REQUEST FOR PROPOSAL (RFP) FOR

Parking Enforcement Software and Equipment

SOLICITATION NUMBER

42-22

iparq

Proposal Contact:	Contractor: INET, inc.
Nate Ferraco	(dba iParq)
Title: iParq Sales	Mailing Address:
Phone: 805-963-9400	PO Box 60309
Email: iparqsales@iparq.com	San Diego, CA 92166
	Phone: 805-562-8200

To the extent that this RFP contains language, demands and requests for respondents to provide confidential security information, confidential and proprietary systems information, information about data, personal , HIPAA information, PCI DSS information, or other legally confidential information that iParq is not or may not be required or authorized to release to any non-confidential third party, iParq objects to the release of information to any requestor. To the extent that those requests violate any law, and to the extent that those requests violate laws designed to protect iParq, iParq's customers, clients, partners, integrations, or other related entities, iParq objects to those requests on behalf of itself and those other parties.

Regardless of the legality of the request, in a good faith effort to respond completely and to not be disqualified from the bidding process for failure to respond completely to the RFP iParq provides this information under protest, reserves all rights and provides this information confidentially and to the extent necessary to safeguard the rights for everyone involved, to only those persons who have a need to know. iParq, on behalf of its clients, customers, and related vendors formally demands that this information not be shared pursuant to any FOIA or other document requests for any outside entity or group. Further, if such a request is received, iParq formally requests a hearing in front of an appropriate magistrate so that iParq can protect its and other affected parties' rights prior to any release of such information

iparq

Transmittal Letter

Nov 17, 2022

To Whom It May Concern:

iParq is pleased to have the opportunity to provide a complete proposal in response to the Region 14 Education Service Center RFP# 42-22. If selected, iParq will be the ESC's single platform, sole source vendor for all your permit, citation, administrative and interfacing needs, with a proposed integration with PCS Mobile for LPR (License Plate Recognition) services and equipment.

iParq has provided our core systems to the ESC in the recent past, which means if iParq is selected, implementation will be simple. After transferring the ESC's current data back into our database, we will simply turn the ESC's iParq system back on and add the additional integrations and requested features.

Our secure, fully hosted, and web-based parking management solution is designed to be intuitive and easy for you and your customers to use. In this proposal we detail how we will work with your current hardware and software providers, as well as offer options for iParq to provide all of the additional hardware, software and functionality needed to accomplish the ESC's goals requested herein.

iParq benefits the ESC by providing:

- Comprehensive real time Permit and Citation Management
- Mobile and Fixed LPR through integration with PCS Mobile/Genetec
- Real time Interfaces with pay stations, pay-by-phone, pay-by-plate, and more
- Vendor-agnostic Integration Support
- Virtual and Physical Permits
- Waitlist Management
- Pre-qualification Settings and Document Upload
- Citations: Electronically, by letter, or printed on site
- Electronic "tire-chalking" for monitoring fixed time zone parking
- Automated Aging Actions that trigger full-service notice fulfillment
- Adjudication tools for Administrative Reviews and Hearings
- E-Commerce functionality from any Internet-ready device

- 100% PCI compliant payment processing
- Integrated Parking Customer Relationship Management tools
- Five-Star Customer Service and Ongoing Support
- Robust Reporting, including ad hoc and report scheduling
- Automated Notifications, Field Alerts, VIP, and Scofflaw
- 50 States DMV and Local Law Enforcement Database Interfaces
- Full-service, In-House Fulfillment Center
- Event Management, Online Reservations
- Unlimited Administrators for real time User-Level System Management
- Dedicated Teams for Training, Support, and Technology Interfacing Needs
- Bank-level data security, backup, and encryption
- Increased collections, revenues, and compliance

For over 23 years, iParq has provided a complete turnkey and outsourced solution to universities, colleges, municipalities, and parking operators across North America. iParq has the in-house experience, staff, facilities, and state of the art software to consistently and accurately achieve all of the requested requirements in a timely, supportive, and efficient manner.

With nearly two decades of experience implementing our highly developed and ready-to-use system, iParq offers efficient transition services that ensure the project will Go-Live on schedule, with training, support, and included upgrades throughout the life of the contract. Similar iParq clients across the country, including those in the northeastern United States, have benefitted from our ability to efficiently implement our system and services. After performing a significant number of similar successful implementations, we know what we are doing and do it well.

Whether you are using iParq or any other vendor's hardware, iParq's online system will become your virtual front counter. Your staff will find the administrative interface easy to learn and simple to use. Parking customers will find the online experience to be already familiar and will have the choice to do everything they once did in your office or by mail from anywhere, at any time, with any Internet-ready device. With iParq's easy to use web interface, parking customers pay and appeal citations online, purchase permits, upload pre-qualification documents, view photographic evidence, manage their vehicle information 24/7/365, and more.

Citation information is automatically transferred to and from iParq's Citation Management system in real-time, enabling your officers to access up-to-date information and make better decisions in the field, and your administrators to manage any required back-office processes with no delay. We look

forward to the opportunity to show you how the iParq systems will improve your operations by reducing manual processes for your staff, increasing collections, improving customer service, and optimizing communications with your parking customers.

At iParq we invest in innovative technology and great people. This has been the key to our continued success for 23 years. Using modern coding platforms, architectures, and data exchange methods, our state-of-the-art software has evolved into the mature, reliable, and tested product it is today, resulting in positive changes to how your parking customers will interact with the ESC, offering both functionality and ease-of-use.

iParq develops software and systems focused on increasing revenues for our clients, reducing their costs, providing five-star customer service, and putting our clients more firmly in control of all aspects of their parking operations. New products and services are constantly in the pipeline, with a multitude of upgrades and improvements last year alone. Since our inception we have built the industry's most secure, tested, flexible and reliable parking management platform, and continue to be the standard to which all others are measured.

Based on our experience and knowledge of the ESC's requirements, we are confident in our ability to provide a system that will exceed your expectations, including the service and development support required for the long-term sustained success of the program. We look forward to providing the ESC with robust solutions for your current and future parking services needs.

Sincerely,

Todd Fisher, CEO
iNet, Inc. (iParq)
P.O. Box 60309
San Diego CA 92166
Phone: 805.963.9400
Fax: (888) 900-7845

Table of Contents

Tab 1 - Master Agreement/Signature Form

TAB 1
MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS

Customer Support
The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

Disclosures
Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contract
Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to two (2) additional one-year terms or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.

Funding Out Clause
Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

Shipments (if applicable)
The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

Tax Exempt Status
Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

Payments
The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.

Adding Authorized Distributors/Dealers
Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.

Purchase orders and payment can only be made to awarded vendor or distributors/ business partners/resellers previously approved by NCPA.

Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.

All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

Pricing
All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

Warranty
Proposal should address the following warranty information:
- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Products: Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects
Construction: Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Safety
Vendors performing services shall comply with occupational safety and health rules and regulations. Also all vendors and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

Permits
Since this is a national contract, knowing the permit laws in each state is the sole responsibility of the vendor.

Indemnity
The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

Franchise Tax
The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

Supplemental Agreements
The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

Certificates of Insurance
Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

Legal Obligations
It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

Protest
A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:
- Name, address and telephone number of protester
- Original signature of protester or its representative
- Identification of the solicitation by RFP number
- Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested

Any protest review and action shall be considered final with no further formalities being considered.

Force Majeure
If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

Prevailing Wage
It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

Termination
Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

Open Records Policy
Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient

information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

PROCESS

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

Contract Administration
The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.

Contract Term
The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms or any combination of time equally not more than 2 years.

It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.

Contract Waiver
Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

Price Increases
Should it become necessary, price increase requests may be submitted at any point during the term of the contract by written amendment. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified, the amendment will be approved.

Products and Services Additions
New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.

Competitive Range
It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.

Deviations and Exceptions
Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.

Estimated Quantities
While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is $1 billion dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

Evaluation
Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

Formation of Contract
A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. Contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

NCPA Administrative Agreement
The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

Clarifications/Discussions
Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondent's are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

Multiple Awards
Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

Past Performance
Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

EVALUATION CRITERIA

Pricing (40 points)
Electronic Price Lists
- Products, Services, Warranties, etc. price list
- Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.

Ability to Provide and Perform the Required Services for the Contract (25 points)
- Product Delivery within participating entities specified parameters
- Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
- Vendor's ability to perform towards above requirements and desired specifications.
- Past Cooperative Program Performance
- Quantity of line items available that are commonly purchased by the entity.
- Quality of line items available compared to normal participating entity standards.

References and Experience (20 points)
- A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- Respondent Reputation in marketplace
- Past Experience working with public sector.
- Exhibited understanding of cooperative purchasing

Value Added Products/Services Description, (8 points)
- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Minority and Women Business Enterprise (MWBE) and (HUB) Participation
- Customer Service

Technology for Supporting the Program (7 points)
- Electronic on-line catalog, order entry use by and suitability for the entity's needs
- Quality of vendor's on-line resources for NCPA members.
- Specifications and features offered by respondent's products and/or services

SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

INET Inc., dba iParq
Company Name

2525 Shelter Island Drive, Suite E
Address

San Diego	CA	92106
City	State	Zip

805-963-9400
Telephone Number   Fax Number

iparqsales@iparq.com
Email Address

Todd Fisher   CEO
Printed Name   Position

Authorized Signature

Tab 2 - NCPA Administration Agreement

TAB 2
NCPA ADMINISTRATION AGREEMENT

This Administration Agreement is made as of <u>   December 1, 2022   </u>, by and between National Cooperative Purchasing Alliance ("NCPA") and <u>   INET Inc., dba iParq   </u> ("Vendor").

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated <u>   December 1, 2022   </u>, referenced as Contract Number <u>   05-80   </u>, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the "Master Agreement"), for the purchase of Parking Enforcement Software and Equipment;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as "public agency" or collectively, "public agencies") may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

General Terms and Conditions
- The Master Agreement, attached hereto as Exhibit 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Administration Agreement except as expressly changed or modified by this Administration Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Administration Agreement including, but not limited to, Contractor's obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.

- Contractor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Contractor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Participating Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, re-marketer, representative, partner, or agent of any type of Contractor, Region 14 ESC, or such Participating Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Participating Agency or any employee of Region 14 ESC or Participating Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Participating Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Participating Agency, or any employee of Region 14 ESC or Participating Agency under this Administration Agreement or the Master Agreement.
- With respect to any supplemental agreement entered into between a Participating Agency and Contractor pursuant to the Master Agreement, NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- This Administration Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Administrative Agreement which is not contained herein shall be valid or binding.
- Contractor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this Administration Agreement or the Master Agreement by Contractor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Administration Agreement nor any rights or obligations hereunder shall be assignable by Contractor without prior written consent of NCPA, provided, however, that the Contractor may, without such written consent, assign this Administration Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Administration Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Administration Agreement.
- This Administration Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder.

Term of Agreement
This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the

termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

Fees and Reporting

The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15th) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Entity Name	Zip Code	State	PO or Job #	Sale Amount

Total _____

Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor's annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

Annual Sales Through Contract	Administrative Fee
0 - $30,000,000	2%
$30,000,001 - $50,000,000	1.5%
$50,000,001+	1%

Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an under reporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.

ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS

National Cooperative Purchasing Alliance
Organization

INET Inc., dba iParq
Vendor Name

Matthew Mackel
Name

Todd Fisher
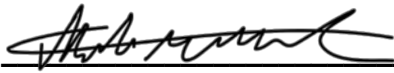Name

Director, Business Development
Title

CEO
Title

PO Box 701273
Address

2525 Shelter Island Drive, Suite E
Address

Houston, TX 77270
Address

San Diego, CA - California 92106
Address

Signature

Signature

December 1, 2022
Date

11/18/2022
Date

Tab 3 - Vendor Questionnaire

TAB 3
VENDOR QUESTIONAIRE

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

Locations Covered
- Bidder must indicate any and all locations where products and services can be offered.
- Please indicate the price co-efficient for each location if it varies.

☑ **All 50 States & District of Columbia**
   (Selecting this box is equal to checking all boxes below)

☐ Alabama	☐ Illinois	☐ Montana	☐ Rhode Island
☐ Alaska	☐ Indiana	☐ Nebraska	☐ South Carolina
☐ Arizona	☐ Iowa	☐ Nevada	☐ South Dakota
☐ Arkansas	☐ Kansas	☐ New Hampshire	☐ Tennessee
☐ California	☐ Massachusetts	☐ New Jersey	☐ Texas
☐ Colorado	☐ Michigan	☐ New Mexico	☐ Utah
☐ Connecticut	☐ Minnesota	☐ New York	☐ Vermont
☐ Delaware	☐ Mississippi	☐ North Carolina	☐ Virginia
☐ D.C.	☐ Missouri	☐ North Dakota	☐ Washington
☐ Florida	☐ Kentucky	☐ Ohio	☐ West Virginia
☐ Georgia	☐ Louisiana	☐ Oklahoma	☐ Wisconsin
☐ Hawaii	☐ Maine	☐ Oregon	☐ Wyoming
☐ Idaho	☐ Maryland	☐ Pennsylvania	

☑ **All U.S. Territories and Outlying Areas**
   (Selecting this box is equal to checking all boxes below)

☐ American Somoa	☐ Northern Marina Island
☐ Federated States of Micrones	☐ Puerto Rico
☐ Guam	☐ U.S. Virgin Islands
☐ Midway Islands	

☑ **All Canada Provinces and Territories** (Selecting this box is equal to checking all boxes below)	
☐ Alberta	☐ Prince Edward Island
☐ British Columbia	☐ Quebec
☐ Manitoba	☐ Saskatchewan
☐ New Brunswick	☐ Northwest Territories
☐ Newfoundland and Labrador	☐ Nunavut
☐ Nova Scotia	☐ Yukon
☐ Ontario	

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to public agencies in Canada? If no or maybe, please explain.

☑ Yes   ☐ Maybe   ☐ No

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to private sector customers?

☑ Yes   ☐ Maybe   ☐ No

Minority and Women Business Enterprise (MWBE) and (HUB) Participation
It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

☐ Minority/Women Business Enterprise Respondent Certifies that this firm a Minority / Women Business Enterprise   ☐ Historically Underutilized Business Respondent Certifies that this firm is a Historically Underutilized Business

Small Business, MWBE and HUB Growth
If Proposer is a Large, National or Multinational Organization/Corporation, what programs are in place that partners or supports the growth of small and MWEB and HUB business? If yes, please describe.

☐ N/A, we are a recognized small, MWEB or HUB organization

☑ No, we do not have any programs in place.

☐ Yes, we have programs in place.

Residency
Responding Company's principal place of business is in the city of <u>San Diego</u>,
State of <u>California</u>.

Felony Conviction Notice
Please Check Applicable Box (If the 3rd box is checked, a detailed explanation of the names and convictions must be attached):

☐ A publicly held corporation; therefore, this reporting requirement is not applicable.

☑ Is not owned or operated by anyone who has been convicted of a felony.

☐ Is owned or operated by the following individual(s) who has/have been convicted of a felony

Distribution Channel
Which best describes your company's position in the distribution channel:

☑ Manufacturer Direct   ☐ Certified education/government reseller

☐ Authorized Distributor   ☐ Manufacturer marketing through reseller

☐ Value-added reseller   ☐ Other: _____

Processing Contact Information

|	
Contact Person	Nate Ferraco
Title	Sales Representative
Company	INET Inc., dba iParq
Address	2525 Shelter Island Drive, Suite E
City/State/Zip	San Diego, CA - California 92106
Phone	805-963-9400
Email	iparqsales@iparq.com

Pricing Information
In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.

☑ Yes   ☐ No

Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.

