maintenance Performed in the last seven days, Cash Collections for the last seven days, Cash-In-Terminals currently, Consumables Status (paper and batteries), Parking Activity (number sold and dollar amount), Ticket Sales Analysis, Transactions by Payment.



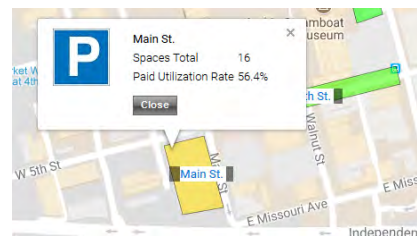
Custom reports can be created via the analysis function. The analysis function is a very powerful tool for refining statistical data and looking at the information from different perspectives. The technology used to process and present the information is OLAP (online analytical processing). The analysis function is available for collection, purchase and event data.

The Dashboard functionality equips users with up to date, graphical widgets that enable quick and easy data analysis so parking operations can focus on driving performance, not measuring it.

Occupancy

WebOffice offers reporting and statistics on occupancy. Options include Online Paid Occupancy, Historical Paid Occupancy, Paid Occupancy Analysis and Occupancy Calculation. It starts with Google Maps and identifying zones, number of spaces and identifying terminal locations within each zone.

When viewing the map, the parking zones are highlighted on the map. Zoom feature allows for you to enlarge the map and see the shape of the parking zone. The name of the parking zone is also displayed.



A 3-color gradient scale is available from green to red to show occupancy levels. Green is low occupancy, yellow is around 50% occupancy and red is at or near 100% occupancy.

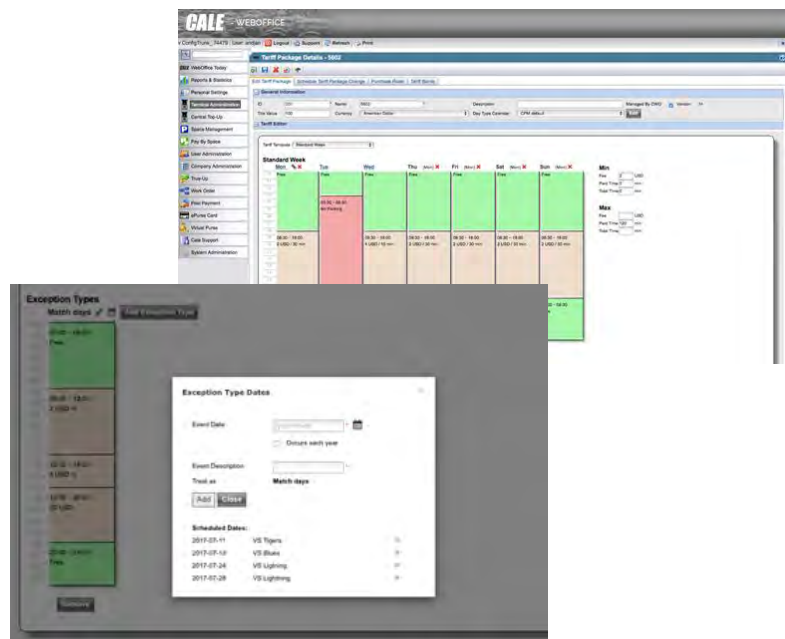
Occupancy views are available in real-time or in the past (historical) via playback.

In the Historical Paid Occupancy feature, you can look at occupancy counts in the past. Zones change color (green to red) to show occupancy levels at a particular date and time. Clicking on a particular zone will show the paid utilization rate for the particular time and date.

Rate Package Capabilities

WebOffice rate management functionality is displayed in the form of a standard week (Monday – Sunday) calendar. The calendar shows the standard rate structure for a given day and time. Exceptions to the standard rate schedule can be defined by date allowing for special rates such as event parking or free parking for holidays. The exceptions are automatically communicated to the CWT pay stations and rates are adjusted accordingly.

Rate management functionality can also be used to implement new rates on short notice. For short notice updates the back office uses the new remote management feature to communicate with the CWT pay station over cellular connection triggering the pay station to contact the back office and retrieve the new rate or command to execute.



Liberty Single/Dual Space 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.*



FAST MOTORIST
ACCEPTANCE



FLEXIBLE
CONFIGURATION
OPTIONS



MANAGEMENT
EFFICIENCY

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



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 web-based 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 magnetic-stripes 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.



References

References

Below are five references with a similar scope of work to the City of Fort Lauderdale's specification for pay stations. Four of these references are located in Florida, demonstrating our ability to perform in the state's unique climate that includes salt air, sand, and potentially heavy winds due to hurricanes. We have also provided one large scale Pay by Plate reference to demonstrate our ability to manage such a system.

Following the pay station references are single/dual space meter references.

Additional references are available upon request.

PAY STATION REFERENCES

City of Sarasota

Contact – Mark Lyons, CAPP, Parking Division Manager

1565 1st Street, Sarasota, FL 34236

941-954-7058

Mark.Lyons@sarasotaFL.gov

Contract completion date: Phase 1 deployed November 2018, Phase 2 deployed July 2019

Size: 83 Flowbird pay stations

Total contract value/cost of project: \$530,000
(cost was within estimated project cost)



Project description

In the Spring of 2017, the City of Sarasota released an RFP with the goal of implementing paid parking in downtown and in St. Armond's Square. Years back, the City had previously tried to introduce paid parking but was unsuccessful in satisfying key stakeholders. Following the RFP review and on-site demonstrations for the public involving competitive parking systems, Flowbird was chosen as the City's preferred supplier.

Phase 1 of the system, which included 40 CWT pay stations, was rolled out in November 2018 in St. Armand's Circle, a popular shopping and dining destination. Following a successful Phase 1 deployment, the City rolled out an additional 43 CWT pay stations in the downtown area in July of 2019.

The CWTs are solar powered, feature a 9" color touch screen, and communicate wirelessly for reporting, enforcement and credit card processing. The City has access to Flowbird's Web Office back-office parking management system. The system is configured for Pay by Plate parking.

City of Key West

Contact – John Wilkins, Parking Director
633 Palm Avenue, Key West, FL 33040
305-809-3855

jwilkins@keywestcity.com

Contract completion date: Initial deployment was in 2010. Expansion and upgrades have occurred over the past several years.

Size: 76 Flowbird pay stations

Total contract value/cost of project: Approx. \$700,000 including upgrades (cost was within estimated project cost)

Project description

The City of Key West has been a Flowbird client since 2010 when it installed its first multi-space parking meters in strategic areas of the City. Since then the City has added more multi-space meters every few years to bring them to total of 76. Recently, Flowbird has upgraded the City's meters with full color touch screens.

The Flowbird pay stations in Key West are solar powered and wireless and communicate in real-time to our Web Office back-office parking management system.



City of Clearwater

Contact – Steve Reiter
100 South Myrtle Avenue, Suite #220
Clearwater, FL 33756
727-224-7029

steve.reiter@MyClearwater.com

Contract completion date: Initial deployment was in 2007. Expansion and upgrades have occurred throughout the years.

Size: 65 Flowbird pay stations

Total contract value/cost of project: Approx. \$600,000 including upgrades (cost was within estimated project cost)

Project description

The City of Clearwater has been a Flowbird client since 2007. Currently there are 65 Flowbird pay stations managing off-street parking in garages and lots. In 2019, Flowbird upgraded the City's parking system with full color touch screen displays and transitioned the system from Pay & Display to Pay by Plate.

The Flowbird pay stations in Clearwater are solar powered and wireless and communicate in real-time to our Web Office back-office parking management system.



City of Madeira Beach

Contact – Brian C. Rau
300 Municipal Drive,
Madeira Beach, FL 33708
727-218-7201
brau@madeirabeachfl.gov



Contract completion date: Initial deployment was in 2012. Expansion and upgrades have occurred throughout the years.

Size: 26 Flowbird pay stations

Total contract value/cost of project: Approx. \$220,000 including upgrades (cost was within estimated project cost)

Project description

The City of Madeira Beach has been a Flowbird client since 2012, utilizing 26 Flowbird pay stations in their off-street parking lots. In 2017, the City switched from Pay & Display to Pay by Plate. The devices feature a full color touch screen display.

The Flowbird pay stations in Madeira Beach are solar powered and wireless and communicate in real-time to our Web Office back-office parking management system.

Pittsburgh Parking Authority

Contact - David Onorato, Executive Director
232 Blvd. of the Allies, Pittsburgh, PA 15222
Tel: 412-560-2511
Email: donorato@pittsburghparking.com



Contract completion date: Initial deployment was in 2005. Expansion and upgrades have occurred throughout the years.

Size: 1,000 Flowbird pay stations

Total contract value/cost of project: Approx. \$6 million (cost was within estimated project cost)

Project description

The Pittsburgh Parking Authority has been a Flowbird client since 2005. They were the first agency in the US to implement Pay by Plate parking at a large scale, doing so in 2012, paving the way for many other cities around the country to adopt this parking configuration.

Currently the Authority has over 1,000 Flowbird pay stations. The devices are solar powered and wireless, and the system is integrated with the City's enforcement solution provided by Gtechna.

SINGLE/DUAL SPACE METER REFERENCES

City of El Paso, TX

Contact – Paul Stresow
Director of International Bridges
1001 S. Stanton St.
El Paso, TX 79901
915-533-7428 ext. 12
StresowP@ElPasoTexas.gov



Implementation: 2013

Solution Elements:

- 1,800 Liberty single-space meters
- Eagle CK single-space meters
- 1,000 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 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 CivicSmart sensors and Liberty meters.

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

City of Colorado Springs, CO

Contact – Scott Lee
Parking Director
107 N Nevada Ave # 300
Colorado Springs, CO 80903
406-581-6371
Scott.Lee@ColoradoSprings.gov

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 Colorado Springs conducted a trial of CivicSmart's Liberty Next Gen (LNG) smart meters. After a successful trial, the City conducted a procurement for the purchase of smart meters and sensors. After evaluation of the proposed solutions, the City chose CivicSmart to replace up to 2,500 IPS parking meters. This first phase of 1100 LNG meters and sensors is underway.

City of Charleston, SC

Contact – Robert Somerville
Assistant Director
180 Lockwood Dr. #C, Charleston, SC 29403
843-834-5858
Somerville@Charleston-SC.gov

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 Procurement Division issued solicitation for smart parking meters. 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, CivicSmart was 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.

City of Chattanooga, TN

Contact – Brent Matthews
Parking Director
1617 Wilcox Boulevard
Chattanooga, TN 37406
423-424-1316
BrentMatthews@gocarta.org



Implementation: 2012

Solution Elements:

- 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 CivicSmart'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.



Minority/Women (M/WBE) Participation

Minority/Women (M/WBE) Participation

Cale America, Inc. dba Flowbird is not a certified minority business enterprise. As you can understand, parking equipment manufacturing and installation is a specialized business, however we do attempt to outsource to minority and local businesses when applicable.

For this project, we have selected two subcontractors. One is Consolidated Parking Equipment, based in Miami. Consolidated is not a certified minority business but they are Flowbird's local distribution and service partner for South Florida and we have had a contract in place since 2012. Local support is very important to Flowbird and its clients and we have the utmost trust in the Consolidated team.

Our second subcontractor is CivicSmart. They are one of just a few single/dual space meter providers in the world and not a certified minority contractor. We trust their product and service, and want to ensure that the City of Fort Lauderdale and its residents have the best possible parking experience.



Subcontractors

Subcontractors

For this exciting project, Flowbird has partnered with Consolidated Parking Equipment and CivicSmart. Consolidated will provide installation and onsite maintenance services and CivicSmart will supply the single/dual space parking meters. Below are details on both companies.

Consolidated Parking Equipment

Consolidated Parking Equipment (CPE), located at 6949 NW 82nd Avenue, Miami, FL 33166, was conceived in early August of 2005 by a small group of people who have combined over 50 years' experience in the parking industry. The workforce is made up of 14 service and maintenance personnel each with their own vehicle, technicians are factory trained. Their in house staff has Help Desk, a Microsoft Certified Software Engineer and a Bench technician.



Consolidated Parking has delivered on over 50 new installations ranging in size from one building to an entire city's parking operation and scope encompassing all aspects of Parking Access, Revenue Control Systems, Integrated Intercom and Video Systems.

CPE and its employees take pride in their ability to maintain quality service with a rapid response time that is second to none in the local parking industry. In most cases service is delivered within 2 hours of notification. They have never been involved in nor are they involved in any litigation due to their performance.



REVENUE CONTROL SOLUTIONS



ACCESS CONTROL SOLUTIONS



METERED PARKING

Consolidated Parking also offers emergency night and weekend service as they recognize the fact that this is a very busy time for many of their clients. Many years of experience has led the CPE staff to recognize that exemplary maintenance and service is the backbone of this forever growing industry and the operational abilities of its clients.

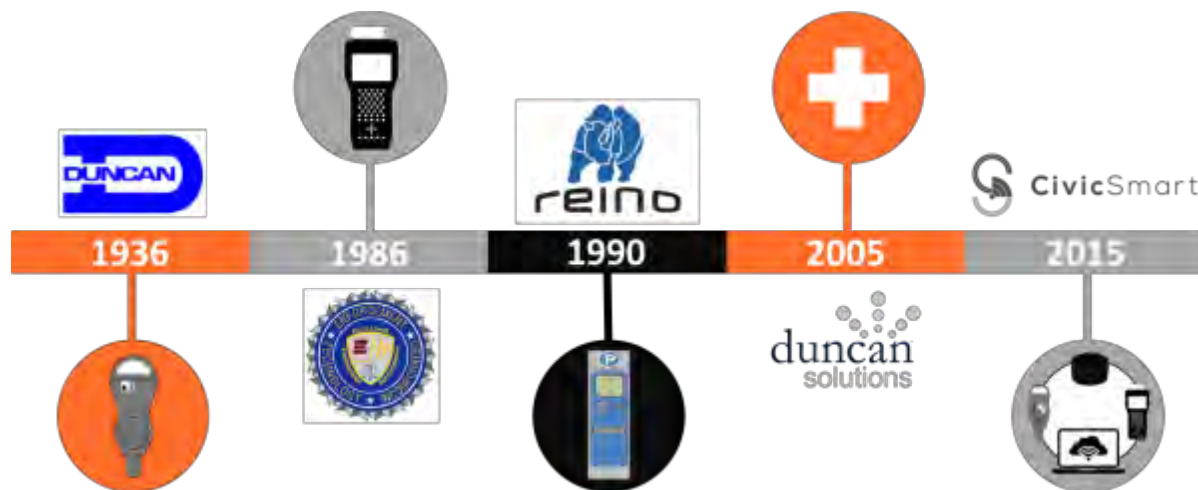
CivicSmart

Duncan Parking Technologies, Inc., is a wholly-owned subsidiary of CivicSmart, Inc., both Delaware corporations. (For clarity, we refer to them here as “CivicSmart”.) Headquartered in Milwaukee, WI, they have two dozen US employees and another 50+ staff who support their operations remotely. Their 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**, they 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, their Smart City solutions include smart parking meters, handheld enforcement devices, vehicle detection sensors, electronic permits, and data management systems. Their 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. CivicSmart first introduced their Liberty smart meter in 2013 and, since then, over 50 municipalities/clients across

the US have installed their credit card smart meters including dozens of clients that have installed at least 100 devices each.

CivicSmart's growing client portfolio allows them to continually invest in new technologies to better serve all of their clients, and their innovation in design, features, functionality and hardware make their solutions an excellent choice for the City. The cornerstone of their success is using the knowledge gained from their past and combining it with the latest in innovations to create the best parking products. Their 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 their products in an ISO 9001-certified environment, they adhere to strict quality control guidelines and procedures that ensure total compliance to rigid specifications.

BID/PROPOSAL CERTIFICATION

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

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

Company: (Legal Registration) **Cale America, Inc. dba Flowbird** EIN (Optional): **99-0371099**
Address: **13190 56 th Ct., Ste 401**
City: **Clearwater** State: **FL** Zip: **33760**
Telephone No. **443-991-0229** FAX No. **813-405-3908** Email: **scott.fox@flowbird.group**

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): **80**

Total Bid Discount (section 1.05 of General Conditions): **0%**

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

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

Addendum No	Date Issued	Addendum No.	Date Issued	Addendum No	Date Issued
1	1/16/2020	2	1/24/2020		


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

Please refer to attached variances list.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Benoit Reliquet
Name (printed)
1-30-2020
Date


Signature
President
Title



Contract Variances

Contract Variances

Flowbird has reviewed the City's terms and conditions, sample contract, insurance requirements, and data security requirements. Below are our identified variances.