☑ Yes ☐ No
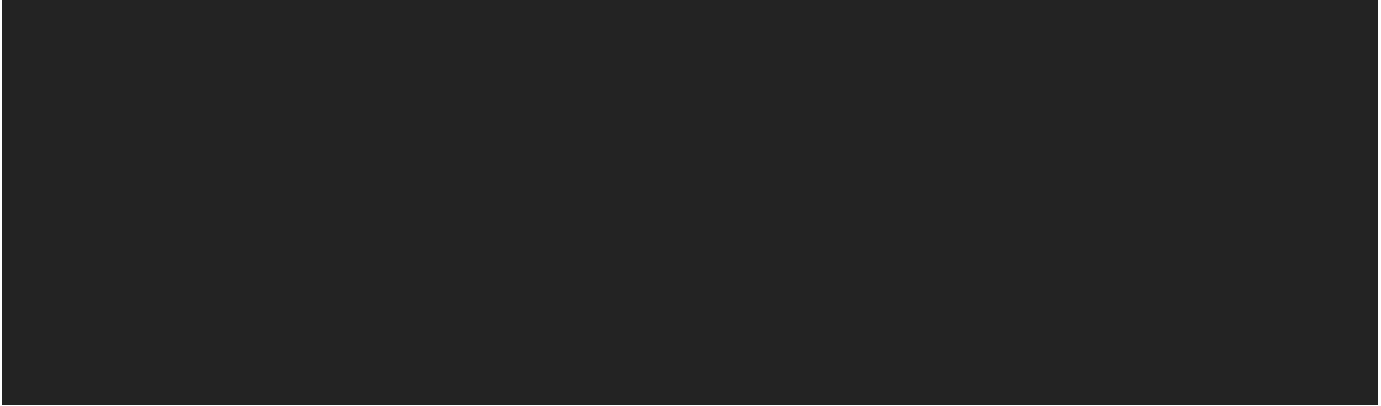
Tab 4 - Vendor Profile

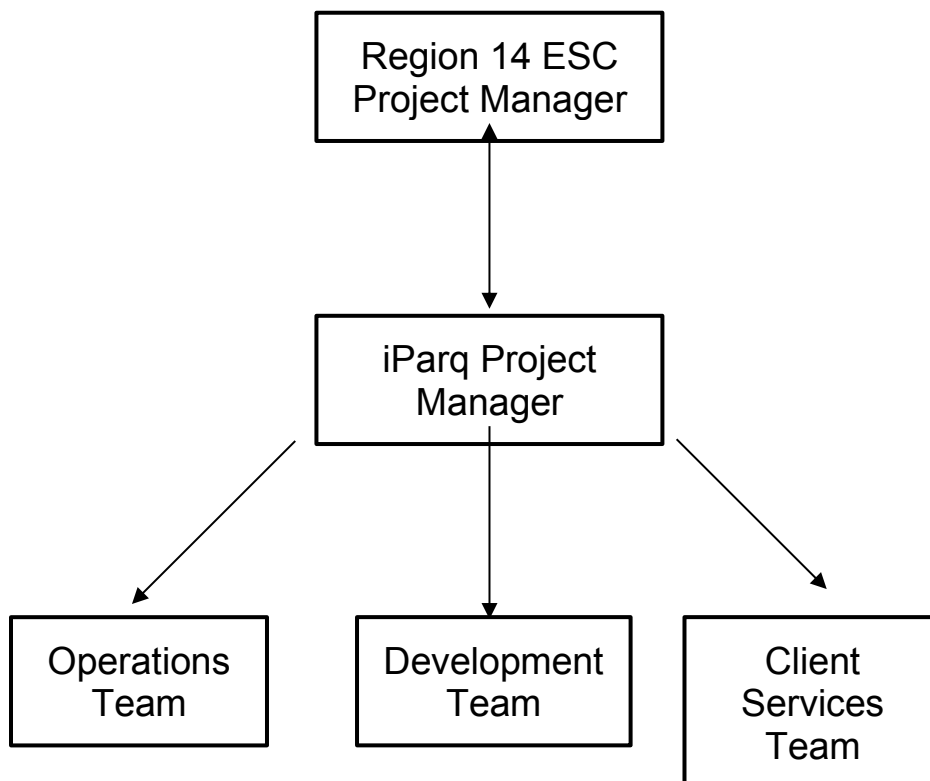## Company's official registered name

INET, Inc. dba iParq

Brief history of your company, including the year it was established

iParq was founded in 1999 as a privately held corporation. For 23 years iParq has provided our clients with robust parking management systems and excellent customer service. As an experienced single source vendor, iParq will provide the ESC with permit management, fulfillment, citation processing, training, support, and technology integration needs on our cloud-based platform. We do not require any 3rd party subcontractors. We have never been involved in a lawsuit or litigation, have 47 FTEs, and will provide all required insurances upon award.

Company's Dun & Bradstreet (D&B) number

Our Dunn & Bradstreet number is DUNS # 050172085.

Company's organizational chart of those individuals that would be involved in the contract

```
              ┌─────────────────────┐
              │   Region 14 ESC     │
              │   Project Manager   │
              └─────────┬───────────┘
                        │
              ┌─────────▼───────────┐
              │   iParq Project     │
              │     Manager         │
              └──┬──────┬──────┬────┘
          ┌──────▼──┐ ┌─▼────────┐ ┌─▼──────────┐
          │Operations│ │Development│ │  Client    │
          │  Team    │ │  Team     │ │  Services  │
          │          │ │           │ │  Team      │
          └──────────┘ └───────────┘ └────────────┘
```

Corporate office location

Our corporate offices are located in San Diego, California.

List the number of sales and services offices for states being bid in solicitation.

We have field offices in Los Angeles, Santa Barbara, Texas, Iowa, and South Dakota.

List the names of key contacts at each with title, address, phone and e-mail address.

Nate Ferraco

iParq Sales

PO Box 60309

San Diego, CA 92166

805-963-9400

iparqsales@iparq.com

Define your standard terms of payment.

Our standard method of payment is ACH.

Who is your competition in the marketplace?

T2 Systems, Inc., Passport Labs, Inc., EDC Corporation, Duncan Solutions, LLC., Conduent Business Services, LLC., DATA TICKET INC., IPS GROUP, Turbo Data Systems, Tyler Technologies, Inc.

What differentiates your company from competitors?

iParq built the first web-based parking system, and in the last 23 years, we've led major changes in the parking industry. We helped modernize the parking resources of a diverse group of colleges, universities, municipalities, law enforcement agencies, and private operators across the country.

We pride ourselves on offering a world-class, fully hosted, high-availability system at an affordable cost. Our systems are always on. In 2021, iParq clients and their customers did not experience one second of perceived downtime. Simply, every time, every day, when customers or administrative users accessed iParq, their web requests were instant, and always ready. We realize that your customers will evaluate the ESC's program every time they use the system. In today's connected world, there is no room for less than an easy to use, high quality experience for your users. The world has come to expect that, and iParq, as the leader in the parking industry, is uniquely positioned to provide that level of service to the ESC and their users.

The system is integrated, robust, and extremely flexible to fit our clients' needs. Services include all required processing, reviews, data entry, payments, internet site operation, collections, and all other areas of responsibility regarding parking citation processing.

iParq understands that the ESC must have best of breed software and systems for citation issuance, processing, DMV integration, collections and dispute resolutions. The systems must be hardened to prevent outside intrusion, and still be usable by parkers with no training. It must provide full function handhelds capable of handling a wide range of requirements that will result in issuance of state-compliant parking violation notices, as well as the ability to work with legacy systems and handwritten citation books. The system must allow for the processing of that notice from issuance through collection and must be able to integrate or work in conjunction with outside government systems including the California DMV (DMV), and National Law Enforcement Telecommunications System (NLETs). The system must be intuitive and easy to use, following established standards like common web interfaces already familiar to ESC staff and your parkers. It must be organized to provide efficiency and be cost effective for the ESC. It must provide methods to constantly increase collections of outstanding violations. The ESC needs a vendor with experience processing large amounts of financial transactions, which maintains PCI compliance for all its systems, and has designed its products and service to exceed all industry standards required to process these transactions.

iParq is that vendor. We have over 23 years of experience in the implementation, operations and management of college, university, and municipal parking systems. We are an experienced, knowledgeable software development and citation processing vendor who will provide you with a tested, world leading, cost effective, web-based citation management solution with the flexibility to handle the ESC's needs. This system has been used by some of the largest parking operators in the United States to manage operations, providing efficiency and control. iParq is the working partner the ESC needs to supply the software and manage the system that will provide an integrated online self-service portal, printing and mailing services, collections, processing, and much more.

Describe how your company will market this contract if awarded.

iParq recently featured NCPA on their blog's Partner Spotlight, which was posted publicly on our website, pushed out on social channels, and emailed to clients and prospects. If we are awarded the contract, we will create a press release, in partnership with the NCPA team to push out to industry media and publish on our website. We will also push through social channels and email marketing campaigns to all clients and prospects.

Describe how you intend to introduce NCPA to your company.

We have been a member of NCPA since 2018.

Describe your firm's capabilities and functionality of your on-line catalog / ordering website.

Your customer-facing website will be customized with your process flow requirements, logo or branding, parking terms and conditions, and specific workflow requirements needed to verify identity. We can include helpful items such as parking news, maps, links to your organization's websites, and much more. iParq performs web interface customization at no charge.

During implementation, iParq will customize your customer web interface for:

- Logo and branding
- Links to other applicable sites
- Integrating the payment gateway
- Developing a unique URL for your program
- Including key personnel contact information
- Including organization-specific help text
- Including organization-specific terms and conditions

- Including organization-specific workflows, such as permit approval process

Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)

iParq offers call center services, including escalations, questions, and payments. Customers may contact courteous and knowledgeable customer service members by phone, IVR, or email. Staff is provided rigorous training upon hire that includes, but is not limited to phone etiquette, complaint resolution, credit card disputes, the iParq system, and iParq client business rules. Client business rules will be communicated to iParq via an online FAQ created by the ESC, in collaboration with iParq's Client Services Manager.

All customer and client service processes are provided from the US, many in California. iParq is an American company and all personnel reside in the U.S., however, iParq client service personnel are fluent in English, Spanish, Vietnamese, Korean, and iParq can respond to over 100 languages via written correspondence. While you won't need us often, we will be there if you or your parkers have any questions.

Typical response times are 97% of emails responded to within 2 hours and 95% of calls are resolved within 15 minutes. Any items needing follow up will be assigned a case number and will be tracked through iParq's chosen CRM package. Ticket follow-up will be provided by Client Services or the PM upon request. All ticket numbers will be provided to the ESC PM and open status can be communicated on a regular basis by the iParq PM.

Client Services Center

Client administrators may contact courteous client service members online (24/7/365). Our software support experts are available to the ESC via email 24 hours a day, and immediate response is available for all iParq clients, Monday through Friday, 7:30 a.m. to 5:00 p.m. Pacific time via a toll-free number. Chat, website support, and on-site technicians are also available to you, as needed.

ESC staff may also submit online inquiries directly to the iParq team through the iParq portal using the Contact Us button from the system. iParq staff will receive an immediate notification, and the next available iParq team member will handle your inquiry in a prompt and professional manner. These inquiries are tracked, numbered, logged, and monitored in real time during all business hours, and will meet or exceed the organization's top level quality standards.

Further, while almost never used, ESC administrators will have after-hours cell phone numbers for iParq staff in case of emergency that can be used 24/7.

Green Initiatives (if applicable)

As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.

iParq supports all its clients' green initiatives and internally has reduced its carbon footprint via the inherent nature of a software development provider business model. We encourage telecommuting, a paperless environment, and leverage all cloud solutions, to minimize the use of any required hardware or resources. All equipment provided to our clients is regularly inspected and returned to us if deemed end of life to be incorporated into a long-standing recycling or donation program.

Anti-Discrimination Policy (if applicable)

Describe your organization's anti-discrimination policy.

iParq is committed to fair hiring practices. An Anti-Discrimination policy is included in our company handbook. While the content of the employee handbook is confidential, we are happy to provide the following excerpt:

Discrimination Guidelines

It is the policy of INET Inc. to take affirmative action to ensure that applicants are employed, without regard to their Federal Protected Classes. Such action includes but is not limited to the following employment practices: hiring, promotion, demotion, transfer, recruitment or recruitment advertising, layoff, termination, rates of pay or other forms of compensation and selection for training. Employment practices have been reviewed to determine whether members of the Federal Protected Classes are receiving fair consideration for job opportunities. Attention has been directed toward executive and middle management levels.

1. The policy concerning INET Inc.'s obligation to provide equal employment opportunity without regard to Federal Protected Classes is communicated to all employees via the Affirmative Action Program.

2. Internal procedures have been developed in this program to ensure that INET Inc.'s obligation to provide equal employment opportunity without regard is being fully implemented.

3. Employees are informed at least annually of INET Inc.'s commitment to equal employment opportunity for all persons, without regard to Federal Protected Classes.

4. When applicable, Recruiting sources have been informed of our commitment to provide equal employment opportunity without regard to Federal Protected Classes.

5. Employment records of all employees are reviewed to determine the availability of promotable and transferable employees.

6. INET Inc. engages in recruitment activities at educational institutions with substantial enrollments of Federal Protected Classes.

8. Reasonable accommodations to the religious observances and practices of employees or prospective employees will be made, unless doing so would result in undue hardship. In determining whether undue hardship exists, factors such as the cost to the company and the impact on the rights of other employees would be considered.

Vendor Certifications (if applicable)

Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to, licenses, registrations, or certifications. Certifications can include M/WBE, HUB, and manufacturer certifications for sales and service.

BUSINESS LICENSE

**STATE OF
WASHINGTON**
Profit Corporation

Issue Date: Dec 10, 2021
Unified Business ID #: 603211929
Business ID #: 001
Location: 0001
Expires: Mar 31, 2023

INET, INC.
IPARQ
STE E
2525 SHELTER ISLAND DR
SAN DIEGO CA 92106-3161

TAX REGISTRATION - ACTIVE

CITY ENDORSEMENTS:
 BREMERTON GENERAL BUSINESS - NON-RESIDENT #33348 - ACTIVE

REGISTERED TRADE NAMES:
 IPARQ

This document lists the registrations, endorsements, and licenses authorized for the business
named above. By accepting this document, the licensee certifies the information on the application
was complete, true, and accurate to the best of his or her knowledge, and that business will be
conducted in compliance with all applicable Washington state, county, and city regulations.

Vikki Smith

Director, Department of Revenue

STATE OF WASHINGTON

UBI: 603211929 001 0001

Expires: Mar 31, 2023

INET, INC.
IPARQ
STE E
2525 SHELTER ISLAND DR
SAN DIEGO CA 92106-3161

FOLD HERE

TAX REGISTRATION - ACTIVE
BREMERTON GENERAL BUSINESS -
NON-RESIDENT #33348 - ACTIVE

FOLD HERE

Vikki Smith

Director, Department of Revenue

gaL0002

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE AND ENTERPRISE SERVICES
ANNUAL REPORT CERTIFICATE

INET INC.
0101053383

The Division of Revenue and Enterprise Services hereby affirms
that the following annual report for INET INC. was submitted on
09/29/2022 for the year: 2022

Registered Agent and Office

INCORP SERVICES INC
208 WEST STATE STREET
TRENTON, NJ 08608-1002

Main Business Address

PO Box 60309
SAN DIEGO, CA 92166

Officers and Directors

PRESIDENT
Todd Fisher
PO Box 60309
SAN DIEGO, CA 92166-9216

*IN TESTIMONY WHEREOF, I have
hereunto set my hand and affixed
my Official Seal, this
29th day of September, 2022*

Certificate Number : 2664590192
Verify this certificate online at
https://www1.state.nj.us/TYTR_StandingCert/JSP/Verify_Cert.jsp

Elizabeth Maher Muoio
State Treasurer

BUSINESS LICENSE

City of Las Vegas | Las Vegas, Nevada

IN ACCORDANCE WITH THE PROVISIONS OF THE LAS VEGAS MUNICIPAL CODE, AS AMENDED, LICENSE IS HEREBY GRANTED TO OPERATE THE BUSINESS REFERENCED BELOW.

LICENSE #: G55-00707

RENEWAL DATE: 10/01/2022

EXPIRATION DATE: 04/01/2023

TYPE OF LICENSE: G55 - GENERAL SERVICES (COUNTER / OFFICE) PARKING SOFTWARE/SER

BUSINESS LOCATION: 4100 W FLAMINGO RD SUITE #1403

ISSUED TO:

IPARQ
PO BOX 60309
SAN DIEGO, CA 92166

_____
Business Licensing Manager, Department of Planning

Failure to maintain an active state license or SNHD health permit,
if required, renders this business license invalid.

Post in a conspicuous place.

THIS CERTIFIES THAT

IMPROVATO

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **SOUTHERN CALIFORNIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541430; 323111; 561431

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

04/01/2019
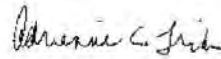
Issued Date

SC22077

Certificate Number

Adrienne Trimble

04/01/2020

Expiration Date

Virginia Gomez

Virginia Gomez, President

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

Tab 5 - Products and Service

Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.

Warranty

Proposal should address the following warranty information:
- *Applicable warranty and/or guarantees of equipment and installations including any*
- *conditions and response time for repair and/or replacement of any components during*
- *the warranty period.*
- *Availability of replacement parts*
- *Life expectancy of equipment under normal use*
- *Detailed information as to proposed return policy on all equipment*

Unless our clients choose to purchase their own handheld equipment, iParq provides an extremely affordable, fully warranted lease program that ensures you get the latest equipment with the least capital or monthly expense required to get you up quickly and stay running with the best of breed hardware and software.

If an iParq leased handheld is damaged for any reason during the lease term, iParq will provide a no-fault replacement within one business day. If hardware is purchased through iParq, iParq will comply with the warranty for the handheld equipment up to the manufacturer's warranty. Additionally, iParq replaces equipment every two years as necessary.

In direct compliance and response to this requirement, iParq also has the capability of providing and licensing the use of our proprietary handheld software to the ESC for use on ESC-provided Samsung Galaxy A13 smartphones.

Products

Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects

Handheld Hardware

Empowering our clients and their Parking Enforcement Officers (PEO) to do their job by giving them the best tools available has been a focus for us since we started. We recognize that officers face a number of challenges in the field, and their handheld devices can help them dramatically, which is why Android Samsung A13 smartphones are part of iParq's citation management solution.

We invented the concept of writing parking citations on smartphones, and we were the first company to offer online parking management solutions. Since then, we have worked constantly to make our handheld software more efficient and easier to use. Our handhelds are the best in the industry, and that translates to revenue well beyond the cost of the software and devices. In most cases, a 1% increase in efficiency of the officer is sufficient to pay for the entire cost of the devices and software. We understand that quality counts. Looked at another way, shorting yourself on quality of product is too expensive. The system quality pays for itself so quickly, there is no financially justifiable reason to use second best.

When you use the iParq handheld equipment, all citations are written on iParq's handheld citation software and transferred to the system in real time. Pictures are uploaded to the system at the same time as the citation details and are available online to the violator, vastly reducing the number of appeals received by iParq clients due to the evidence gathering capabilities of this software. Officers have the ability to attach as many photographs as needed to provide ample evidence of the violation, or even perhaps evidence of pre-existing vehicle damage prior to a boot or a tow. The system is flexible and will be set up to meet or exceed your photo evidence needs. The officer may capture photographs associated with the citation at any point before printing the citation, which gives the officer the ability to capture sometimes vital information as conditions change in the field.

ESC administrators also may upload and attach photographs to any account to support citations previously written in the field, including photographs taken from other devices that may be relevant to the citation or account.

Our handheld devices communicate wirelessly (or via cellular data plans), in real time, with our parking management system and via API to any third-party provider. A cellular or wireless connection transfers the data between the ESC's administrative system and the handheld unit. This gives the administrator immediate access to all necessary information. These low-cost, high-performance handhelds are fully integrated with iParq software and include integrated barcode scanners.

Handhelds in the field have full internet browsing capability, which is usually limited by the ESC to allow for only parking-related uses. ESC can choose the level of internet access the officers receive.

Vehicle-based LPR is integrated directly with iParq's handheld, printer, and backend system for a seamless experience.

If data connection is unavailable (communication dead zones), enforcement still continues. The citation information is stored in the handheld, and once the signal is restored, the enforcement data is automatically transmitted as a batch, effectively clearing the handheld of all pending data.

If necessary, officers have the ability to look up all citations issued in the same day by plate number, but don't have the ability to scroll through issued citations on the handheld. However, depending on the reason for the need, there may be another solution iParq may offer, given more detail.

Parking citations print from a lightweight thermal printer that can be worn on the belt, mounted in a vehicle, carried, or worn on a sling. The handheld device and printer communicate automatically through a wireless Bluetooth connection that is electronically paired to a single officer's handheld for data security. With custom development, iParq printers also have the ability to print other information such as a map, should the need arise.

iParq handhelds connect to the database in real time utilizing SIM cards to connect to the cell provider's 4G network or via Wi-Fi. 4G technology has improved in recent years, making data outages rare and unusual, and if WiFi is available as a backup to the data signal, outages will be almost non-existent.

While all iParq handsets come with cellular connectivity automatically, they are also Wi-Fi capable, as a requirement. All of our software complies with PCI-DSS regulations, including Wi-Fi, and we are audited quarterly by an independent 3rd party to ensure compliance.

Tested Durability

iParq supplies Galaxy A13 handhelds and Zebra printers, both industry leaders in their fields for functionality and durability. We protect our handsets with Beetle Unicorn SUPCASE or OtterBox Defender cases for extra water-resistance and shock resistance. In all cases, the companies who provide this hardware thoroughly test their product up to market standards. Otterbox alone does over 238 hours of testing on each case model to ensure it meets their standard in protection from water, dust, scratches, and drops. The SUPCASE Unicorn Beetle has a built-in screen protector without compromising touchscreen sensitivity, and all ports are covered to increase weather resistance, including snow. Both cases are designed to withstand heavy use and demanding conditions. In addition, iParq will replace any damaged or malfunctioning piece of equipment for free for the duration of the lease agreement and contract, and if desired, iParq will store one live backup unit for every ten units ordered on-site at your organization at no extra cost, removing any worry your organization may have about durability.

Batteries & Chargers

The Samsung A13 has a 2,800 mAh battery, which means it only requires a minimum of one full charge once daily, even under continuous use for multiple shifts. The included quick charger allows for high-capacity charging in short periods of time, allowing for significant recharge in 15 – 30 minutes if the battery is discharged more quickly due to heavy use. The Zebra RW230 printer equipped with a 1500 mAh battery is capable of printing hundreds of permits and/or receipts before requiring recharge. A minimum of one full charge daily will ensure multiple shifts can continuously operate the equipment. Corded chargers, charging bays, and vehicle charging adapters are available to facilitate the charging process that best suits your needs.

For typical parking use, a full overnight charge process will allow the equipment to function normally to fulfill the daily and nightly operational needs of your organization. If the handhelds are also used for other functionality, such as recording video or internet browsing, as a backup process, the option for staff to use portable quick chargers, during a lunch break for example, will further ensure the equipment is charged and ready for use.

Construction
Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Compliant.

The following is a list of suggested (but not limited to) Parking Enforcement Software and Equipment categories. List all categories along with manufacturer that you are responding with:

Handheld Enforcement Computers.
Please provide details on your handheld equipment, including printers.

Do you provide an All-in-One or Two-Part Handheld? Provide specs.

iParq will provide the ESC with two-part handhelds comprised of the Android Samsung A13 smartphone and lightweight Zebra printer.

Handheld Device and Printer Specifications

Samsung Galaxy A13	Mobile Field Printer

Type: Super AMOLED capacitive touchscreen, 16M colors	Type: ZQ310
Platform: Android™ 6.0.1 Marshmellow	This mini Zebra printer offers compact, up to three-inch-wide receipt printing, ideal for mobile POS and citation issuance.
CPU Processor: Quad-core 2.5 GHx Krait 400	Resolution: 203 dpi/8 dots per mm

Type: Super AMOLED capacitive touchscreen, 16M colors

Platform: Android™ 6.0.1 Marshmellow

CPU Processor: Quad-core 2.5 GHx Krait 400

Battery
- Standby: 4G: Up to 288 Hours
- Talk Time: Up to 27 Hours
- Battery Type & Size: Li-ion 3000 mAh
- Internet Use: 4G: Up to 8 Hours; Wi-Fi: Up to 8 Hours

Memory
- Internal: RAM (2GB), ROM (16GB)
- External/microSD: Up to 64GB microSD

Camera
- Resolution: 12 MP
- Front-Facing: 5 MP
- Digital Optical Zoom: 4x

Physical Characteristics (n.)
- Width: 2.74"
- Depth: 0.32"
- Height: 5.36"
- Weight: 5.36 oz

Display
- Main Resolution: 1080x1920 pixel
- Display Size: 5.1"

Type: ZQ310

This mini Zebra printer offers compact, up to three-inch-wide receipt printing, ideal for mobile POS and citation issuance.

Resolution: 203 dpi/8 dots per mm

Print Method: Direct Thermal

Maximum Print Speed: 4 ips

Print Area
- Maximum Width: 1.9"/48mm
- Maximum Length: Continuous

Memory
- 128MB RAM; 256MB Flash

Physical Characteristics
- Width: 3.68"
- Length: 5.12"
- Height: 1.95"
- Weight (with battery): 0.81 lbs

If you provide an app, what devices are you compatible with?

iParq software is of responsive design, but it is not delivered as an app. It is compatible with any device that can access a current browser. App development is in progress, but not available for discussion at this time.

Do you provide Handheld License Plate Recognition? If so, what is the read rate and does it read specialty plates?

iParq provides the license plate recognition technology and equipment required for the enforcement process of identifying vehicle license plates for both valid virtual permits and those vehicles not associated with a valid virtual permit via iParq's internal handheld LPR app on Samsung Galaxy A13's. Moreover, the system is flexible, allowing the ESC a broad range of choices on vehicles and fixed LPR equipment and vendors.

We are proposing PCS Mobile LPR that uses Genetec technology and equipment for vehicle LPR. iParq is already integrated with this 3rd party. To integrate with LPR directly, iParq's enforcement system must be leased at an additional cost.

Provide an overview of the citation issuance process.

When you use the iParq handheld equipment, all citations are written on iParq's handheld citation software and transferred to the system in real time. Pictures are uploaded to the system at the same time as the citation details and are available online to the violator, vastly reducing the number of appeals received by iParq clients due to the evidence gathering capabilities of this software. Officers have the ability to attach as many photographs as needed to provide ample evidence of the violation, or even perhaps evidence of pre-existing vehicle damage prior to a boot or a tow. The system is flexible and will be set up to meet or exceed your photo evidence needs. The officer may capture photographs associated with the citation at any point before printing the citation, which gives the officer the ability to capture sometimes vital information as conditions change in the field.

Can warnings be issued?

Yes. iParq's handhelds communicate directly with the system, and the ESC may set up the Scofflaw Field Alert to issue a warning to a first-time offender. This flexibility and functionality are designed to give the ESC the tools they need to manage scofflaw-related actions based on the rules and goals of the ESC

Is the handheld capable of electronic chalking?

iParq has a unique chalking feature available at no additional charge. iParq's chalking feature allows for the monitoring of vehicles in fixed time zone parking areas. The enforcement handheld maintains a file of chalked vehicles in fixed time parking areas and, at any time, displays the elapsed time and previous information of the vehicle. The handheld alerts the enforcement officer of a match to issue a citation with one click. Evidence is captured for each "chalk image" recorded on the citation to ensure violators have appropriate proof to encourage online payments. The system can also work with LPR (License Plate Recognition)-based chalking.

Describe digital evidence capture. Are any additional applications or devices required for unlimited photo evidence capture?

When you use the iParq handheld equipment, all citations are written on iParq's handheld citation software and transferred to the system in real time. Pictures are uploaded to the system at the same time as the citation details and are available online to the violator, vastly reducing the number of appeals received by iParq clients due to the evidence gathering capabilities of this software. Officers have the ability to attach as many photographs as needed to provide ample evidence of the violation, or even perhaps evidence of pre-existing vehicle damage prior to a boot or a tow. The system is flexible and will be set up to meet or exceed your photo evidence needs. The officer may capture photographs associated with the citation at any point before printing the citation, which gives the officer the ability to capture sometimes vital information as conditions change in the field.

Is data and evidence uploaded to the backend software in real time?

iParq handhelds are fully integrated with the system, and data is transmitted in real time from the handheld to the database.

If data/internet connection is not working, how are citations uploaded.

If data connection is unavailable (communication dead zones), enforcement still continues. The citation information is stored in the handheld, and once the signal is restored, the enforcement data is automatically transmitted as a batch, effectively clearing the handheld of all pending data.

If data connection is unavailable (communication dead zones), enforcement still continues. The citation information is stored in the handheld, and once the signal is restored, the enforcement data is automatically transmitted as a batch, effectively clearing the handheld of all pending data.

Can you reprint a citation from the handheld?

Yes. Citations can be reprinted from the same handheld they were originally printed from.

Accessories - Provide a description for any additional accessories including but not limited to charging devices, carrying options, cases, spare/replacement parts, etc.

Portable Charger

While completely optional, another power option is to provide external batteries for portable charging. The Anker Powercore-2 20,000 mAh pack features three USB ports to charge three devices at once and can charge a Galaxy A13 6-7 times. This low-cost portable power option can be provided by iParq to you as a pass-through cost, meaning if you need the functionality, we will provide it at no markup to the cost of the devices.

The printer batteries are designed to print hundreds of times on one charge; however the printer batteries are charged externally, separate from the device, and iParq can provide extra printer batteries upon request. Printer batteries are easily switched out with a single motion and require no tools to do so. Between the portable handheld charger option and extra printer batteries, your staff will never run short on power, even under the heaviest use.

Weather-Resistant Equipment

Our low-cost, high-performance handhelds are designed to be used outdoors in all weather conditions. Our handheld units have been in service for years in climates as disparate as Arizona, New England, and Canada. The units are water-resistant, have backlit VGA color display, a barcode scanner, GPS, motion-sensing, high-capacity quick-recharge batteries, and the handheld screens are easily visible in direct sunlight. The units are weather-resistant and designed for everyday use in any weather condition and are further ruggedized with your organization's choice of durable Supcase Beetle Unicorn or Otterbox Defender cases for maximum protection against the elements and potential rough handling by staff.

iParq hardware is resistant to rough handling, being dropped, inclement weather or other physical challenges

Each unit comes with a screen protector, durable drop resistant Supcase Beetle or Otterbox Defender case, charger, and a Bluetooth paired printer. Printers can be worn or mounted in many ways so as to not fatigue the user and to limit inclement weather exposure as desired. All printers are more susceptible to weather as there is an opening in the device, unlike handhelds, which is part of why iParq provides a two-part unit. iParq handhelds have been tested in the most extreme environments, including many Midwest and east coast locations, high heat locations in the US deserts, and extreme cold and snow conditions in Alaska and Canada.

Handheld Device Accessories

iParq has the following accessories that may be bundled with a handheld unit, dependent on the ESC or officer preference. Bundles may include a printer belt clip, handheld belt clip, printer shoulder strap, handheld waterproof case, stylus pen, single car charger, and single wall unit charger. Samples of these may be shipped to the ESC to physically review if desired.

Enforcement System Software

Provide a short overview of enforcement software.

iParq's system tracks each citation from the moment it's started on our handheld or once scanned for handwritten citations all the way through the citation life cycle. After a citation is issued, the violator can either pay or appeal. If still open, the system will automatically run the citation through the DMV processes, letter generation, and even outside tax return intercepts or collection systems. It can be transferred to an outside collector for their sole collection efforts or to an outside agency preserving the right to collect by the ESC. This dual collection authority has solved many situations when a parker is ready to pay but is not in the proper office. For that parking customer, it's great customer service. And proper integration can keep the payments and files up-to-date between the agencies and the ESC.

Customers can quickly and easily pay citations over the web at our virtual front counter using a simple process. The customer enters either the citation or license number to access the full citation record. Recipients pay the citation using any form of payment currently accepted by the ESC. iParq's systems and servers are PCI DSS compliant and securely handle online payments. For payment at a front counter including cash payments, iParq has a detailed cashier reports and audit controls to ensure proper controls, receipts and deposits.

iParq's system fully populates information relating to the citation as soon as the user enters either the citation or license number. If, after reviewing the citation's evidence, a customer would like to appeal, they simply hit the "appeal" button, enter an explanation into the text box, and upload any evidence files (electronic evidence files include most 21st century formats). For administrative ease, all information necessary to make an informed decision is displayed for the hearing officer on one screen. Once a decision is made, a simple push of a button will let the customer know the appeal decision, enter the decision in the record, and activate triggers to do such things as allow for payment options as needed.

iParq understands that historically the appeals process has been both time-consuming and expensive for all involved. For over 23 years we have refined the system to help the parker make the "right choice" when deciding whether to pay or appeal. This means that when a parker goes online or comes to a front counter to pay, the parker can review pictures, location information, details of the citation (including a scan of any handwritten citations),

dates the DMV was contacted, copies of the notifications sent, all previous citations they have received, outcomes from hearings, payment history, and all amounts due and why. The system design guides the parker with visual cues and readily identifiable evidence to encourage the parker to hit the pay button instead of the appeal button. This design increases collection rates and speed of collections for all iParq clients that use it.