General Conditions

- Line item 5.08 (Indemnity), Flowbird is requesting that this be bi-directional.
- Flowbird proposes to add the following language in the agreement pertaining to consequential damages: Neither party shall be liable to the other party for consequential (which shall be deemed to include but not be limited to lost parking revenue), incidental, exemplary or special damages of any nature and under any legal theory. Contractor's total liability to Client in connection with or as arising under this Agreement shall be limited to 25% of the total contract value.
- The insurance requirements in the General Conditions document vary from the Sample Contract. Flowbird is assuming that the insurance requirements will be based on the General Conditions document.

Sample Contract

- Section V (Billing and Payment) mentions payment terms of 45 days. Flowbird's standard payment terms are 30 days.
- Section VI, Part T (Limitation of Liability) – Flowbird requests that this to be bi-directional and needs to exclude damages resulting from the city's termination without cause/for convenience (part D) and termination for unappropriated funds (part E).

Data Security

- Article 7 – Flowbird complies with variance - SOC 2 Type 1 certification. This 33 page document can be provided upon request.

NON-COLLUSION STATEMENT:

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

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

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

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

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

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

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

<u>NAME</u>	<u>RELATIONSHIPS</u>
None	

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.


B. REED

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

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

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

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

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

The Contract shall include provisions for the following:

- (i) The Contractor certifies and represents that it will comply with this section during the entire term of the contract.
- (ii) The failure of the Contractor to comply with this section shall be deemed to be a material breach of the contract, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.


Authorized Signature

Benoit Reliquet
Print Name and Title

1-30-2020
Date

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?nodeId=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:

1. 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.

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.

is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(1)

Business Name

is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

(2)

Business Name

is a **Class C Business** as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(3)

Business Name

requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(4)

Business Name

requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5)

Business Name

is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

(6)

Cale America, Inc.
Business Name

BIDDER'S COMPANY: Cale America, Inc. dba Flowbird

AUTHORIZED COMPANY PERSON:

Benoit Reliquet
NAME

SIGNATURE

1/30/2020
DATE

CONTRACT PAYMENT METHOD

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to credit card payments via MasterCard or Visa as part of this program.

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

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

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

By signing below you agree with these terms.

Please indicate which credit card payment you prefer:

☒ MasterCard

Flowbird does not have a preference between MasterCard and Visa

☒ Visa

Cale America, Inc. dba Flowbird
Company Name

Benoit Reliquet
Name (Printed)

1/30/2020
Date


Signature

President
Title

E-VERIFY AFFIRMATION STATEMENT

RFP/Bid /Contract No: RFP # 12342-805


Project Description: Parking Meter Technology, with Maintenance and Support

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

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

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

Contractor/Proposer/ Bidder Company Name: Cale America, Inc. dba Flowbird

Authorized Company Person's Signature: 

Authorized Company Person's Title: President

Date: 1-30-2020



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/30/2020

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

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

PRODUCER Stahl & Associates Insurance Inc. 3939 Tampa Road Oldsmar FL 34677		CONTACT NAME: Susan Kern, AAI CIC CPIW PHONE (A/C, No, Ext): (813) 818-5300 FAX (A/C, No): (813) 818-5396 E-MAIL ADDRESS: susan.kern@stahlinsurance.com																						
INSURED Cale America, Inc. dba Flowbird 13190 56th Court Suite 401-402 Clearwater FL 33760		<table><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A:</td><td>Continental Insurance Co</td><td>35289</td></tr><tr><td>INSURER B:</td><td>Continental Casualty Co</td><td>20443</td></tr><tr><td>INSURER C:</td><td>National Fire Insurance Co. of Hartford</td><td>20478</td></tr><tr><td>INSURER D:</td><td></td><td></td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></table>		INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Continental Insurance Co	35289	INSURER B:	Continental Casualty Co	20443	INSURER C:	National Fire Insurance Co. of Hartford	20478	INSURER D:			INSURER E:			INSURER F:		
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INSURER D:																								
INSURER E:																								
INSURER F:																								

COVERAGES**CERTIFICATE NUMBER:** 2020 Master**REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			5088231308	01/30/2020	01/30/2021	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						MED EXP (Any one person) \$ 15,000
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC						PERSONAL & ADV INJURY \$ 1,000,000
	OTHER:						GENERAL AGGREGATE \$ 2,000,000
							PRODUCTS - COMP/OP AGG \$ 2,000,000
							\$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY			5090882150	01/30/2020	01/30/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> OWNED AUTOS ONLY	<input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS ONLY	<input type="checkbox"/> NON-OWNED AUTOS ONLY					PROPERTY DAMAGE (Per accident) \$
							\$
							\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB			5090882178	01/30/2020	01/30/2021	EACH OCCURRENCE \$ 5,000,000
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 5,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000						\$
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			WC5090882164	01/30/2020	01/30/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	Y/N					E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below	Y	N/A				E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Tech/Professional E&O			5088231308	01/30/2020	01/30/2021	Each Claim/Aggregate \$2,000,000

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

General Liability Policy includes Blanket Additional Insured and Waiver of Subrogation if required by written contract or agreement, subject to the terms, conditions and exclusions of the policy.

CERTIFICATE HOLDER**CANCELLATION**

Sample Insurance Certificate

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

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19	Mobile Equipment Subject To Compulsory Or Financial Responsibility Or Other Motor Vehicle Insurance Law Only	Only those "autos" that are land vehicles and that would qualify under the definition of "mobile equipment" under this policy if they were not subject to a compulsory or financial responsibility law or other motor vehicle insurance law where they are licensed or principally garaged.
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B. Owned Autos You Acquire After The Policy Begins

1. If Symbols 1, 2, 3, 4, 5, 6 or 19 are entered next to a coverage in Item Two of the Declarations, then you have coverage for "autos" that you acquire of the type described for the remainder of the policy period.
2. But, if Symbol 7 is entered next to a coverage in Item Two of the Declarations, an "auto" you acquire will be a covered "auto" for that coverage only if:
 - a. We already cover a "auto" that you own for that coverage or it replaces an "auto" you previously owned that had that coverage; and
 - b. You tell us within 30 days after you acquire it that you want us to cover it for that coverage.

C. Certain Trailers, Mobile Equipment And Temporary Substitute Autos

If Liability Coverage is provided by this coverage form, the following types of vehicles are also covered "autos" for Liability Coverage:

1. "Trailers" with a load capacity of 2,000 pounds or less designed primarily for travel on public roads.
2. "Mobile equipment" which being carried or towed by a covered "auto."
3. Any "auto" you do not own which used with the permission of its owner as a temporary substitute for a covered "auto" you own that is out of service because of it:
 - a. Breakdown;
 - b. Repair;
 - c. Servicing;
 - d. "Loss"; or
 - e. Destruction.

SECTION II—LIABILITY COVERAGE

A. Coverage

We will pay a sum for an "insured" if he or she must pay damages because of "bodily injury" or "property damage" to which this insurance applies, caused by an "accident" and resulting from the ownership, maintenance or use of a covered "auto."

We will also pay a sum for an "insured" if he or she must pay as a "covered pollution cost or expense" to which this insurance applies, caused by an "accident" and resulting from the ownership, maintenance or use of covered "autos." However, we will only pay for the "covered pollution cost or expense" if there is either "bodily injury" or "property damage" to which this insurance applies that is caused by the same "accident."

We have the right and duty to defend any "insured" against a "suit" asking for such damages or a "covered pollution cost or expense." However, we have no duty to defend any "insured" against a "suit" seeking damages for "bodily injury" or "property damage" or a "covered pollution cost or expense" to which this insurance does not apply. We may investigate and settle any claim or "suit" as we consider appropriate. Our duty to defend or settle ends when the Liability Coverage Limit of Insurance has been exhausted by payment of judgments or settlements.

1. Who Is An Insured

The following are "insureds":

- a. You for any covered "auto."
- b. Anyone else which using with your permission a covered "auto" you own, hire or borrow except:
 - (1) The owner or anyone else from whom you hire or borrow a covered "auto."

This exception does not apply if the covered "auto" is a "trailer" connected to a covered "auto" you own.

- (2) Your "employee" if the covered "auto" is owned by that "employee" or a member of his or her household.
- (3) Someone using a covered "auto" while he or she is working in a business of selling, servicing, repairing, parking or storing "autos" unless that business is yours.
- (4) Anyone other than your "employees," partners (if you are a partnership), members (if you are a limited liability company) or a lessee or borrower or any of their "employees," while moving property to or from a covered "auto."
- (5) A partner (if you are a partnership) or a member (if you are a limited liability company) for a covered "auto" owned by him or her or a member of his or her household.

c. Anyone liable for the conduct of an "insured" described above but only to the extent of that liability.