The system has the ability to store unlimited notes. Each note is dated, time-stamped, and contains the user information of the of the person who wrote it. The system has the ability to apply a general note to the specific citation or the user account, and may be marked as private or public.

Furthermore, iParq provides communication networks via email, phone, and online chat. iParq provides software, online manuals (when necessary, standard forms, and a multitude of reporting features) to assist day to day operations.

iParq was the first to bring all these capabilities together on one easy to understand webpage. Clients using the system are constantly impressed by the ease of use, convenience, and high customer service level capability our system helps bring to their operations. We can include helpful items such as parking news, maps, links to your organization's websites, and much more.

Lastly, because we invented these systems, we understand how they foundationally work and how they can be improved. We actively collaborate with our clients as partners to identify additional improvements, and over 50% of our revenue is reinvested into the development of new technology. We continually evolve and refine our systems so our partners have the best technology available on the market. Others in the industry may try to copy us, but they are years behind, unable to make improvements on par with iParq's industry leading technology.

E-Citations

Electronic citations are available through iParq handhelds. A simple configuration on iParq's flexible backend system gives your team the ability to send citation notifications via email and/or letter notification with no printed ticket needed. An email database, ERP, DMV, or NLETs integration is required to notify appropriately. This process saves

the officer time in the field, not having to step outside their vehicle and reduces costs as no citation paper purchase is required.

Enforcement Management (Citations)

iParq's fully-hosted enforcement management system is designed to be intuitive and easy for you and your parking customers to use. We will provide the hardware and software you need, and our system will become your virtual front counter. Customers will have the choice to do everything they once did in your office from the comfort of their home, smart phone, or office computer. They can pay and appeal citations, view photographic evidence, and manage their vehicle information 24/7/365.

iParq's easy-to--read citation page includes color schemes and readily identifiable icons in an approachable format on a single screen. Detailed violation information including fine structure, customer name, ID number, status information, late fees, and an extensive notes field are all accessible by an authorized user.

iParq's Enforcement Solutions Provide:

- **Tracking each citation** from the moment it's written all the way through the citation life cycle, from issuance through 3rd level adjudication.
- **Unlimited storage.** There is no limitation on citation photo quantity or appeal evidence files.
- **Secure online administrative access** for authorized users within your organization with flexible and **easy to use reporting tools**.
- **Secure online citation payment** and appeals for parking customers (violators).
- **Automated notification and fulfillment** using customizable templates built for all aspects of customer communication. Based on aging actions and triggers chosen by your organization, appropriate **correspondence is automatically sent to the customer** via email or US Postal Service.
- **Handheld notifications alert officers of repeat offenders (**scofflaw), allowing your officers to **take appropriate actions** on warnings or citations such as booting and towing.
- **Registered Owner Information** retrieved automatically through the in-state DMV and/or iParq's partnership with NLETS for all other states.
- Lightweight, weather-resistant, and reliable **handhelds and printers** with **no-fault replacement** and spare equipment options for when things don't go as planned.

Additional Features:

- **Leverage existing assets and save money.** iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers, and network infrastructure.

- **Complete audit trail.** iParq's system logs all user activity, providing a complete audit trail of any changes. These logs are available for review by your authorized administrators.

- **Intuitive design.** Anyone familiar with the web will instantly grasp how to use the system. The online ordering/payment process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to utilize the customer website with no training. The payment process guides the customer through the checkout process, and uses tabs to allow the customer to go back to any previous step at any time.

- **Complete payment processing.** Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in real-time.

- **Unlimited upgrades.** We will keep you up-to-date with your software and hardware **at no additional cost**, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded at no additional fee.

- **No security concerns.** We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with firewalls, private keys, and multi-factor authentication for further protection.

- **iParq delivers an always-on, reliable** service. Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

Benefits to your Operation:

Reduce Workloads and Optimize Workflows

- Cloud-based enforcement management.

- Real time connection between handhelds and the database offers instant access to all required information, and officers receive handheld notifications in the field.

- Reports can be sent to as many recipients as necessary, as frequently as required.

Reduce Office Traffic and Simplify the Customer Experience

- Allows parking customers (violators) to pay and appeal online, depending on your organization's rules.

- The customer webpage is customizable to function as a part of your organization's website with your brand, information, FAQs and more for a seamless customer experience.
- Citation evidence is available for online lookup in real time, including evidence such as photos.
- Appeal evidence may be uploaded by the parking customer (violator) upon online appeal.

<u>Handwritten Citations</u>

Citation entry (manually inputting data from handwritten citations) may be completed by ESC staff as a standard feature of the system. iParq's enforcement module allows staff to quickly enter manual citations into the cloud-based system. Basic vehicle information and violation selection is required, with many additional optional fields to meet the ESC's needs. Multiple violations are allowed per citation, depending on the ESC's rules and scanned images of the original violation may be attached to the citation record. Once a citation is entered, it is immediately available online both to the violator and ESC staff.

<u>Aging Actions</u>

The iParq system tracks citations from issuance through adjudication and collection. No citations are ever "lost," regardless of what part of the process a citation may be in. iParq's aging action triggers are configurable and will be set according to the business rules of the ESC. Once set up to comply with the California Vehicle Code (VCV) requirements, they may only be changed at the sole discretion of the ESC.

Examples of aging actions are: email notice, letter notice, late fee, DMV lien, transfer to student account, close citation, and block appeal.

All aging actions can be set to be suspended automatically during an appeal review period, and if necessary, will automatically resume once a decision has been made. Due dates can be cancelled upon payment in full. They can be suspended/held during the time an initial appeal is being reviewed, an administrative hearing has been requested, and/or an appointment with superior court has been scheduled.

These are features standard within our system logic, and are user-definable by the ESC during implementation. Like all iParq systems, if client policy changes, the

system can be changed to cut over to the new policy without fear of affecting previous citations, actions, hearing, or other parts of the system. Your historical data and rules are always preserved for audit or investigative purposes. This preserves evidence, custody, and reliability of the ESC's data, regardless of the rule or law changes throughout the term of the ESC's use.

Confirm you are cloud-based.

Our cloud-based enforcement management system gives customers and administrators access to the system from anywhere at any time.

What is your uptime?

iParq delivers an always-on, reliable service. Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

How are software upgrades deployed?

All patches, upgrades, and updates are provided to the ESC at no cost during the lifespan of the contract. iParq is always improving the software and systems, working closely with our clients in a consultative role to build and provide new services and software releases for the benefit of all iParq clients. This process results in a continuous release of upgrades and updates, which in 2021 pushed over 450 updates, features and improvements.

All planned system maintenance/upgrades are performed during non-peak hours to ensure little to no interruption to the ESC or its customers. iParq rarely has any downtime, including scheduled downtime, which is always performed at non-peak hours. In 2021, iParq clients experienced no perceived downtime for the entire year. If a scheduled window of maintenance downtime is required, iParq will notify the ESC in advance.

Describe notification capabilities - digital and mail.

The iParq system and fulfillment centers are designed and operate automatically based on ESC rules to generate, mail, and track notices on official letterhead. Custom letter templates can be established "on the fly" or embedded as part of a standard step within the adjudication process. Direct access to letter history is provided, as well as storing a copy of the letter in the history.

iParq provides the necessary postage, correspondence, and form tracking to meet all applicable state and local laws regarding citation processing and adjudication. Beyond what may be legally required, iParq uses USPS tools and other methods to monitor its fulfillment quality. We track mail down to the individual letter to ensure that the notices aren't only mailed, but tracked and delivered successfully. All activity is logged in the iParq system to be used by ESC staff to handle appeal evidence more precisely, monitor legal compliance, and monitor iParq's quality commitments.

Using integrated mailer technology, our in-house fulfillment center ships permits directly to the customer within 1 business day of placing the order online. iParq's fulfillment center sends over 500,000 pieces of mail out per day, providing a high quality, low cost permit fulfillment for the ESC. This robust fulfillment service provides end to end processing, including automated handling of returned mail and post mail processing through the iParq system. Our mail house has been perfecting the process for over 23 years. Fulfillment of permit orders, mailers, and various other marketing materials is solidly built into our business processes.

iParq's processes are transparent and audit-ready, allowing the ESC to stay in control of processes that are historically difficult to manage and track. The ESC can audit the system and iParq's performance at any time, without needing to contact iParq. These tools allow system transparency, allowing the ESC to see the system operation in real time, 24/7/365. iParq is responsible, the ESC has control.

Templates

iParq's system provides an extensive library of customizable templates built for efficient customer communication, including the ability to customize appeal documents, requirements, and information. Customized templates can be created on a wide variety of topics and stored in the database for future use. Your authorized personnel can use our built-in task scheduler to configure automatic printed or email correspondence based on the ESC's specified aging actions and triggers. iParq's in-house fulfillment assures your notices are sent on a timely and consistent basis, and helps maximize your collections.

Our system is designed to simplify and automate client interaction, which we call Parking Customer Relationship Management (PCRM). Each notification sent is time and date

stamped and stored in the customer communication log. iParq provides you with a clear record of past communications, and makes sure that you and your customers are always on the same page.

iParq's Parking Customer Relationship Management (PCRM) software manages all aspects of customer interactions and service, and maintains relationships with parking customers with the following features:

- Internal email system that relays automated messages scripted by the ESC to the parking customer.
- Mass emailing allowing messages to be drafted and sent to particular groups of customers.
- Automated fulfillment of citation letters, including automated returned mail processing.
- Multiple mailbox types can be created, allowing responses to customer inquiries from a variety of secure-server based mailbox options.

Describe how scofflaws are handled.

Scofflaw alerts for citations and warnings is an included and standard function of the iParq system. The ESC may enable penalties or warning triggers that notify the officer in the field of the scofflaw status. iParq's scofflaw feature will be set up according to the ESC's business rules and the state vehicle code, and can be updated as rules or ordinances change. The module also offers flexibility to enforce compliance and to incorporate educational tools to better serve your parking customers. For example, the Scofflaw Field Alert may instruct the officer to initiate boot/tow, and it could also be set up to provide a warning to a first time offender. The flexibility and functionality is designed to give the ESC the tools they need to manage scofflaw-related actions based on the rules and goals of the ESC.

Scofflaw information is available for queries and reports that are downloadable in convenient export formats and viewable online.

Triggers

The Scofflaw setup has a variety of triggers that can be based on Total Citations, Open Citations, Warning Citations, and/or Old Citations. Each of the trigger sets may be used independently or in conjunction with each other to set thresholds for amounts

outstanding, date or total day ranges, and a number of other variables that define and automate the scofflaw procedures of the ESC. Once set up, the system handles all the tracking, reporting, and actions required to manage scofflaws, eliminating any manual processes ESC staff may be currently using to discover and manage repeat offenders.

Field Alerts

Field alerts contain custom instructions for any unique circumstances, typically used for scofflaw, but could also be used as "do not cite" for undercover or VIP vehicles. Handheld notifications will automatically alert issuing officers in the field in "real time" of repeat offenders (scofflaw), when a vehicle has five or more citations, which are at least 21 days old, and have not been paid. This allows your officers to take appropriate actions on warnings or citations such as booting and towing.

Notes

The officer has the ability to store unlimited notes (both from a preset drop-down and freeform) to describe reasons for actions in the field. Each note is dated, time-stamped, and contains the user information of the person who wrote it. The system has the ability to apply a general note to the specific citation or the user account, and may be marked as private or public. Private notes are only visible to authorized ESC administrators, and Public notes are accessed by both violators and ESC administrators. This includes the automated correspondence (emails, text, etc) generated by the system. All notes, history, and communication are neatly organized for use by ESC staff.

Hot Lists

Hot lists for stolen permits, stolen vehicles, or even VIP plates can be tracked in the system with whitelists or blacklists, and notify field personnel when encountered, or grant whitelist access for VIP status. The permit status is also tracked by the system, so for stolen permits, the permit status can be changed from "Active" to "Stolen." The permit status is then communicated to officers in the field by a handheld notification when the permit is scanned or entered, which may then prompt the officer to take further action based on the rules of the ESC.

Whitelist and blacklists can be utilized to notify field staff through field alerts that the vehicle they have encountered may have a special, pre-defined status, such as "Do Not

Cite" or "Vehicle Approved for Construction Parking in Area 1." The list can be generated by our system, which means the field staff is updated in real time. If we are getting the lists from a 3rd party, the field alerts are updated as often as we receive the information.

Field alerts allow the ESC to instruct the actions of any handheld user based on the specific status of the white or blacklist vehicles as the officers encounter them. The field alerts have a multitude of functions depending on the ESC's needs. The iParq PM will coordinate with the ESC's PM to determine and create the appropriate setup for the desired solution to increase the effectiveness and service levels offered to the ESC's parking customers.

This flexible alert and notification system can help the ESC and their enforcement officers stay on top of diverse issues, including booting, towing, events, Do-Not-Cite lists, special needs requirements (i.e. disabled or medical vehicles or users), undercover operations, and more.

Describe late fee capabilities.

Aging actions such as email notice, letter notice, late fee, DMV lien, etc. are standard within our system logic and are user-defined by the ESC during implementation. Like all iParq systems, if client policy changes, the system can be changed to implement the new policy without fear of affecting previous citations, actions, hearing, or other parts of the system.

Describe how payment plans and extensions are addressed.

iParq's system provides the ability to accept payment arrangements and acceptance with an authorized administrator's approval via the system website.

The iParq payment plan module was developed to comply with the requirements set forth by AB503. All features of the Payment Plan module will be available per the ESC's discretion.

Is your software compliant with AB 503, AB-833, AB-3277 in CA?

iParq has multiple California clients that will be affected by AB503. iParq developed a Payment Plan module to comply with the statutes. The module includes the following features:

- When enabled for a client, the client will be able to specify the maximum term of the payment plan in months via drop-down menu.

- "Payment Plan" is added as a payment option available directly to the customer from the citation payment page or to the administrator processing the payment.

- The system will calculate payment amounts based on the term selected.

- The customer will have the option to set up recurring payments or to make payments individually.

- Once the term is set, and the initial payment is received, the customer will have the option to make additional payments to the account, against the payment plan balance, with no penalty for early payoff, per the stipulations of AB503.

- If the customer chooses to save the payment method, the payments will automatically be processed monthly, and the customer will receive a notice via email that the payment was processed with the remaining balance.

- If the customer does not choose to save the payment method, they will be notified monthly via email that their next payment is due with a link directly to the account login and payment website.

- If the customer fails to make payment by the due date, or if their automatic payment fails, the payment plan is flagged as in default until remedied. The customer will be notified by email.

- The administrator will easily pull a report to view any payment plans that are in default.

- The administrator will have control to reinstate payment plans as needed.

- State and County fees will be automatically assessed and distributed upon completion of payment plan. (State and County fee collection and disbursement are already a standard feature of the iParq system).

The above Scope of Work is Confidential and the sole property of INET Inc. dba iParq. It has been provided to the [institution] for their review only. Distribution of these materials beyond the entity defined will be considered a breach of Confidentiality.

Do you commit that your software will be compliant with AB-1685, if passed, by the bill effective date?

As we are the software provider, iParq commits to provide software that satisfies the requirements of our clients. Our software has the ability to comply with the current proposed language of this bill. It will be the responsibility of our clients to adhere to the established guidelines once they are in place.

List any other state legislation you think is relevant to this scope of work and describe how your software is compliant.

iParq is a software provider first. We will create code based on industry demand or client requirements. At this time we foresee no requirements that our software cannot achieve compliance with or be modified to achieve compliance.

Describe the appeals and hearings process.

iParq invented the process of online adjudication and understands that historically the appeals process has been both time-consuming and expensive for all involved. For over 23 years we have refined the system to help the parker make the "right choice" when deciding whether to pay or appeal. This means that when a parker goes online or comes to a front counter to pay, the parker can review pictures, location information, details of the citation (including a scan of any handwritten citations), dates the DMV was contacted, copies of the notifications sent, all previous citations they have received, outcomes from hearings, payment history, and all amounts due and why. The system design guides the parker with visual cues and readily identifiable evidence to encourage the parker to hit the pay button instead of the appeal button. This design increases collection rates and speed of collections for all iParq clients that use it.

If a customer appeals, all information necessary to make an informed adjudication decision is displayed for the hearing officer on one screen. Once a decision is made, a simple push of a button will let the customer know the appeal decision, enter the decision in the record, and activate payment options as needed.

The system handles all types of adjudication (hearings) from 100% online adjudication, to online hearing scheduling, to paper applications, to manually created hearings. It is simply the most robust adjudication system ever built. We look forward to showing you the benefits and convenience of the system.

Hearing Module

Our Hearing module provides all requirements to successfully process a requested hearing. Clients have options for pre-payment, custom forms including Level 2 Hearing forms, and automated communications.

Describe the violator payment process.

Your customer-facing website will be customized with your process flow requirements, logo or branding, parking terms and conditions, and specific workflow requirements needed to verify identity. We can include helpful items such as parking news, maps, links to your organization's websites, and much more. iParq performs web interface customization at no charge.

During implementation, iParq will customize your customer web interface for:

- Logo and branding
- Links to other applicable sites
- Integrating the payment gateway
- Developing a unique URL for your program
- Including key personnel contact information
- Including organization-specific help text
- Including organization-specific terms and conditions
- Including organization-specific workflows, such as permit approval process

New Users

A new user will be prompted to create an account, which will collect all of the relevant information required by the ESC, including vehicle information, and any verification documents required by the ESC to prove eligibility. The system guides the user through the simple, one-screen, account creation process. After account creation, the parking customer is logged in and ready to purchase available permits (if eligible), upload additional address verification documents, or edit their account information.

Create New Account

To create an account, enter username, password, name, and at least one form of contact information (email, phone, or address.)

Username and Password

Usernames must be 3 to 100 characters long and passwords must be 7 to 100 characters long. Your password cannot be the same as your username, and must contain at least one letter and one numeral or symbol. Usernames and passwords are case sensitive.

Your email address makes a good user name

*Username

Enter Password: Enter Password Again:

*Password

Contact Information

You must provide your name, address, email and phone number.

First   Initial   Last

*Name

*Email

Phone Type   Number (example: 555-555-5555)   Extension

*Phone   Cell

Existing Users

Existing users log in using a common and familiar web interface:

Home | Permits | Account

Returning Customer Login   **Password**   **Sign in**

Forgot your password? Click Here

iParq's administrative and customer web interfaces accept any payment type the ESC accepts, including credit cards (which may include Visa, MasterCard, Discover, and American Express), debit cards, ACH (checks), checking account, etc.. Through custom integration, gift cards can also be made available as a payment method.

Administrators easily set what payment types will be accepted and set prices through the web interface. When customers log in to our online front counter at any time of day or night, they can pay citations or purchase permits through a simple registration and payment

process ending with the creation of an immediately-printable temporary permit. Once the payment has been completed, a receipt will automatically be emailed to the user.

All payment types available to the parking customers on the public website are available to the ESC administrator from the administrative website, and depending on his/her access level, the ESC administrator may have additional payment options to offer the parking customer based on tender type or customer type (ie. cash, payroll deduction or student account payment acceptance).

What level PCI compliance is your company?

iParq's systems and servers are PCI DSS compliant and securely handle online payments in a way that allows your organization to qualify for PCI DSS SAQ A under version 3.1 or equivalent in future version of PCI. iParq has a perfect audit record. Further, iParq's banking, credit card processing, SSL and many other systems are independently audited by outside agencies. As the first PCI compliant vendor in the parking industry, iParq is proud to have a perfect PCI compliance and audit record.

To ensure compliance, we utilize Trustwave as an independent resource to provide periodic vulnerability scans on our system. To provide a high level of assurance to our client, our PCI certificate is updated in real time and is always available for iParq clients to view online.

Furthermore, iParq has never had a security breach, intrusion, or unauthorized access to cardholder data. Since iParq has never encountered a security breach, we have been able to maintain the appropriate PCI status level required based on the volume of transactions processed. As such, any vendor with a PCI level higher than required based on transaction volume, has experienced a security breach.

What payment types are accepted.

iParq will accept any form of payment your organization accepts.

Describe the collections process.

iParq's system tracks each citation from the moment it's started on the handheld (or entered for handwritten citations) all the way through the adjudication process. After a citation is issued, the violator can either pay or appeal. If still open, the system automatically runs the citation through the aging action triggers on the ESC's prescribed timetable, which may

include DMV processes (or retrieval of out of state RO information via NLETs), notice generation and fulfillment, outside tax return intercepts, and collection systems. It can be transferred to an outside collector for their sole collection efforts or can be transferred to outside agencies preserving the right to collect by the ESC. From issuance through adjudication, all citation information (activity and history) is available to the ESC's staff and parking customers online 24/7/365.

Do you integrate with state DMVs and/or NLETs?

iParq automatically coordinates with your DMV and imports registered owner information into the system as needed. iParq's system can retrieve registered owner information nightly, place and release liens (where applicable), and automatically generate and send custom correspondence. Through this process, based on the information gathered by the enforcement officer, we can identify if the vehicle or individual has any affiliation with the ESC, and therefore, adhere to the enforcement policies defined by the ESC.

iParq's built-in task scheduler, once configured to the ESC's rules in compliance with the state's vehicle code, will automatically place registration holds through the DMV based on the ESC's specified aging actions and triggers.

In addition, iParq is a national strategic partner of NLETS, the National Law Enforcement Telecommunication System. NLETS links together and supports every state, local, and federal law enforcement, justice and public safety agency with an ORI, for the purposes of sharing and exchanging critical information. This alliance allows us to obtain the most recent name and address of the registered vehicle owner nationwide for our authorized clients, providing an enforcement program for all 50 states. If additional data capture is required from external agencies, we can readily design an API to achieve this.

Describe your compliance with other parking laws such as State and County fee laws. List any laws you feel are applicable to committee's decision making and your software's compliance with each law.

iParq currenntly has workflow processes in place to satisfy State and County Fee payment requirements. This is standard practice for the iParq implementation should the client be required to pay these fees.

Describe booting alerts and releases.

Our scofflaw module offers flexibility to enforce compliance and to incorporate educational tools to better serve your parking customers. For example, the Scofflaw Field Alert may instruct the officer to initiate boot/tow, and it could also be set up to provide a warning to a first time offender. The flexibility and functionality is designed to give the ESC the tools they need to manage scofflaw-related actions based on the rules and goals of the ESC. We currently have no booting alerts but we can develop this software should this be a requirement for the ESC.

iParq's system retrieves registered owner information daily from the DMV, places and releases liens where applicable, and sends delinquent violation notices to registered owners.

Are citations editable after issuance. If so, please describe your audit trail capabilities.

A fundamental principle of the iParq system is that history/evidence is in-volatile. That means that the original evidence of a citation is never changed. As such, the iParq software keeps track of any changes made to a citation or user account and provides extensive reports for audits. Authorized ESC administrators have the ability to make modifications to edit, update, or correct any aspect of the parking citation, registered owner information, disposition and/or notes, but all history is preserved, and changes are logged and available for review in real time. iParq's system maintains a full history of all user activity, providing a complete date/time stamped audit trail of all actions and modifications made within the system. Each citation will show its current status and exactly what has happened with that citation during its life cycle. All data retention is in compliance with state and federal regulations.

Provide a sample of standard and custom reports. These may be redacted upon request.

iParq's system tracks each citation from the moment it's started on our handheld or once scanned for handwritten citations all the way through the citation life cycle. After a citation is issued, the violator can either pay or appeal. If still open, the system will automatically run the citation through the DMV processes, letter generation, and even outside tax return intercepts or collection systems. It can be transferred to an outside collector for their sole collection efforts or to an outside agency preserving the right to collect by the ESC. This

dual collection authority has solved many situations when a parker is ready to pay, but is not in the proper office. For that parking customer, it's great customer service. And a proper integration can keep the payments and files up-to-date between the agencies and the ESC.

Customers can quickly and easily pay citations over the web at our virtual front counter using a simple process. The customer enters either the citation or license number to access the full citation record. Recipients pay the citation using any form of payment currently accepted by the ESC. iParq's systems and servers are PCI DSS compliant and securely handle online payments. For payment at a front counter including cash payments, iParq has a detailed cashier reports and audit controls to ensure proper controls, receipts and deposits.

iParq's system fully populates information relating to the citation as soon as the user enters either the citation or license number. If, after reviewing the citation's evidence, a customer would like to appeal, they simply hit the "appeal" button, enter an explanation into the text box, and upload any evidence files (electronic evidence files include most 21st century formats). For administrative ease, all information necessary to make an informed decision is displayed for the hearing officer on one screen. Once a decision is made, a simple push of a button will let the customer know the appeal decision, enter the decision in the record, and activate triggers to do such things as allow for payment options as needed.

iParq understands that historically the appeals process has been both time-consuming and expensive for all involved. For over 23 years we have refined the system to help the parker make the "right choice" when deciding whether to pay or appeal. This means that when a parker goes online or comes to a front counter to pay, the parker can review pictures, location information, details of the citation (including a scan of any handwritten citations), dates the DMV was contacted, copies of the notifications sent, all previous citations they have received, outcomes from hearings, payment history, and all amounts due and why. The system design guides the parker with visual cues and readily identifiable evidence to encourage the parker to hit the pay button instead of the appeal button. This design increases collection rates and speed of collections for all iParq clients that use it.

The system has the ability to store unlimited notes. Each note is dated, time-stamped, and contains the user information of the person who wrote it. The system has the ability to apply

a general note to the specific citation or the user account, and may be marked as private or public.

Furthermore, iParq provides communication networks via email, phone, and online chat. iParq provides software, online manuals (when necessary, standard forms, and a multitude of reporting features) to assist day to day operations.

iParq was the first to bring all these capabilities together on one easy to understand webpage. Clients using the system are constantly impressed by the ease of use, convenience, and high customer service level capability our system helps bring to their operations. We can include helpful items such as parking news, maps, links to your organization's websites, and much more.

Lastly, because we invented these systems, we understand how they foundationally work and how they can be improved. We actively collaborate with our clients as partners to identify additional improvements, and over 50% of our revenue is reinvested into the development of new technology. We continually evolve and refine our systems so our partners have the best technology available on the market. Others in the industry may try to copy us, but they are years behind, unable to make improvements on par with iParq's industry leading technology.

Standard Reports

During implementation, the system will be set up to automatically generate and send the required reports to the appropriate ESC staff. ESC administrators may also generate and schedule reports without the assistance of iParq. Reporting is available online 24/7/365 and is provided in real time. Any and every transaction within the iParq system is reportable. Reports are available in daily, monthly, or annual time frames, or via custom date ranges. Formats and content may be pre-defined and scheduled to be received via email on a recurring basis. Reports can be generated in many formats, including on screen, in Excel format, delimited format, and more. For data export, iParq's revenue reports are available in a variety of formats, including PDF, Microsoft Excel, CSV, and tab-delimited ASCII. Calendar views are available and will be scoped as part of your implementation.

Reporting is very flexible and easily adaptable. If additional standard reports are needed, or if specialized tailored reports are required, our Client Services staff and Operations team will assist the department in creating those reports that will remain as standard reporting within ESC's suite of reports.

In addition to standard reports, ad-hoc reporting is a standard feature in the iParq system and can be easily used by any authorized staff to create personalized ad hoc reports that give the user the exact information they need.

Ad Hoc Reporting

iParq has been developing and refining reports for more than 23 years, and as a result, ad hoc reporting is a standard feature in the iParq system. The standard suite of reports the ESC requires will be included with your system as part of your implementation. The ad hoc reporting function allows standard reports to be targeted to the user's specific needs. In short, your staff can refine broad reports down to the specific details they need for their particular job function, then schedule those reports to arrive in their inbox on the date and time they need them.

Custom Reporting

Custom reports required outside of the included Standard and Ad Hoc reporting capabilities can be developed upon request to suit the needs of the ESC. If additional standard reports are needed, our Client Services staff and our Operations Team will assist the ESC in creating reports that will become and remain standard reporting within the ESC's suite of Personal or Extended Reports.

Sample Report Types

Extended Reports

Detail Report - Notices
Detail Report - Permit Applicant
Detail Report - Transactions
Detail Report - Violations
Summary Graphs
Summary Report - Notices
Summary Report - Cashier Activity
Summary Report - Permit Inventory
Summary Report - Violation Collections
Summary Report - Violations Paid
Summary Report - Violation Count By Location
Summary Report - Violation Count By Officer
Summary Report - Appeals
Summary Report - Repeat Offenders

Standard Reports

Transaction Details
Customer Order Information
Correspondence

Personal Reports

Weekly Collection report
Pay Roll Deduction
my report
correspondence
Chief appeal report

With over 600 reports available, your staff have the information they need at their fingertips. In addition, with the simple to use ad hoc reporting tool, reports can be generated, refined and scheduled to exactly meet the needs of your staff and the specific report requirements for each job function. We have not included a complete list of additional reports available as there are simply too many to list, but the following are lists of common reports, standard to the System, that are utilized by many of our clients.

Enforcement Reports

- Voided Citations by Year
- Voided Citations by Month
- Violation Transaction Report
- Violation Payment Type Report
- Violation Payment Date Report
- Liens Paid at DMV
- Liens at DMV
- Delinquent Notices
- Repeat Offender Report
- Scofflaw Report
- Field Alert Report
- Citation Notice Report
- Notices Detail Report
- Letters Pending Address Report
- Rejected Appeals Report
- Accepted Appeals Report
- Adjusted Citation Report

- Unpaid Payment Plan Report
- Collection Transfer Report
- Lien Report
- Open Citation Report
- Paid Citation Report
- Summary Violation Count by Location Report
- Summary Violations Count by Officer Report
- Summary Appeal Status Report
- Summary Hearing Schedule Report

Transactional Reports

- Detail Transaction Report
- Custom Payment Type Report
- Summary Notices Report
- Summary Violation Collections Report
- Summary Violations Paid Report

Other Reports

- FTB Report
- DMV Daily Report
- DMV Monthly Report
- DMV Hold Report
- Bail Report (Only Available in Certain States with statutes allowing "bailment")
- Mailing List Report

Sample Report: Violation Count by Location

Violation Type	Total	Gym Lot	Library Lot	Lot A	Other
Total	18	4	1	11	2
001 - Handicap Parking	2	0	0	1	1
003 - Invalid Permit	2	1	0	1	0
004 - No Parking Area	2	0	0	2	0
006 - Vehicle Not Registered	3	1	0	2	0
007 - Testing Violation	1	0	0	1	0
008 - *Parking Permit- 1 hr*	3	2	0	1	0
009 - Rules and Regulations	4	0	1	2	1
102 - GENERAL PERMIT REQUIRED	1	0	0	1	0

Sample Report: Appeals

Appeal Status	# Total	Tech Support	Ruben martinez	Madison Huemmer	An Nguyen	Bob Greber	Jason Atkinson	Neph Drummer	Florida International
Open	26	0	0	0	0	0	0	0	0
Rejected	16	3	2	1	1	4	4	1	0
Adjusted	3	0	0	0	0	0	3	0	0
Accepted	3	0	0	0	0	0	1	0	2
Removed	0	0	0	0	0	0	0	0	0
Accepted With Fee	0	0	0	0	0	0	0	0	0

Sample Report: Violation Count by Officer

Violation Type	Total	Caleb D Reed	Jean-Luc Matthews	Night Shift2	Part Time	Russ May	Wayne W Westerholm
Total	945	251	92	21	396	170	15
01 - 01 Vehicle Not ...	302	32	0	0	233	37	0
02 - 02 Parked in a ...	316	93	34	0	103	84	2
03 - 03 Parked in a ...	64	30	12	0	7	6	9
04 - 04 Not Parked i...	113	67	38	0	3	5	0
05 - 05 Permit Not P...	14	1	0	0	13	0	0
06 - 06 Parked in a ...	32	3	5	0	6	18	0
07 - 07 Parked in a ...	10	1	1	0	0	8	0
09 - 09 Parked on Gr...	4	0	2	0	2	0	0
10 - 10 Parked in a ...	7	1	0	0	0	6	0
11 - 11 Parked in a ...	46	21	0	0	24	1	0
12 - 12 Blocking Tra...	7	0	0	0	0	3	4
13 - 13 Parked in a ...	21	0	0	21	0	0	0
17 - 17 Tow Warning	9	2	0	0	5	2	0

Citation Paper Stock and Envelopes

Provide a description for citation paper stock and envelopes in various sizes, colors and paper specifications. Please specify any minimum purchase quantities. Please provide specifications for ordering custom paper.

iParq is a supplier of custom citation stock and optional envelopes. We can provide distinctly different citation paper with color differences to easily distinguish where the citation was received. iParq's PM can also work with the ESC PM to source paper that meets the ESC's needs. Custom text and fields may be placed on paper. Additionally, iParq offers a standard citation roll that offers less customization for economic clients. All iParq paper is thermal (no smears), water resistant, and tear resistant. Standard paper is 1.5"W x 6.5"L.

iParq can provide yellow citation envelopes upon request. Most iParq clients forgo this option as all paper is extremely water resistant and the customer/parker interaction encourages online payments and/or appeals. Mailing is no longer a necessary requirement for most iParq clients.