2. Coverage Extensions

a. Supplementary Payments

We will pay for the "insured":

- (1) All expenses we incur.
- (2) Up to \$2,000 for cost of bail bonds (including bonds for related traffic law violations) required because of an "accident" we cover. We do not have to furnish these bonds.
- (3) The cost of bonds to release attachments in any "suit" against the "insured" we defend, but only for bond amounts within our Limit of Insurance.
- (4) All reasonable expenses incurred by the "insured" at our request, including actual loss of earnings up to \$250 a day because of time off from work.
- (5) All court costs taxed against the "insured" in any "suit" against the "insured" we defend. However, these payments do not include attorneys' fees or attorneys' expenses taxed against the "insured."
- (6) All interest on the full amount of any judgment that accrues after entry of the judgment in any "suit" against the "insured" we defend, but our duty to pay interest ends when we have paid, offered to pay or deposited in court the part of the judgment that is within our Limit of Insurance.

These payments will not reduce the Limit of Insurance.

b. Out-of-state Coverage Extensions

While a covered "auto" is away from the state where it is licensed we will

- (1) Increase the Limit of Insurance for Liability Coverage to meet the limits specified by a compulsory or financial responsibility law of the jurisdiction where the covered "auto" is being used. This extension does not apply to the limit specified by any law governing motor carriers of passengers or property.
- (2) Provide the minimum amounts and types of other coverages, such as no-fault, required of out-of-state vehicles by the jurisdiction where the covered "auto" is being used.

We will not pay anyone more than once for the same elements of loss because of these extensions.

B. Exclusions

This insurance does not apply to any of the following:

1. Expected Or Intended Injury

"Bodily injury" or "property damage" expected or intended from the standpoint of the "insured."

2. Contractual

Liability assumed under any contract or agreement.

But this exclusion does not apply to liability for damages:

- a. Assumed in a contract or agreement that is an "insured contract" provided the "bodily injury" or "property damage" occurs subsequent to the execution of the contract or agreement; or
- b. That the "insured" would have in the absence of the contract or agreement.

3. Workers' Compensation

Any obligation for which the "insured" or the "insured's" insurer may be held liable under any workers' compensation, disability benefits or unemployment compensation law or any similar law.

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Manufacturers' General Liability Extension Endorsement

1. ADDITIONAL INSURED

- a. **WHO IS AN INSURED** is amended to include as an **Insured** any person or organization described in paragraphs A. through K. below whom a **Named Insured** is required to add as an additional insured on this **Coverage Part** under a written contract or written agreement, provided such contract or agreement:

- (1) is currently in effect or becomes effective during the term of this **Coverage Part**; and
- (2) was executed prior to:

- (a) the **bodily injury** or **property damage**; or
- (b) the offense that caused the **personal and advertising injury**,
for which such additional insured seeks coverage.

- b. However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

- (1) a higher limit of insurance than required by such contract or agreement; or
- (2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph A. through K. below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

A. Controlling Interest

Any person or organization with a controlling interest in a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of:

- 1. such person or organization's financial control of a **Named Insured**; or
- 2. premises such person or organization owns, maintains or controls while a **Named Insured** leases or occupies such premises;

provided that the coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

B. Co-owner of Insured Premises

A co-owner of a premises co-owned by a **Named Insured** and covered under this insurance but only with respect to such co-owner's liability for **bodily injury**, **property damage** or **personal and advertising injury** as co-owner of such premises.

C. Grantor of Franchise

Any person or organization that has granted a franchise to a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** as grantor of a franchise to the **Named Insured**.

D. Lessor of Equipment

Any person or organization from whom a **Named Insured** leases equipment, but only with respect to liability for **bodily injury**, **property damage** or **personal and advertising injury** caused, in whole or in part, by the **Named Insured's** maintenance, operation or use of such equipment, provided that the **occurrence** giving rise to such **bodily injury**, **property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease.



Manufacturers' General Liability Extension Endorsement

E. Lessor of Land

Any person or organization from whom a **Named Insured** leases land but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such land, provided that the **occurrence** giving rise to such **bodily injury, property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

F. Lessor of Premises

An owner or lessor of premises leased to the **Named Insured**, or such owner or lessor's real estate manager, but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such part of the premises leased to the **Named Insured**, and provided that the **occurrence** giving rise to such **bodily injury or property damage**, or the offense giving rise to such **personal and advertising injury**, takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

G. Mortgagee, Assignee or Receiver

A mortgagee, assignee or receiver of premises but only with respect to such mortgagee, assignee or receiver's liability for **bodily injury, property damage or personal and advertising injury** arising out of the **Named Insured's** ownership, maintenance, or use of a premises by a **Named Insured**.

The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

H. State or Governmental Agency or Subdivision or Political Subdivisions – Permits

A state or governmental agency or subdivision or political subdivision that has issued a permit or authorization but only with respect to such state or governmental agency or subdivision or political subdivision's liability for **bodily injury, property damage or personal and advertising injury** arising out of:

1. the following hazards in connection with premises a **Named Insured** owns, rents, or controls and to which this insurance applies:
 - a. the existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoistaway openings, sidewalk vaults, street banners, or decorations and similar exposures; or
 - b. the construction, erection, or removal of elevators; or
 - c. the ownership, maintenance or use of any elevators covered by this insurance; or
 2. the permitted or authorized operations performed by a **Named Insured** or on a **Named Insured's** behalf.
- The coverage granted by this paragraph does not apply to:
- a. **Bodily injury, property damage or personal and advertising injury** arising out of operations performed for the state or governmental agency or subdivision or political subdivision; or
 - b. **Bodily injury or property damage** included within the **products-completed operations hazard**.

With respect to this provision's requirement that additional insured status must be requested under a written contract or agreement, the Insurer will treat as a written contract any governmental permit that requires the **Named Insured** to add the governmental entity as an additional insured.





Manufacturers' General Liability Extension Endorsement

I. Trade Show Event Lessor

1. With respect to a **Named Insured's** participation in a trade show event as an exhibitor, presenter or displayer, any person or organization whom the **Named Insured** is required to include as an additional insured, but only with respect to such person or organization's liability for **bodily injury, property damage or personal and advertising injury** caused by:
 - a. the **Named Insured's** acts or omissions; or
 - b. the acts or omissions of those acting on the **Named Insured's** behalf,in the performance of the **Named Insured's** ongoing operations at the trade show event premises during the trade show event.
2. The coverage granted by this paragraph does not apply to **bodily injury or property damage** included within the **products-completed operations hazard**.

J. Vendor

Any person or organization but only with respect to such person or organization's liability for **bodily injury or property damage** arising out of **your products** which are distributed or sold in the regular course of such person or organization's business, provided that:

1. The coverage granted by this paragraph does not apply to:
 - a. **bodily injury or property damage** for which such person or organization is obligated to pay **damages** by reason of the assumption of liability in a contract or agreement unless such liability exists in the absence of the contract or agreement;
 - b. any express warranty unauthorized by the **Named Insured**;
 - c. any physical or chemical change in any product made intentionally by such person or organization;
 - 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 any inspections, adjustments, tests or servicing that such person or organization 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 such person or organization's premises in connection with the sale of a product;
 - g. products which, after distribution or sale by the **Named Insured**, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for such person or organization; or
 - h. **bodily injury or property damage** arising out of the sole negligence of such person or organization 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:
 - (1) the exceptions contained in Subparagraphs **d.** or **f.** above; or
 - (2) such inspections, adjustments, tests or servicing as such person or organization has agreed with the **Named Insured** 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 Paragraph J. does not apply to any insured person or organization, from whom the **Named Insured** has acquired such products, nor to any ingredient, part or container, entering into, accompanying or containing such products.



Manufacturers' General Liability Extension Endorsement

3. This Paragraph J. also does not apply:

- a. to any vendor specifically scheduled as an additional insured by endorsement to this **Coverage Part**;
- b. to any of **your products** for which coverage is excluded by endorsement to this **Coverage Part**; nor
- c. if **bodily injury** or **property damage** included within the **products-completed operations hazard** is excluded by endorsement to this **Coverage Part**.

K. Other Person Or Organization / Your Work

Any person or organization who is not an additional insured under Paragraphs A. through J. above. Such additional insured is an **Insured** solely for **bodily injury**, **property damage** or **personal and advertising injury** for which such additional insured is liable because of the **Named Insured's** acts or omissions.