Additional Questions:
Provide an example implementation schedule and/or timeframe.

Implementation

iParq has a reputation of delivering software and systems ahead of schedule and on budget. In 2022, every iParq time commitment was met or exceeded, including all "Go Live" target dates. We have implemented our Permit and Parking Citation Management System hundreds of times over the years, and the implementation process from analysis through Go Live is clearly defined in advance between iParq and the ESC Project Manager. Additionally, our Sales team remains involved throughout the implementation process and beyond, unlike many other Sales teams in the industry, giving you a partner that is dedicated to the success of the ESC parking program. We have implemented hundreds of clients and have the experience to help your team with your goals. We are a team player and want you to succeed.

Implementation Components

A typical implementation includes a custom-build of your website, setting business rules, design of custom templates (citations and letters), data migration, DMV/Nlets integrations, system training (online is standard but in person is an option), 3rd party integrations (LPR, pay stations, etc.); everything a ESC needs to run their parking.

Citation fields are set up for the state's requirements. If additional fields are required, the iParq Project Manager will work with the ESC to scope and price custom development.

Implementation Time Frame

We implement quickly and correctly. Our typical implementation time frame is 60-120 days, depending on the complexity of the client requirements. We do not miss go live dates and we do not overpromise. If, during the early stages of the implementation process, a requirement is identified that was not previously mentioned, we make best efforts to accommodate the Go Live date, or consult with our clients on alternative

solutions to keep the project on track. If custom work is needed, you will simply communicate with your PM to ensure the Go Live date is not affected.

Project Management Approach

iParq will employ a dual Project Management (PM) approach that will tightly coordinate activities of the ESC PM and the iParq PM. Both PMs will approve a written implementation plan, with timelines, milestones, and deliverables pursuant to the requirements of this RFP. Any items, processes or software that need additional scoping will be identified during the kickoff meetings using the detailed implementation checklists. The checklists are designed to identify all parts of the implementation process so each functional area is identified and covered at the beginning of the process. This detailed approach will identify items early in process that need a more detailed scope, require additional participants, additional meetings or additional resources and allow the PMs time to plan.

Implementation Plan

iParq's sample Implementation Checklist, detailed below, categorizes setup and training sections by job duties. For example, the Enforcement Setup category of the checklist contains: Handheld/Printer Setup, Violation Types, Enforcement Locations, Scofflaw (repeat offender) Settings, Appeal Settings, 2nd Level Appeals, Hearings, Collections, DMV Integration, 3rd Party Integrations, Custom Feature Development, Child Accounts, and Aging Actions. These are all modules in the iParq system that may be turned on or off based on the ESC's needs, and iParq staff will provide the setup and training based on client provided input; most of this input is collected by completing iParq's implementation questionnaire provided to the ESC at the implementation kickoff meeting.

The linked confidential and proprietary sample Implementation Checklist will be customized to the ESC project by the iParq PM with input from the ESC PM:

Implementation Tasks for ESC Staff

The below tasks are the main tasks/training that will require time commitments from ESC staff. All tasks and training will be communicated to the ESC PM by the iParq PM well in advance of any deadlines, and mutually agreed upon during the kickoff call by both

parties, including the final go-live date. All system setup and training completed by the ESC PM will occur after comprehensive training, with the iParq PM available for guidance as necessary.

- Data accuracy review during preliminary and final datasets.
- FAQ creation for iParq customer service staff.
- Editing of standard letter and email templates.
- Provide purchase terms & conditions. (Examples may be provided by iParq if desired)
- DMV forms and setup of penalty aging actions (late fee trigger, days before lien request, etc.)
- Create administrative account logins and assign access levels.

Additional minor tasks and training will be necessary during implementation; a full list is reflected in the implementation checklist above.

Quality Assurance

In 2021, iParq clients experienced no perceived downtime for the year. The iParq system is supported by experienced, well-trained technicians that utilize computerized project management systems to manage the identification and responses to requests for remedial maintenance, reports of system anomalies, and reports of user problems and system questions.

iParq uses redundant/parallel monitoring systems, which monitor slowing and failures on both a server and service level. If there are any issues with either a server or a service running on that server (such as email handlers, background processes, etc.), these monitoring services kick in to immediately notify us of the failure or slow-down, so that issues can be immediately addressed. Because these are redundant systems, even if one monitoring system fails, the others will catch the system issues.

These systems include Project Management (PM) and Customer Relationship Management (CRM) systems that were designed to implement parking operations, handle operational issues, and provide for software project management. These software employ numerical systems for issue tracking and resolution.

iParq project staff will include our Operations, Client Services, Accounting, Development team members and additional support staff as necessary. Your PM will oversee

completed work of all project staff to ensure that all needs of the ESC are being met in a timely and organized manner.

Before "Go Live," our systems are tested on a fully functional system test site. The ESC will have a 360 degree testing environment, which includes the ability to test the handhelds and the system together, front to back, in addition to all of the other modules and features available. Other modules include payments, appeals, fulfillment, adjudication, and more. We believe that to test the components of the system, you will need access to the whole system— and we will provide that.

The iParq PM will stay in close contact with the ESC after "Go Live" to ensure proper monitoring of the system in accordance with the requirements listed above. iParq's PM will assist the ESC in constantly monitoring these and other performance metrics and will provide feedback on a mutually agreed upon timeframe.

Is your system compatible with all public agencies or is different software required for cities vs. universities vs. Transit Agencies etc.

iParq has a proven track record of success on similar projects, and we have extensive experience with municipalities, police departments, universities, and parking operators throughout the United States and Canada.

List any third party software or hardware required to run your base solution.
Ex. Handheld Model XX from Zebra or Handheld LPR provided by a different company.

iParq is an experienced single-source vendor with no 3rd party subcontractors required.

If white labeling you must provide details here, white labeling information can be redacted upon request.

Not Applicable

Describe your integration process with these software types. List partnership companies. If you charge for integrations please list costs on pricing tab.
Permits: Offered through standard iParq system.

Pay By Cell: An automated Data Transfer may be set up through an API integration or manually through a standard SFTP.

Single and Multi-Space Meters: An automated Data Transfer may be set up through an API integration or manually through a standard SFTP.

License Plate Recognition: An automated Data Transfer may be set up through an API integration or manually through a standard SFTP.

Curb Management: We can provide through Custom Development with proper scoping.

National law enforcement databases (NLETs.): iParq is a national strategic partner of NLETS, the National Law Enforcement Telecommunication System. NLETS links together and supports every state, local, and federal law enforcement, justice and public safety agency with an ORI, for the purposes of sharing and exchanging critical information.

DMV: Request Sent to local DMV, if information is approved it is sent through a Delinquent Notification Mailer. Each State's process is slightly different and may or may not allow the Client access to the Registered Owner information.

NLETs: Request Sent to NLETs, if information is approved it is sent through a Delinquent Notification Mailer. Currently NLETs does not allow the Client access to viewing the Registered Owner information.

Booting/Towing: We can provide this feature through Custom Development with proper scoping.

Collections: We can provide this feature through Custom Development with proper scoping.

Event Systems: We can provide this feature through Custom Development with proper scoping.

Other: iParq is vendor agnostic and will work with any Partner requested by the Client. A Custom Integration can be provided through Custom Development with proper scoping.

Tab 8 - Value Added Products
and Services

Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract for Region 14 ESC and all NCPA participating entities.

Permit Management

iParq's permit management system provides the ESC with a virtual front counter for online permit sales. The ESC may offer any combination of permits for sale, including virtual permits. Our simple permit ordering process is intuitive and easy-to-use.

iParq's Permit Solutions:

- Allow your organization to **manage all virtual permit sales online**, with the ability to set up unlimited permit sales sessions in advance, and sell an unlimited variety of permits and parking products, including daily parking and more.

- **Multiple vehicles associated with one permit** - permit holders may add/remove/or modify at least 3 vehicles. The iParq system is flexible and can allow permit holders the ability to add/remove/delete as many vehicles as the ESC allows.

- **Accept online payments** using any form of payment accepted by your organization.

- **Recurring Billing** allows the service to bill your customer every week, month or year

- **Permit inventory tracking and control** for permits sold both online and over the counter.

- Permits will include **holographic security emblems**.

- **Secure online administrative access** for authorized users within your organization with flexible, powerful, and easy to use reporting tools.

- **Allow customers to park immediately** with the temporary permit generated when their order is approved.

- A fully-hosted **"always on"** solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year.**

- Dedicated **customer support** available for your organization and the public by phone, email, and online.

Additional Features:

- **Leverage existing assets and save money**. iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers and network infrastructure.

- **Complete audit trail.** iParq's system logs all user activity, providing a complete audit trail of any changes in the system. These logs are available for review by your authorized administrators.

- **Intuitive design.** Anyone familiar with the web will instantly grasp how to use the system. The online ordering process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to utilize the customer website with no training. The payment process guides the customer through the checkout process, and uses tabs to allow the customer to go back to any previous step at any time.

- **Complete payment processing.** Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in real-time.

- **Unlimited upgrades.** We will keep you up-to-date with your software at no additional cost, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded at no additional fee.

- **No security concerns.** We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with firewalls, private keys, and multi-factor authentication for further protection.

- iParq delivers an **always-on, reliable service.** Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

Benefits to your Operation:

Reduce Workloads and Optimize Workflows

- Cloud-based permit management.

- Real time inventory tracking keeps you in control of sales and oversell opportunities.

- Reports can be sent to as many recipients as necessary, as frequently as required.

Reduce Office Traffic and Simplify the Customer Experience

- Allows parking customers to order and pay and online, and only offer the permits available to specific groups of people by requiring unique information, such as ID or specific documents.

- The customer webpage is customizable to function as a part of your organization's website with your brand, colors, information, FAQs and more for a seamless customer experience.

Barcoded Passes

Our handheld devices communicate wirelessly (or via cellular data plans), in real time, with our parking management system and via API to any third party provider. A cellular or wireless connection transfers the data between the ESC administrative system and the handheld unit. This gives the administrator immediate access to all necessary information. These low-cost, high-performance handhelds are fully integrated with iParq software and include integrated barcode scanners.

If the customer presents a barcoded parking pass, your organization attendant will scan the barcode and the system will check the validity of the pass in real time. If the pass is valid, the customer then proceeds to park. If the pass is invalid, the attendant will request payment or deny entry. Barcoded passes are tracked and recorded for reporting and auditing purposes. Barcoded passes may also be utilized to open barrier gates, when set up as a valid credential in PARC Systems equipped with barcode readers.

Virtual Permits

License plates are the identifier for virtual permits and allow the parker, officer, or administrator to access the information they need by simple license plate lookup. The parker uses his/her license plate to look up and pay citations, and the officers use it to determine if the vehicle is valid to park.

Parkers may log in to our virtual front counter at any time of day or night to purchase virtual permits. Parkers may purchase virtual permits online using a major credit card (which may include Visa, MasterCard, Discover, and American Express), checking account, or custom payment type. The ESC may choose which of these payment types they would like their customers to be able to use. iParq can accept any payment type the ESC will accept.

Faculty/Staff Permits

After being authenticated, faculty and staff have the ability to purchase Semester, Annual, or payroll deduction virtual permits online. iParq offers both pre-qualification processes (automated or manual) that ensure only qualified purchases are made. Automated payroll deduction, transfers to internal ESC records systems, and Single Sign On are also available as automated verification (authentication).

Pre-Qualification

Online permit sales can easily be set with a few clicks to only sell certain permits to specific, prequalified customers. Prequalification through Single Sign On is also an option, where once the customer is logged in, the system is set up to only sell permits available to that particular customer. There are many options to customize and automate the ESC's online permit sales that remove manual processes and automate the entire process from before the order occurs to fulfillment.

Waitlist Management

iParq benefits the ESC by providing waitlist management as an available service. Waitlists can be first come first serve or lottery.

In-House Printing

iParq has been designing and manufacturing permits for 23 years from our in-house printing and fulfillment center. Once ordered and approved, our in-house fulfillment center manufactures and ships permits directly to the customer in as little as one business day.

ADA Compliance

iParq has audited our systems through CORL audits (last CORL document available upon request) for ADA accessibility, providing a tested simple platform for all users.

Residential Permit Program (RPP)

iParq's Residential Permit Program (RPP) is a fully-hosted, web-based system to manage all of your residential parking permit needs from permit issuance through fulfillment. The system includes administrative tools, communication tools, reports, e-commerce capabilities, fraud controls, and much more. iParq's reliable, secure, and proven permit management system is used in some of the largest cities in the United States, and allows your organization to control residential parking effectively while communicating with your parking customers for a seamless customer experience.

iParq's RPP Solutions

- **Connect addresses** to eligible residents.
- **Verify** Eligibility/Residency in one glance.
- **Online permit sales** through iParq's customizable portal.

- **PCI-compliant payment processing**, accepting all applicable payment types.
- Comprehensive **inventory controls** to monitor permit distribution, ownership, and status.
- Flexible and **easy to use reporting tools.**
- A fully-hosted **"always on"** solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year.**
- Dedicated **customer support** available for your organization and the public by phone, email, and online.

Master Communications with Your Customers

iParq clients see a reduction in internal and external email. This is attributed to iParq's system allowing for proper segregation of duties, vast audit controls, on screen help, uploaded proof of residency, an easily navigated customer website, and many more intuitive design processes.

- Internal email system relays automated messages, such as permit approval status, scripted by your organization to the parking customer.
- Organization specified automatic fulfillment of permits, letters and/or emails to the permit applicant.
- Multiple mailbox types can be created so responses to customer inquiries can be sent from a variety of secure-server based mailbox options.
- Mass email feature allows messages to be directed to selected customers or groups.

Cloud-based Management

- Customers and administrators may access the system from anywhere at anytime. Additionally, there is no cost to add new administrative users.
- iParq's system is designed for quick and effective permit administration. It is flexible to incorporate your preferred merchant service provider or to utilize iParq's merchant service provider, customizable to look and feel like part of your website, and powerful enough to manage your large-scale permit administration program.
- Parking data is managed through iParq's administrative website. From this site, an authorized administrator can generate permit and revenue reports comprised of real time data, manage permit assignments, communicate with customers, and fully manage all permit related business.

Permit Sessions

Permits are sold in "sessions," allowing the ESC to issue multiple parking permit types, with different permit options and designs per session available. Each session allows the administrator to impose caps on the number of permits sold, and has a "starting count" and "remaining count," which facilitates the amount of permits available for that session while tracking inventory as permits are sold. In addition, a purchase limit may be set to restrict how many permits each parking customer may buy.

To facilitate tiered pricing, an unlimited number of permit sessions for each permit type may be created. Separate permit sessions can also be set up and named for permits that require specific valid time frames (e.g. specific permits will be valid only between the hours of 10 pm and 7 am). When the vehicle license plate is checked by the officer, the handheld will notify the officer that there is a valid permit on file, and with one click, the officer can verify the valid times associated with the permit. If the vehicle is in violation, the officer can then select the appropriate violation and push the print button. It's that simple.

POD (Permit on Demand)

iParq's event parking POD solution is a fully-hosted, outdoor-rated, point of sale cellular handheld payment and online parking reservation solution designed to be intuitive and easy to use. We are a single source vendor for all your parking needs, with no 3rd party providers required. We will provide all the hardware and software you need, and our system will meet or exceed the goals to manage parking for all events of any attendance size.

iParq's Event Parking Solutions:

- Allow your organization to **manage all parking sales** prior to and during events of any size.
- **Accept payments** online or in the field using any form of payment currently accepted by your organization.
- **Reduce shrinkage** by limiting the amount of cash handling in the field by accepting PCI Compliant credit card payments, while offering tight controls on payment handling, audit, and reconciliation procedures.
- Accurately **track payments** in real-time, access **audit-ready reporting**, and facilitate **best practices** for all cash and card handling processes from start to finish.
- **Reduce traffic** by increasing transaction speed and attendant accuracy.
- **Increase revenue** by accelerating the velocity of ingress or egress while offerinG convenience of multiple payment options and advance reservations.
- Flexible and easy to use **reporting tools**.
- A fully-hosted **"always on"** solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year.**
- Dedicated **customer support** available for your organization and the public by phone, email, and online.

POD Reporting

Permit on Demand (POD) provides the ESC with all the tools needed to organize

tracking of sales by user and location (audit trail), and clear audit-ready reporting. These processes, workflows, reports, and system capabilities work together to ensure best practices in cash and payment handling. In addition, iParq's cloud-based system provides complete audit trails of every transaction, including entry source, user, external systems (DMV, NLETS, Notice Fulfillment, Merchant Processor, etc.) and more. Even evidence has an audit trail, using independent 3rd party verification when available.

POD administrative users have the ability to run reports in real time using any date range and time, down to the minute. Reports may be pulled by any combination of lots, users (staff), transaction type, and catalog item. Reports are available to be viewed online, may be downloaded in CSV or PDF formats, sent via email, or printed. Authorized administrators can use POD reports to check sales occurring in the field in real time, monitor cashier suspicious activity (or inactivity), in addition to preparing reports after all sales are finalized. Reports may also be utilized to verify and audit transactions by user, which are used to verify and audit Z-Total reports printed from the handheld.

API option workflow

iParq system generated barcode "whitelist" information is shared automatically through API with other systems.

Another option not requiring API is manual download and upload of whitelist information. Information such as barcode whitelists for online reservations may also be downloaded from the iParq system by your staff at any time, and uploaded to other systems to allow the barcode credential to be used at any reader-ready PARCS locations for customer entry or exit. This offers an alternative that is always available and may be useful to your organization even if APIs are in place.

Staff option workflow

1. Your staff query iParq and download auto-generated barcode data associated with online sales.
2. Your staff upload barcode data to other systems resulting in barcodes sold online accepted at PARCS locations of your choice.

iParq's POD handhelds and printers have been used for many years to run event parking at some of the largest event venues in the country, including Qualcomm stadium, Oakland A's stadium, and the San Diego Convention Center for Comic Con. The continuous use of these

handhelds and printers while processing a high volume of transactions over long periods of time shows the equipment is proven effective in many real-world scenarios that are similar to the needs of your organization. Offering further battery and charging options only ensures functionality when your staff and operation need it most.

Terminology and Workflows

Lots

iParq's software offers unlimited lot location designations for events. An administrator can easily set up a new lot at will. The system has the ability to keep inventory of space counts at each location. Short descriptions of each lot will be viewable on the handheld device for straightforward sales.

Lanes

Unlimited lanes may be set up to track the in and out lanes in each lot, and track which staff member is selling by each lane. The ability to assign cashiers to different lanes tracks sales by both cashier and location, and offers more detailed reporting. It also allows your organization the flexibility to set up different credential requirements for different lanes. Lots with multiple lanes might be utilized to direct traffic in a certain direction, or require specialized credentials to limit who may enter (i.e. ADA reserved lots, oversized vehicle lots, general parking, etc).

Catalog Items

Unlimited Catalog Items allow your organization to sell as many types of parking products as needed, where needed. An administrator can easily add new Catalog Items at will, and assign items to the lots they are to be sold in. This feature allows your staff to easily and quickly sell multiple types of event tickets or parking credentials from the same handheld unit. Catalog items can be specified to particular lot locations so that event staff can sell event tickets that pertain to that location.

Items are then paid for and printed out with the handheld and printer combo at the time of sale by staff. Each staff member has their own login, and may be assigned to lots and specific lanes, and therefore the reporting feature is able to track all sales by cashier, products sold, and location. Staff user information and access level are individualized per staff member by user login. Usernames are alphanumeric, and passwords are case sensitive

providing secure individual logins that link each user to only the transactions conducted by that user.

Users

Users are your event staff, which are set up to have differing roles for events.

Cashier (i.e. attendant, cashier, field personnel)

Functions: Sales Only

Workflow: Greets customer in lane, receives payment, issues credential and/or receipt, blind drop deposit capability

Administrator (i.e. supervisor, manager)

Functions: Cashier Audit

Workflow: May perform "X Totals" for real time field audit or cash drop, and "Z Totals" for end-of-shift audit and clearing totals

Master Administrator (i.e. manager, administration, accounting)

Functions: All setup and reporting capabilities: Setup and view Lots, Lanes, Catalog Items, Prices, Payment Types, Reconciliation, Reports

POD provides your organization all the tools needed to create the proper separation of duties, organized tracking of sales by user and location (audit trail), and clear audit-ready reporting. These processes, workflows, reports, and system capabilities work together to ensure best practices in cash and payment handling, and also contribute to reductions in shrinkage.

Set Your Pricing

Each parking product or catalog item (Lot, Lane, Credential, Ticket, Event, etc.) may be priced individually to be sold for any given event at will by the master administrator. Multiple Catalog Items, such as different rates for different lots, or multiple events occurring at the same time can be sold by one cashier with one handheld by assigning different catalog items to that location. Only the Catalog Items assigned and intended for sale appear on the handheld screen and are available for the field staff to sell. Prices are clearly indicated to the field staff on the handheld screen.

Examples of Handheld Screens

Cashier chooses assigned Lot with a tap:
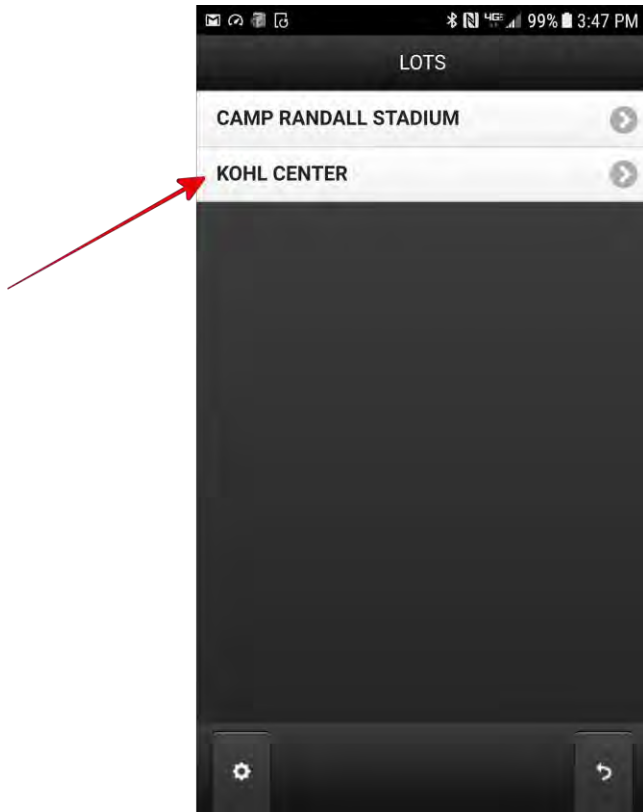
Cashier chooses Assigned Lane with a tap.
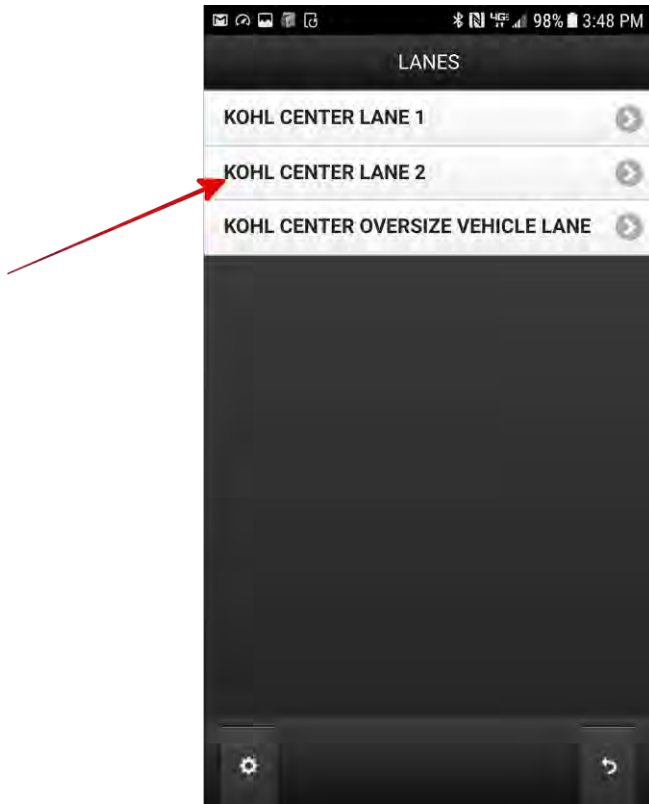
Cashier may scroll through each Catalog Item with forward and back arrows:
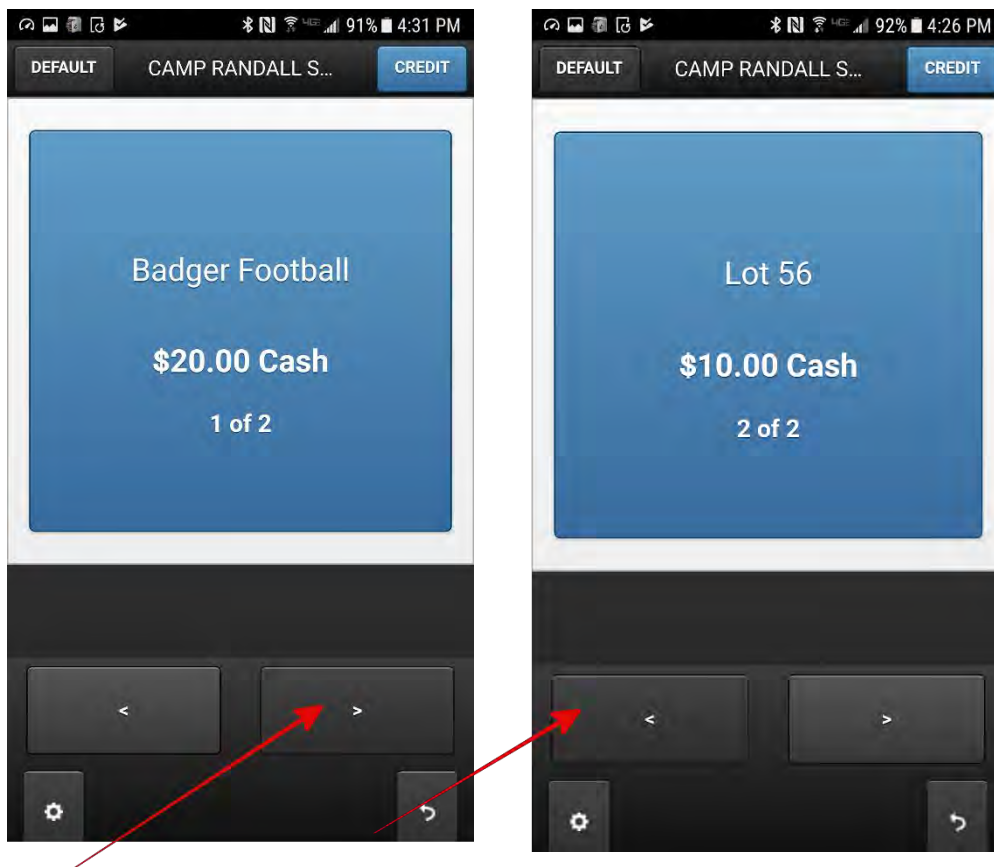
Cashier may set the most commonly used Catalog Item as "Default," and POD will revert back to this item at beginning of the next transaction:
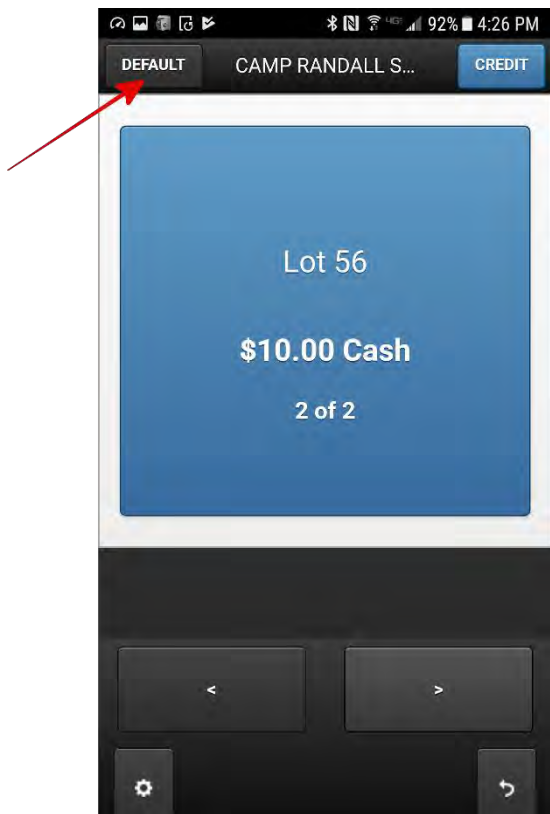
If Cash and Credit are accepted for the same catalog item, the cashier may tap credit to Tap, Swipe, and Print for a credit card transaction in under ten seconds:
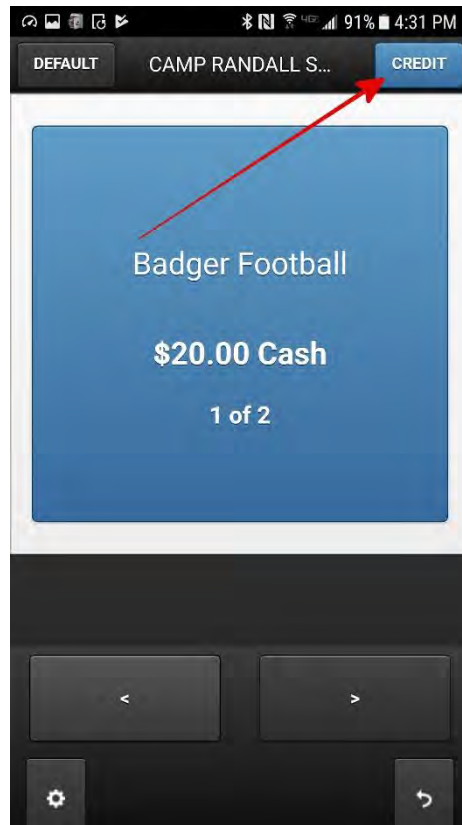
Supervisors with the appropriate access level may audit any cashier at any time, transaction statuses may be monitored in real time, and cashiers may create blind drops during or at the end of their shift verified by supervisors with the following status and reconciliation controls:
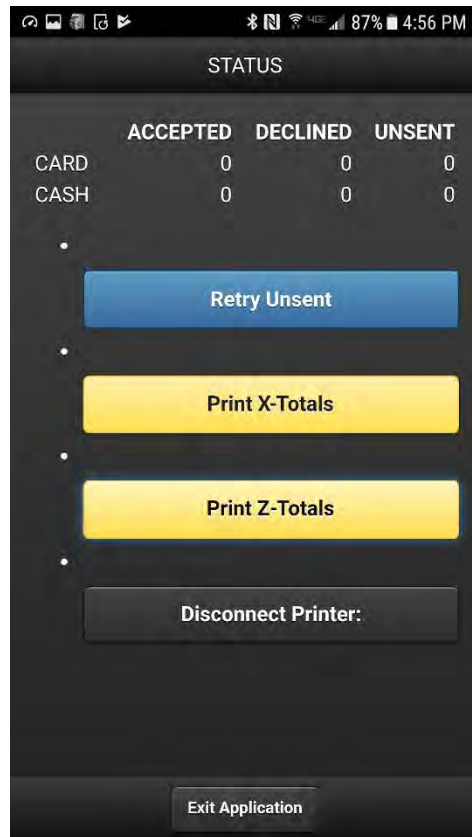
User Interface

The user interface allows for both the supervisor and the field staff to easily gain the information they are each interested in.