The coverage granted by this paragraph does not apply to any person or organization:

1. for **bodily injury**, **property damage**, or **personal and advertising injury** arising out of the rendering or failure to render any professional service;
2. who is specifically scheduled as an additional insured on another endorsement to this **Coverage Part**; nor
3. for **bodily injury** or **property damage** included within the **products-completed operations hazard** except to the extent all of the following apply:
 - a. this **Coverage Part** provides such coverage;
 - b. the written contract or agreement described in the opening paragraph of this **ADDITIONAL INSUREDS** Provision requires the **Named Insured** to provide the additional insured such coverage; and
 - c. the **bodily injury** or **property damage** results from **your work** that is the subject of the written contract or agreement, and such work has not been excluded by endorsement to this **Coverage Part**.

2. ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY TO ADDITIONAL INSURED'S INSURANCE

- A. The **Other Insurance** Condition in the **COMMERCIAL GENERAL LIABILITY CONDITIONS** Section is amended to add the following paragraph:

If the **Named Insured** has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance. For the purpose of this Provision 2., the additional insured's own insurance means insurance on which the additional insured is a named insured.

- B. With respect to persons or organizations that qualify as additional insureds pursuant to paragraph 1.K. of this endorsement, the following sentence is added to the paragraph above:

Otherwise, and notwithstanding anything to the contrary elsewhere in this Condition, the insurance provided to such person or organization is excess of any other insurance available to such person or organization.

3. BODILY INJURY - EXPANDED DEFINITION

Under **DEFINITIONS** the definition of **bodily injury** is deleted and replaced by the following:

Bodily injury means physical injury, sickness or disease sustained by a person, including death, humiliation, shock, mental anguish or mental injury sustained by that person at any time which results as a consequence of the physical injury, sickness or disease.

4. BROAD KNOWLEDGE OF OCCURRENCE/ NOTICE OF OCCURRENCE

Under **CONDITIONS**, the condition entitled **Duties in The Event of Occurrence, Offense, Claim or Suit** is amended to add the following provisions:

A. BROAD KNOWLEDGE OF OCCURRENCE

CNA75101XX (1-15)

Page 5 of 14

The Continental Insurance Co.

Insured Name: CALE AMERICA INC

Policy No: 5088231308

Endorsement No: 1

Effective Date: 1/30/2020

CAM 21-0045

Exhibit 2

Page 89 of 112



**Manufacturers' General Liability Extension Endorsement**

The **Named Insured** must give the Insurer or the Insurer's authorized representative notice of an **occurrence**, offense or **claim** only when the **occurrence**, offense or **claim** is known to a natural person **Named Insured**, to a partner, executive officer, manager or member of a **Named Insured**, or to an **employee** designated by any of the above to give such notice.

B. NOTICE OF OCCURRENCE

The **Named Insured's** rights under this **Coverage Part** will not be prejudiced if the **Named Insured** fails to give the Insurer notice of an **occurrence**, offense or **claim** and that failure is solely due to the **Named Insured's** reasonable belief that the **bodily injury** or **property damage** is not covered under this **Coverage Part**. However, the **Named Insured** shall give written notice of such **occurrence**, offense or **claim** to the Insurer as soon as the **Named Insured** is aware that this insurance may apply to such **occurrence**, offense or **claim**.

5. BROAD NAMED INSURED

WHO IS AN INSURED is amended to delete its Paragraph 3. in its entirety and replace it with the following:

3. Pursuant to the limitations described in Paragraph 4. below, any organization in which a **Named Insured** has management control:

- a. on the effective date of this **Coverage Part**; or
- b. by reason of a **Named Insured** creating or acquiring the organization during the **policy period**,

qualifies as a **Named Insured**, provided that there is no other similar liability insurance, whether primary, contributory, excess, contingent or otherwise, which provides coverage to such organization, or which would have provided coverage but for the exhaustion of its limit, and without regard to whether its coverage is broader or narrower than that provided by this insurance.

But this **BROAD NAMED INSURED** provision does not apply to:

- (a) any partnership or joint venture; or
- (b) any organization for which coverage is excluded by another endorsement attached to this **Coverage Part**.

For the purpose of this provision, and of this endorsement's **JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES** provision, management control means:

- A. owning interests representing more than 50% of the voting, appointment or designation power for the selection of a majority of the Board of Directors of a corporation, or the members of the management board of a limited liability company; or
 - B. having the right, pursuant to a written trust agreement, to protect, control the use of, encumber or transfer or sell property held by a trust.
4. With respect to organizations which qualify as **Named Insureds** by virtue of Paragraph 3. above, this insurance does not apply to:
- a. **bodily injury** or **property damage** that first occurred prior to the date of management control, or that first occurs after management control ceases; nor
 - b. **personal or advertising injury** caused by an offense that first occurred prior to the date of management control or that first occurs after management control ceases.
5. The insurance provided by this **Coverage Part** applies to **Named Insureds** when trading under their own names or under such other trading names or doing-business-as names (dba) as any **Named Insured** should choose to employ.



Manufacturers' General Liability Extension Endorsement

6. ESTATES, LEGAL REPRESENTATIVES, AND SPOUSES

The estates, heirs, legal representatives and **spouses** of any natural person **Insured** shall also be insured under this policy; provided, however, coverage is afforded to such estates, heirs, legal representatives, and **spouses** only for **claims** arising solely out of their capacity or status as such and, in the case of a **spouse**, where such **claim** seeks **damages** from marital community property, jointly held property or property transferred from such natural person **Insured** to such **spouse**. No coverage is provided for any act, error or omission of an estate, heir, legal representative, or **spouse** outside the scope of such person's capacity or status as such, provided however that the **spouse** of a natural person **Named Insured** and the **spouses** of members or partners of joint venture or partnership **Named Insureds** are **Insureds** with respect to such **spouses'** acts, errors or omissions in the conduct of the **Named Insured's** business.

7. EXPECTED OR INTENDED INJURY – EXCEPTION FOR REASONABLE FORCE

Under **COVERAGES – Coverage A – Bodily Injury And Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Expected or Intended Injury** and replace it with the following:

This insurance does not apply to:

Expected or Intended Injury

Bodily injury or **property damage** expected or intended from the standpoint of the **Insured**. This exclusion does not apply to **bodily injury** or **property damage** resulting from the use of reasonable force to protect persons or property.

8. IN REM ACTIONS

A quasi in rem action against any vessel owned or operated by or for the **Named Insured**, or chartered by or for the **Named Insured**, will be treated in the same manner as though the action were in personam against the **Named Insured**.

9. INCIDENTAL HEALTH CARE MALPRACTICE COVERAGE

Solely with respect to **bodily injury** that arises out of a **health care incident**:

A. Under **COVERAGES, Coverage A – Bodily Injury And Property Damage Liability** the **Insuring Agreement** is amended to replace Paragraphs **1.b.(1)** and **1.b.(2)** with the following:

b. This insurance applies to **bodily injury** provided that the professional health care services are incidental to the **Named Insured's** primary business purpose, and only if:

(1) such **bodily injury** is caused by an **occurrence** that takes place in the **coverage territory**.

(2) the **bodily injury** first occurs during the **policy period**. All **bodily injury** arising from an **occurrence** will be deemed to have occurred at the time of the first act, error, or omission that is part of the **occurrence**; and

B. Under **COVERAGES, Coverage A – Bodily Injury And Property Damage Liability** the paragraph entitled **Exclusions** is amended to:

i. add the following to the **Employers Liability** exclusion:

This exclusion applies only if the **bodily injury** arising from a **health care incident** is covered by other liability insurance available to the **Insured** (or which would have been available but for exhaustion of its limits).

ii. delete the exclusion entitled **Contractual Liability** and replace it with the following:

This insurance does not apply to:



**Manufacturers' General Liability Extension Endorsement****Contractual Liability**

the **Insured's** actual or alleged liability under any oral or written contract or agreement, including but not limited to express warranties or guarantees.

iii. add the following additional exclusions.

This insurance does not apply to:

Discrimination

any actual or alleged discrimination, humiliation or harassment, including but not limited to **claims** based on an individual's race, creed, color, age, gender, national origin, religion, disability, marital status or sexual orientation.

Dishonesty or Crime

Any actual or alleged dishonest, criminal or malicious act, error or omission.

Medicare/Medicaid Fraud

any actual or alleged violation of law with respect to Medicare, Medicaid, Tricare or any similar federal, state or local governmental program.

Services Excluded by Endorsement

Any **health care incident** for which coverage is excluded by endorsement.

C. DEFINITIONS is amended to:

i. add the following definitions:

Health care incident means an act, error or omission by the **Named Insured's employees or volunteer workers** in the rendering of:

a. **professional health care services** on behalf of the **Named Insured** or

b. Good Samaritan services rendered in an emergency and for which no payment is demanded or received.

Professional health care services means any health care services or the related furnishing of food, beverages, medical supplies or appliances by the following providers in their capacity as such but solely to the extent they are duly licensed as required:

a. Physician;

b. Nurse;

c. Nurse practitioner;

d. Emergency medical technician;

e. Paramedic;

f. Dentist;

g. Physical therapist;

h. Psychologist;

i. Speech therapist;

j. Other allied health professional; or

Professional health care services does not include any services rendered in connection with human clinical trials or product testing.



Manufacturers' General Liability Extension Endorsement

- ii. delete the definition of **occurrence** and replace it with the following:

Occurrence means a **health care incident**. All acts, errors or omissions that are logically connected by any common fact, circumstance, situation, transaction, event, advice or decision will be considered to constitute a single **occurrence**;

- iii. amend the definition of **Insured** to:

- a. add the following:

- the **Named Insured's employees** are **Insureds** with respect to:

(1) **bodily injury** to a co-**employee** while in the course of the co-**employee's** employment by the **Named Insured** or while performing duties related to the conduct of the **Named Insured's** business; and

(2) **bodily injury** to a **volunteer worker** while performing duties related to the conduct of the **Named Insured's** business;

when such **bodily injury** arises out of a **health care incident**.

- the **Named Insured's volunteer workers** are **Insureds** with respect to:

(1) **bodily injury** to a co-**volunteer worker** while performing duties related to the conduct of the **Named Insured's** business; and

(2) **bodily injury** to an **employee** while in the course of the **employee's** employment by the **Named Insured** or while performing duties related to the conduct of the **Named Insured's** business;

when such **bodily injury** arises out of a **health care incident**.

- b. delete Subparagraphs (a), (b), (c) and (d) of Paragraph 2.a.(1) of **WHO IS AN INSURED**.

- c. add the following:

Insured does not include any physician while acting in his or her capacity as such.

- D. The **Other Insurance** condition is amended to delete Paragraph b.(1) in its entirety and replace it with the following:

Other Insurance

b. **Excess Insurance**

- (1) To the extent this insurance applies, it is excess over any other insurance, self insurance or risk transfer instrument, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by the **Named Insured** to be excess of this coverage.

10. JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES

WHO IS AN INSURED is amended to delete its last paragraph and replace it with the following:

No person or organization is an **Insured** with respect to:

- the conduct of any current or past partnership or joint venture that is not shown as a **Named Insured** in the Declarations; nor
- the conduct of a current or past limited liability company in which a **Named Insured's** interest does/did not rise to the level of management control;

except that if the **Named Insured** was a joint venturer, partner, or member of such a limited liability company, and such joint venture, partnership or limited liability company terminated prior to or during the **policy period**, then such





Manufacturers' General Liability Extension Endorsement

Named Insured is an **Insured** with respect to its interest in such joint venture, partnership or limited liability company but only to the extent that:

- a. any offense giving rise to **personal and advertising injury** occurred prior to such termination date, and the **personal and advertising injury** arising out of such offense first occurred after such termination date;
- b. the **bodily injury** or **property damage** first occurred after such termination date; and
- c. there is no other valid and collectible insurance purchased specifically to insure the partnership, joint venture or limited liability company.

11. LEGAL LIABILITY – DAMAGE TO PREMISES

- A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete the first paragraph immediately following subparagraph (6) of the **Damage to Property** exclusion and replace it with the following:

Paragraphs (1), (3) and (4) of this exclusion do not apply to **property damage** (other than damage by fire) to premises rented to the **Named Insured** or temporarily occupied by the **Named Insured** with the permission of the owner, nor to the contents of premises rented to the **Named Insured** for a period of 7 or fewer consecutive days. A separate limit of insurance applies to Damage To Premises Rented To You as described in **LIMITS OF INSURANCE**.

- B. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete its last paragraph and replace it with the following:

Exclusions c. through n. do not apply to damage by fire to premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured** with permission of the owner, nor to damage to the contents of premises rented to a **Named Insured** for a period of 7 or fewer consecutive days.

A separate limit of insurance applies to this coverage as described in the **LIMITS OF INSURANCE** Section.

- C. **LIMITS OF INSURANCE** is amended to delete Paragraph 6. (the Damage To Premises Rented To You Limit) and replace it with the following:

6. Subject to Paragraph 5. above, (the Each Occurrence Limit), the Damage To Premises Rented To You Limit is the most the Insurer will pay under **COVERAGE A** for **damages** because of **property damage** to:

- a. any one premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured** with the permission of the owner; and
- b. contents of such premises if the premises is rented to the **Named Insured** for a period of 7 or fewer consecutive days.

The Damage To Premises Rented To You Limit is \$200,000. unless a higher Damage to Premises Rented to You Limit is shown in the Declarations.

- D. The **Other Insurance** Condition is amended to delete Paragraph b.(1)(a)(ii), and replace it with the following:

- (ii) That is property insurance for premises rented to a **Named Insured**, for premises temporarily occupied by the **Named Insured** with the permission of the owner; or for personal property of others in the **Named Insured's** care, custody or control;

- E. This Provision 11. does not apply if liability for damage to premises rented to a **Named Insured** is excluded by another endorsement attached to this **Coverage Part**.

12. MEDICAL PAYMENTS

- A. **LIMITS OF INSURANCE** is amended to delete Paragraph 7. (the Medical Expense Limit) and replace it with the following:

**Manufacturers' General Liability Extension Endorsement**

7. Subject to Paragraph 5. above (the Each Occurrence Limit), the Medical Expense Limit is the most the Insurer will pay under **Coverage C – Medical Payments** for all medical expenses because of **bodily injury** sustained by any one person. The Medical Expense Limit is the greater of:

- (1) \$15,000 unless a different amount is shown here: ; or
- (2) the amount shown in the Declarations for Medical Expense Limit.

- B. Under **COVERAGES**, the **Insuring Agreement** of **Coverage C – Medical Payments** is amended to replace Paragraph 1.a.(3)(b) with the following:

- (b) The expenses are incurred and reported to the Insurer within three years of the date of the accident; and

13. NON-OWNED AIRCRAFT

Under **COVERAGES**, **Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended as follows:

The exclusion entitled **Aircraft, Auto or Watercraft** is amended to add the following:

This exclusion does not apply to an aircraft not owned by any **Named Insured**, provided that:

- 1. the pilot in command holds a currently effective certificate issued by the duly constituted authority of the United States of America or Canada, designating that person as a commercial or airline transport pilot;
- 2. the aircraft is rented with a trained, paid crew to the **Named Insured**; and
- 3. the aircraft is not being used to carry persons or property for a charge.

14. NON-OWNED WATERCRAFT

Under **COVERAGES**, **Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete subparagraph (2) of the exclusion entitled **Aircraft, Auto or Watercraft**, and replace it with the following.

This exclusion does not apply to:

- (2) a watercraft that is not owned by any **Named Insured**, provided the watercraft is:
 - (a) less than 75 feet long; and
 - (b) not being used to carry persons or property for a charge.

15. PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION

- A. Under **DEFINITIONS**, the definition of **personal and advertising injury** is amended to add the following tort:

- Discrimination or humiliation that results in injury to the feelings or reputation of a natural person.

- B. Under **COVERAGES**, **Coverage B – Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to:

- 1. delete the Exclusion entitled **Knowing Violation Of Rights Of Another** and replace it with the following:

This insurance does not apply to:

Knowing Violation of Rights of Another

Personal and advertising injury caused by or at the direction of the **Insured** with the knowledge that the act would violate the rights of another and would inflict **personal and advertising injury**. This exclusion shall not apply to discrimination or humiliation that results in injury to the feelings or reputation of a natural person, but only if such discrimination or humiliation is not done intentionally by or at the direction of:

- (a) the **Named Insured**; or



**Manufacturers' General Liability Extension Endorsement**

(b) any **executive officer**, director, stockholder, partner, member or manager (if the **Named Insured** is a limited liability company) of the **Named Insured**.

2. add the following exclusions:

This insurance does not apply to:

Employment Related Discrimination

Discrimination or humiliation directly or indirectly related to the employment, prospective employment, past employment or termination of employment of any person by any **Insured**.

Premises Related Discrimination

discrimination or humiliation arising out of the sale, rental, lease or sub-lease or prospective sale, rental, lease or sub-lease of any room, dwelling or premises by or at the direction of any **Insured**.

Notwithstanding the above, there is no coverage for fines or penalties levied or imposed by a governmental entity because of discrimination.

The coverage provided by this **PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION** Provision does not apply to any person or organization whose status as an **Insured** derives solely from

- Provision 1. **ADDITIONAL INSURED**s of this endorsement; or
- attachment of an additional insured endorsement to this **Coverage Part**.

16. PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY

A. Under **COVERAGES**, **Coverage B –Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Contractual Liability** and replace it with the following:

This insurance does not apply to:

Contractual Liability

Personal and advertising injury for which the **Insured** has assumed liability in a contract or agreement.

This exclusion does not apply to liability for **damages**:

- (1) that the **Insured** would have in the absence of the contract or agreement; or
- (2) assumed in a contract or agreement that is an **insured contract** provided the offense that caused such **personal or advertising injury** first occurred subsequent to the execution of such **insured contract**. Solely for the purpose of liability assumed in an **insured contract**, reasonable attorney fees and necessary litigation expenses incurred by or for a party other than an **Insured** are deemed to be **damages** because of **personal and advertising injury** provided:
 - (a) liability to such party for, or for the cost of, that party's defense has also been assumed in such **insured contract**; and
 - (b) such attorney fees and litigation expenses are for defense of such party against a civil or alternative dispute resolution proceeding in which covered **damages** are alleged.

B. Solely for the purpose of the coverage provided by this paragraph, **DEFINITIONS** is amended to delete the definition of **insured contract** in its entirety, and replace it with the following:

Insured contract means that part of a written contract or written agreement pertaining to the **Named Insured's** business under which the **Named Insured** assumes the tort liability of another party to pay for **personal or advertising injury** arising out of the offense of false arrest, detention or imprisonment. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.

**Manufacturers' General Liability Extension Endorsement**

- C. Solely for the purpose of the coverage provided by this paragraph, the following changes are made to the Section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B**:

1. Paragraph 2.d. is replaced by the following:

- d. The allegations in the **suit** and the information the Insurer knows about the offense alleged in such **suit** are such that no conflict appears to exist between the interests of the **Insured** and the interests of the indemnitee;

2. The first unnumbered paragraph beneath Paragraph 2.f.(2)(b) is deleted and replaced by the following:

So long as the above conditions are met, attorneys fees incurred by the Insurer in the defense of that indemnitee, necessary litigation expenses incurred by the Insurer, and necessary litigation expenses incurred by the indemnitee at the Insurer's request will be paid as **defense costs**. Notwithstanding the provisions of Paragraph e.(2) of the Contractual Liability exclusion (as amended by this Endorsement), such payments will not be deemed to be **damages** for **personal and advertising injury** and will not reduce the limits of insurance.

- D. This **PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY** Provision does not apply if **Coverage B –Personal and Advertising Injury Liability** is excluded by another endorsement attached to this **Coverage Part**.

17. PROPERTY DAMAGE – ELEVATORS

- A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended such that the **Damage to Your Product** Exclusion and subparagraphs (3), (4) and (6) of the **Damage to Property** Exclusion do not apply to **property damage** that results from the use of elevators.

- B. Solely for the purpose of the coverage provided by this **PROPERTY DAMAGE – ELEVATORS** Provision, the **Other Insurance** conditions is amended to add the following paragraph:

This insurance is excess over any of the other insurance, whether primary, excess, contingent or on any other basis that is Property insurance covering property of others damaged from the use of elevators.

18. SUPPLEMENTARY PAYMENTS

The section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B** is amended as follows:

- A. Paragraph 1.b. is amended to delete the \$250 limit shown for the cost of bail bonds and replace it with a \$5,000. limit; and
- B. Paragraph 1.d. is amended to delete the limit of \$250 shown for daily loss of earnings and replace it with a \$1,000. limit.

19. PROPERTY DAMAGE - PATTERNS MOLDS AND DIES

Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete subparagraphs (3) and (4) of the Exclusion entitled **Damage to Property**, but only with respect to patterns, molds or dies that are in the care, custody or control of the **Insured**, and only if such patterns, molds or dies are not being used to perform operations at the time of loss. A limit of insurance of \$25,000 per **policy period** applies to this **PROPERTY DAMAGE - PATTERNS MOLDS AND DIES** coverage, and this limit:

- A. is included within the General Aggregate Limit as described in **LIMITS OF INSURANCE**; and
- B. applies excess over any valid and collectible property insurance available to the **Insured**, including any deductible applicable to such insurance; the **Other Insurance** condition is changed accordingly.



**Manufacturers' General Liability Extension Endorsement****20. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS**

If the **Named Insured** unintentionally fails to disclose all existing hazards at the inception date of the **Named Insured's Coverage Part**, the Insurer will not deny coverage under this **Coverage Part** because of such failure.

21. WAIVER OF SUBROGATION - BLANKET

Under **CONDITIONS**, the condition entitled **Transfer Of Rights Of Recovery Against Others To Us** is amended to add the following:

The Insurer waives any right of recovery the Insurer may have against any person or organization because of payments the Insurer makes for injury or damage arising out of:

1. the **Named Insured's** ongoing operations; or
2. **your work** included in the **products-completed operations hazard**.

However, this waiver applies only when the **Named Insured** has agreed in writing to waive such rights of recovery in a written contract or written agreement, and only if such contract or agreement:

1. is in effect or becomes effective during the term of this **Coverage Part**; and
2. was executed prior to the **bodily injury, property damage or personal and advertising injury** giving rise to the **claim**.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Cale America, Inc.	
	2 Business name/disregarded entity name, if different from above Cale America, Inc. dba Flowbird	
	3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	
	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <small>(Applies to accounts maintained outside the U.S.)</small>	
	5 Address (number, street, and apt. or suite no.) 13190 56th Court, Ste 401	Requester's name and address (optional)
	6 City, state, and ZIP code Clearwater, FL 33760	
	7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
			-				-	
or								
Employer identification number								
9	9	-	0	3	7	1	0	9

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ▶ 	Date ▶ 1/29/20
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General Instructions

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

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

Purpose of Form

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

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

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

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

By signing the filled-out form, you:

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

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States:

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester;
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details);

3. The IRS tells the requester that you furnished an incorrect TIN;

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only); or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code* on page 3 and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships* above.

What is FATCA reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code* on page 3 and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account, list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note. ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C Corporation, or S Corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box in line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box in line 3.

Limited Liability Company (LLC). If the name on line 1 is an LLC treated as a partnership for U.S. federal tax purposes, check the "Limited Liability Company" box and enter "P" in the space provided. If the LLC has filed Form 8632 or 2553 to be taxed as a corporation, check the "Limited Liability Company" box and in the space provided enter "C" for C corporation or "S" for S corporation. If it is a single-member LLC that is a disregarded entity, do not check the "Limited Liability Company" box; instead check the first box in line 3 "Individual/sole proprietor or single-member LLC."

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space in line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2—The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4—A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5—A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8—A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10—A common trust fund operated by a bank under section 584(a)
- 11—A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 5 ²
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

¹ See Form 1099-MISC, Miscellaneous Income, and its instructions.

² However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note. You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on this page), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

CAM 21-0045

Exhibit 2

Page 101 of 112

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, or 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code* earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee ¹ The actual owner ¹
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor ⁴
For this type of account:	Give name and EIN of:
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity ¹
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

¹ List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴ List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 2.

*Note. Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, *Identity Theft Prevention and Victim Assistance*.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-368-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.ftc.gov/idtheft or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.



City of Fort Lauderdale • Procurement Services Division
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ADDENDUM NO.1

RFP/ ITB No. 12342-805

TITLE: Parking Meter Technology, with Maintenance and Support

ISSUED: January 16, 2020

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

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

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin, CPPB
Senior Procurement Specialist

Company Name: Cale America, Inc. dba Flowbird
(please print)

Bidder's Signature: 

Date: 1-31-2020



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ADDENDUM NO.2

RFP/ ITB No. 12342-805

TITLE: Parking Meter Technology, with Maintenance and Support

ISSUED: January 24, 2020

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

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

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

All other terms, conditions, and specifications remain unchanged.

Laurie Platkin, CPPB
Senior Procurement Specialist

Company Name: Cale America, Inc. dba Flowbird
(please print)

Bidder's Signature: 

Date: 1/31/2020

Flowbird Note: All applicable taxes are excluded from the proposed pricing.

SECTION VI - COST PROPOSAL PAGE – SINGLE SPACE

Proposer(s) Name: Cale America, Inc. dba Flowbird

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

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

Notes:

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

ITEM	DESCRIPTION	UNIT COST
1	Single Space Meter (Coin/Credit) including training and twelve (12) sets of maintenance keys and three (3) sets of collection keys.	\$ <u>499.00</u>
2	Shipping – Single Space	\$ <u>15.00</u>
3	Monthly Communication Fee – Single Space per meter per month fee	\$ <u>8.00</u>
4	Credit Card Transaction Fee – Single Space <i>*There are no credit card transaction fees if the City processes the payments with Heartland. If a different processor is used, the credit card transaction fee will be \$0.07 per each credit card transaction.</i>	\$ <u>0.00*</u>
5	2 Year Warranty	\$ <u>45.00</u>
6	Extended Warranty Year 3	\$ <u>45.00</u>
7	Extended Warranty Year 4	\$ <u>45.00</u>
8	Extended Warranty Year 5	\$ <u>45.00</u>
9	Extended Warranty Year 6	\$ <u>80.00</u>
10	Extended Warranty Year 7	\$ <u>80.00</u>
11	Extended Warranty Year 8	\$ <u>80.00</u>
Total Project Cost		\$ <u>934/unit</u> <u>Plus \$8/unit/month</u>

Notes:

- For line items 5 through 11 above, the pricing includes a hardware warranty only. Should the City identify that they cannot repair a Liberty meter, the City will ship the unit to CivicSmart for a replacement.

Additional Line Items SINGLE-SPACE (if any)

12	<u>Optional 30 Bay Battery Charging Station</u>	\$ <u>1,999.00</u>
13	<u>Optional subterranean sensors for occupancy data</u> <u>includes installation and freight</u>	\$ <u>199.00</u>
14	<u>Optional communications gateway for mobile payments</u> <u>and sensor communication – 1 required for every 25 meters</u> <u>includes installation and freight</u>	\$ <u>600.00</u>
15	<u>Optional communications fee for sensors</u> <u>per sensor per month fee</u>	\$ <u>4.50</u>
16	<u>Optional gateway communications for mobile payments</u> <u>and sensors (per gateway per month fee)</u>	\$ <u>8.00</u>
17	<u>Optional – 8 year battery extended warranty</u>	\$ <u>95.00</u>

Submitted by:

Benoit Reliquet

Name (printed)

1/31/2020

Date_____
Signature

President

Title

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

Proposer(s) Name: Cale America, Inc. dba Flowbird

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.	\$ <u>5,449.00</u>
2	Shipping – Multi-Space Meter (Pay-by-Plate)	\$ <u>250.00</u>
3	Monthly Communication Fee – Multi-Space (Pay-by-Plate) per meter per month fee	\$ <u>25.00</u>
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Plate)	\$ <u>0.13</u>
5	2 Year Warranty	\$ <u>1,500.00</u>
6	Extended Warranty Year 3	\$ <u>880.00</u>
7	Extended Warranty Year 4	\$ <u>880.00</u>
8	Extended Warranty Year 5	\$ <u>880.00</u>
9	Extended Warranty Year 6	\$ <u>880.00</u>
10	Extended Warranty Year 7	\$ <u>880.00</u>
11	Extended Warranty Year 8	\$ <u>880.00</u>

Total Project Cost

\$ 12,479/unit
Plus \$25/unit/month
and \$0.13 per credit
card transaction

Notes:

- For line items 3 and 4 above, alternatively the City can select a monthly fee of \$48/meter/month. This would include all credit card transactions.
- For line items 5 through 11 above, the pricing includes both hardware and labor warranties.

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

12	Optional processing of EMV transactions per meter per month	\$ <u>8.00</u>
13	Optional front face lighting	\$ <u>425.00</u>
14	Optional electronic lock	\$ <u>325.00</u>
15	Optional text receipts (per text fee)	\$ <u>0.03</u>
16		\$ _____
17		\$ _____

Submitted by:

Benoit Reliquet

Name (printed)

1/31/2020

Date



Signature

President

Title

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

Proposer(s) Name: Cale America, Inc. dba Flowbird

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 (Pay-by-Space) including training and 5 sets of maintenance keys and 3 sets of collection keys.	\$ <u>5,449.00</u>
2	Shipping – Multi-Space Meter (Pay-by-Space)	\$ <u>250.00</u>
3	Monthly Communication Fee – Multi-Space (Pay-by-Space) per meter per month fee	\$ <u>25.00</u>
4	Credit Card Transaction Fee – Multi-Space (Pay-by-Space)	\$ <u>0.13</u>
5	2 Year Warranty	\$ <u>1,500.00</u>
6	Extended Warranty Year 3	\$ <u>880.00</u>
7	Extended Warranty Year 4	\$ <u>880.00</u>
8	Extended Warranty Year 5	\$ <u>880.00</u>
9	Extended Warranty Year 6	\$ <u>880.00</u>
10	Extended Warranty Year 7	\$ <u>880.00</u>
11	Extended Warranty Year 8	\$ <u>880.00</u>
Total Project Cost		\$ <u>12,479/unit</u> <u>Plus \$25/unit/month</u> <u>and \$0.13 per credit</u> <u>card transaction</u>

- For line items 3 and 4 above, alternatively the City can select a monthly fee of \$48/meter/month. This would include all credit card transactions.
- For line items 5 through 11 above, the pricing includes both hardware and labor warranties.

12	<u>Optional processing of EMV transactions per meter per month</u>	\$ <u>8.00</u>
13	<u>Optional front face lighting</u>	\$ <u>425.00</u>
14	<u>Optional electronic lock</u>	\$ <u>325.00</u>
15	<u>Optional text receipts (per text fee)</u>	\$ <u>0.03</u>
16	<u></u>	\$ <u></u>
17	<u></u>	\$ <u></u>

CAM 21-0045
Exhibit 2
Page 110 of 112

SECTION VI - COST PROPOSAL PAGE – DUAL SPACE

Proposer(s) Name: Cale America, Inc. dba Flowbird

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	Dual Space Meter (Coin/Credit) including training and twelve (12) of maintenance keys and 3 sets of collection keys.	\$ <u>699.00</u>
2	Shipping – Dual Space	\$ <u>15.00</u>
3	Monthly Communication Fee – Dual Space per meter per month fee	\$ <u>11.00</u>
4	Credit Card Transaction Fee – Dual Space <i>*There are no credit card transaction fees if the City processes the payments with Heartland. If a different processor is used, the credit card transaction fee will be \$0.07 per each credit card transaction.</i>	\$ <u>0.00*</u>
5	2 Year Warranty	\$ <u>80.00</u>
6	Extended Warranty Year 3	\$ <u>80.00</u>
7	Extended Warranty Year 4	\$ <u>80.00</u>
8	Extended Warranty Year 5	\$ <u>80.00</u>
9	Extended Warranty Year 6	\$ <u>99.00</u>
10	Extended Warranty Year 7	\$ <u>99.00</u>
11	Extended Warranty Year 8	\$ <u>99.00</u>
Total Project Cost		\$ <u>1,331.00/unit</u> <u>Plus \$11/unit/month</u>

Notes:

- For line items 5 through 11 above, the pricing includes a hardware warranty only. Should the City identify that they cannot repair a Liberty meter, the City will ship the unit to CivicSmart for a replacement.

Additional Line Items DUAL SPACE (if any)


12	<u>Optional 30 Bay Battery Charging Station</u>	\$ <u>1,999.00</u>
13	<u>Optional subterranean sensors for occupancy data</u> <u>includes installation and freight</u>	\$ <u>199.00</u>
14	<u>Optional communications gateway for mobile payments</u> <u>and sensor communication – 1 required for every 25 meters</u> <u>includes installation and freight</u>	\$ <u>600.00</u>
15	<u>Optional communications fee for sensors</u> <u>per sensor per month fee</u>	\$ <u>4.50</u>
16	<u>Optional gateway communications for mobile payments</u> <u>and sensors (per gateway per month fee)</u>	\$ <u>8.00</u>
17	<u>Optional – 8 year battery extended warranty</u>	\$ <u>95.00</u>

Submitted by:

Benoit Reliquet

Name (printed)

1/31/2020

Date

Signature

President

Title