Field Staff Interface

When Field Staff log in, the first screen on the handheld is Lots, which offers all of the location choices available for that cashier. All of the lots can be made available to all field staff, allowing the flexibility to send different cashiers to different locations without changing handhelds. Because the cashier can change lots from the user interface, even if a cashier moves several times in one day, the reporting and financials are separated by lot, and if

desired, by lane. Once a cashier is logged in to a lot and lane, all of the catalog items available for that lot and lane are available for sale with the push of an on-screen button.

Supervisor Interface

Supervisors may be assigned varying levels of access depending on the needs and rules of your organization. The information each staff member is interested in varies, and is available to that staff member based on user access level. For example, supervisors may be granted access that is limited to only the audit and reconciliation of cashiers through the handheld interface or may be granted more access to pull on-screen reports for any information the supervisor is interested in through the online web interface, such as where devices are being used and by which users. Depending on the needs of your organization, appropriate user access is granted at the level needed for the roll your organization staff member is fulfilling. Supervisors may even be be granted administrative access, which will allow them to administer the Lots, Lanes, Catalog Items and Users. Administrative access allows for user-defined labeling, and the modification of all aspects of the what is sold and where. In short, the POD system is designed to be flexible to the needs of your organization while maintaining the necessary separations between staff roles. Cash transactions can be reconciled any time as "blind drops" at any point during or after the cashier shift to identify and minimize cashier shrink or overages.

Diverse types of transactions and pricing.

Users with administrative access may program multiple types of transactions and pricing into the POD application through the web interface. POD can be set up to accept any form of payment or barcode credential your organization accepts, and prices may be set for an unlimited amount of parking products called Catalog Items. The options for selling multiple Catalog Items at multiple prices, including verifying and redeeming pre-sold credentials (which may or may not be associated with a white or 3rd party black-list), are diverse.

Accepting Pre-sold Credentials

Administrators easily set what payment types will be accepted and set prices through the web interface. If pre-sold credentials are accepted, the cashier will scan the barcode on the credential, and the system can be set up to check for the validity of the credential and record that it has been redeemed, eliminating the possibility of field staff accepting fraudulent or

copied credentials. Real time processing allows the system to identify and prohibit entry if the pre-sold credential has already been used (either on the same day or a different day).

Selling Credentials with Multiple Prices

The ability to set an unlimited number of Catalog Items allows multiple products to be sold at varying prices. Catalog Items can be sold at any price your organization sets, with any form of payment your organization accepts. If forms of payment or the valid credentials vary by Lot, the handhelds for each Lot may be set to only accept the forms of payment or specific to that Lot.

Handling Cash or Credit

POD may be set to accept any form of payment your organization accepts. Depending on the velocity of the type of payment accepted (by cashier), the handheld can be set up to allow that primary sale item to be the initial screen selection, expediting the transaction as a tap and print scenario. The flexibility of programming separated by Users, Lots, Lanes, and Catalog Item all ensure there is a proper audit trail and clear reporting of all event sales by User, Lot, Lane, Catalog Items, and Payment Type. your organization will know the who, what, where and when for every transaction all neatly organized in Reports for accurate reconciliation and auditing.

Other Features to Enhance Staff Efficiency

The user interface for the field staff is intuitive and designed to increase speed and reduce human error. When multiple Catalog Items are available for sale, the Cashier has the option to set the most-used item as default, which simply puts the most common item up first in the list of Catalog Items available for sale. Defaulting to the most common item eliminates the need for the cashier to make any choices after a transaction is complete. Once a transaction is completed, the interface is ready to take payment for the next transaction. Unless there is something different about the next transaction, the cashier simply pushes the on-screen icon to start the next sale. This increases transaction speed and reduces cashier errors from selecting the incorrect Catalog Item. Which reduces lines at your facilities.

Online Customer Interface

iParq offers multiple options for customers to purchase event parking in advance, to make parking reservations, pre-purchase credentials, or to simply find event parking information online.

The customer-facing interface is a customizable webpage that reflects your branding, such as a logo, color, header and footer based on graphics approved by your organization. The page will offer event parking sales, reservations, and information relevant to your organization's needs, and will behave like a part of your organization website.

Your administrators can customize the information presented and offer different products for sale, which allow parking customers to pre-purchase event parking, and print barcoded credentials that serve as entry into the lot when presented to field staff at the event.

Management Workflow

Your iParq-trained staff will use the administrator web interface to set up all of the online Event Parking pre-sale and reservations for the public to purchase online. Online Event Parking sales are may be set up in advance for all planned events throughout the year, and can be added or removed at will. Your organization has complete control over what permits or reservations are offered, how many are available, what dates they are valid, what price, and more.

Parking Customer Workflow
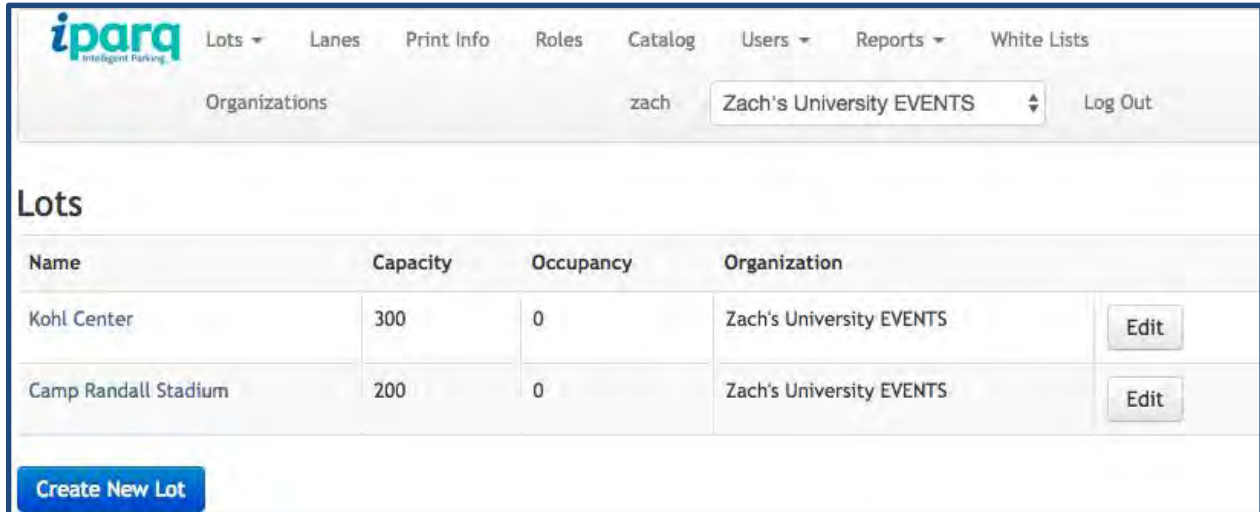
Customers may log-in to the customer interface at any time, day or night, and can pre-purchase their event parking credential through a simple registration and payment process. The purchase is complete with the creation of an immediately-printable barcoded permit. The permit can include custom information useful to the customer such as directions to the specific lot they have purchased parking in and more. The day of the event, the parking customer will present the barcode credential to the field staff, who will then scan the barcode and grant entry. If field staff are not part of the workflow for the event, the credential may be displayed in the vehicle as a valid permit.

Administrative Interface

iParq gives your organization complete control to offer a wide variety of Event Parking options and products, including the ability to change how the event is presented to field staff. The internal-facing interface for event parking offers unlimited lot location designations for events. An administrator can easily set up a new lot at will. The system has the ability to keep inventory of space counts at each location. Short descriptions of each lot are viewable on the handheld

device for straightforward sales. In addition, lanes may be set up to track each lot's in and out lanes, and track the sales location of each staff member.

Example of internal interface showing administrative setup of lots:
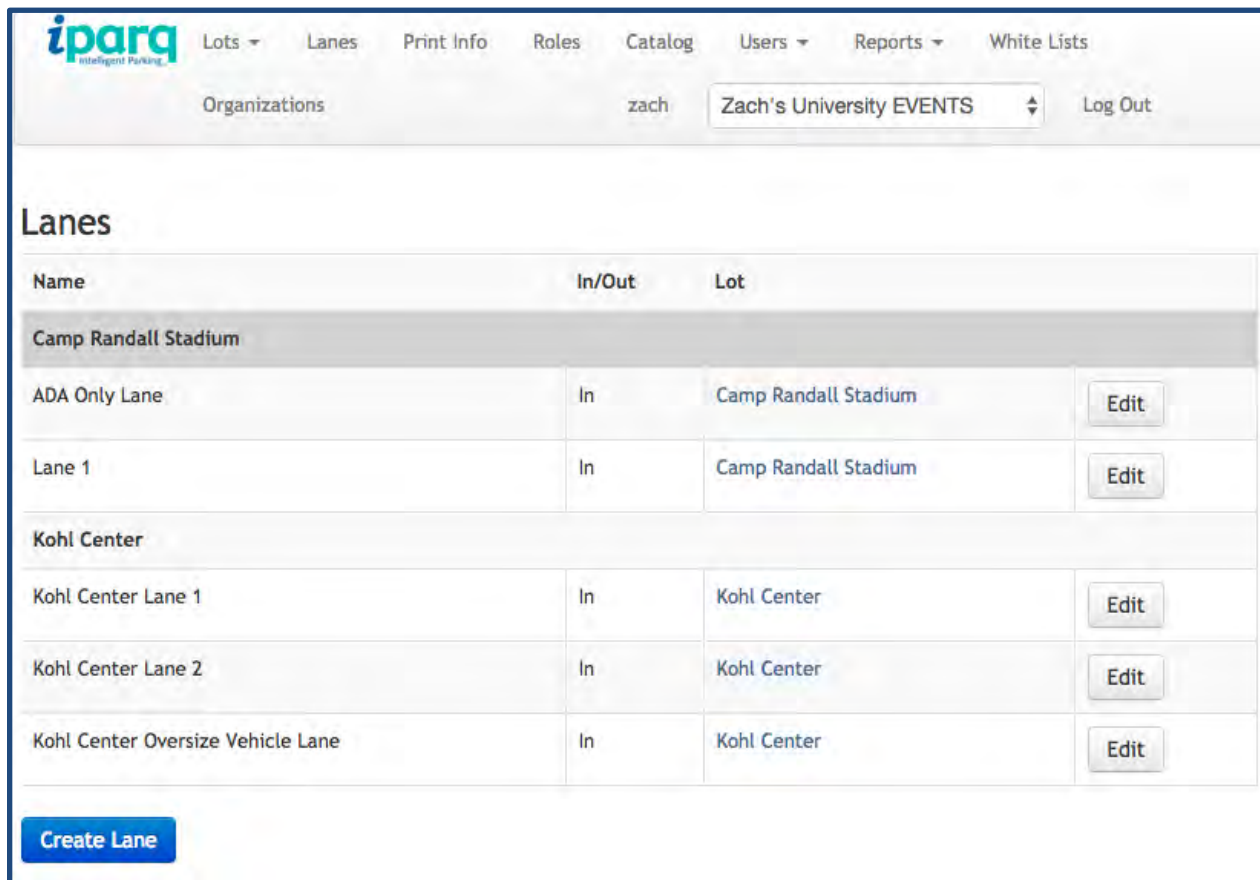
In the example above, note that the administrative user can create an unlimited number of Lots using the "Create New Lot" button. While creating a new lot, the admin sets the Capacity of the lot, which is tracked in real time by sales in the field, represented in the Occupancy column to the right of Capacity. The field staff are then prompted to discontinue sales when the lot is full, eliminating the need for physical lot counts.

Example of internal interface showing administrative setup of Lanes within each lot:

In the example above, note that the administrative user can create an unlimited number of Lanes. This allows the administrator to track the in/out Lanes within Lots, and assign cashiers to specific Lanes. This feature allows for detailed reporting, the flexibility to divide large lots into sections, and create different price points for different parking areas. In the above example, the "Kohl Center Oversize Vehicle Lane" represents how the ability to name the Lane might offer functionality for workflows in the field, such as clearly naming locations that are otherwise difficult to describe and communicate to staff. The flexibility in the setup allows your organization to customize and establish workflows, which are then described and executed by the system. Your organization staff are the event operations experts, and POD allows your administrators to configure the system to handle their specialized and specific needs.

Example of internal interface showing administrative setup of catalog items:

Catalog Items

Short description	Price	Active ?	Long description	No Print	Enable Scanning	Verify Scan	License Plate	TAP Card	Cash	Credit	Upload date	
BADGER1	$40.00	Y	OVERSIZE - Cash						✓		06-20-2017	Edit
BADGER2	$40.00	Y	OVERSIZE - Credit							✓	06-20-2017	Edit
GENCASH	$20.00	Y	General - Cash						✓		06-20-2017	Edit
GEN-CR	$0.02	Y	Badger Football						✓	✓	06-20-2017	Edit
GENCRED	$20.00	Y	General - Credit							✓	03-21-2017	Edit
Lot 56	$0.00	Y	Go Badgers!		✓	✓			✓	✓	06-27-2017	Edit
PREREGI	$0.00	Y	Reservation - Scan		✓						03-21-2017	Edit

New Catalog Item

In the example above, note that the administrative user can create an unlimited number of Catalog Items. Catalog Items can be set up to sell any parking product. The administrator has the ability to name the product, set the price, configure which payment types the POD handheld will accept indicated by the green check marks above. Products can be configured in different ways, which gives management options for changing the way an event is presented to field staff. In the example above, Catalog Item "Lot 56" is configured to accept multiple payments from one Catalog Item. In the "BADGER1" and "BADGER2" examples, separate Catalog Items are set up to sell by separate payment types for the same Lot. In both the "Lot 56" and the "BADGER1 & 2" examples, the cashier is capable of selling the Lot from one handheld, but the Catalog Item is presented on screen to the field staff differently. Both accomplish the same goal of selling the parking in the Lot, but may have certain advantages depending on the needs of your

organization. Because Catalog Items are flexible and can be named, priced and limited by transaction type, any number of set up combinations can be utilized to accommodate any event parking product or sales situation. The set up is easily customized by your administrators, and the field staff are able to run transactions with the fewest "clicks" possible.

Integrations with Other Systems

Application Programming Interface (API)

iParq is first and foremost a software company; integrations are easily accomplishable with nearly any 21st century system through APIs. iParq currently handles multiple ongoing integrations through Application Programming Interfaces without complication.

Extraction or Insertion of Data

POD offers a full suite of reporting tools with export functionality, which allows your organization to extract all of their data at any time. POD imports validation lists which allows your organization insert data to verify barcode scans against a set list of known barcodes for the purposes of "whitelist" or "blacklist" credential functions.

POD Reports (Field Staff Sales)

POD administrative users have the ability to run reports in real time using any date range and time, down to the minute. Reports may be pulled by any combination of lots, users (staff), transaction type, and catalog item. Reports are available to be viewed online, may be downloaded in CSV or PDF formats, sent via email, or printed. Authorized administrators can use POD reports to check sales occurring in the field in real time, monitor cashier suspicious activity (or inactivity), in addition to preparing reports after all sales are finalized. Reports may also be utilized to verify and audit transactions by user, which are used to verify and audit Z-Total reports printed from the handheld.

Pre-Sale Reports (Online Sales)

All online transaction reporting is available to your administrators through iParq's Standard Transaction Detail Report. The Transaction Detail Report encompasses all of the reporting required to track online sales. Using iParq's ad hoc reporting tool, the Standard Transaction Detail Report fields can easily be narrowed to only show user-defined information relevant to the specific administrator using the report. Once an administrator has created the ad hoc report to suit their needs, that report remains available for the administrator's future repeated use as a

Personal Report. Personal Reports may be viewed online, downloaded, printed, and emailed. Administrators may also schedule reports to be automatically generated and sent to their email inbox on a specific date/time or interval.

The ability to auto-generate and schedule reports allows each administrator to automatically query for the user-defined information relevant to their specific role. The Transaction Detail Report tracks all online sales in detail, and includes the following fields as needed:

Transaction ID
Date
Amount
Status
Transaction Type
Payment Type
Account #
Order #
Customer Name
Transaction Entry Source
Permit Amount
Event Amount
Recurring Amount
Payee Name
Response Code
Response Message
Note
Parent Transaction
Transaction Terminal
Institution
Gateway Transaction ID
Items
Merchant Account

iParq's administrative site provides a standard suite of commonly-used reports, which can be easily accessed, sorted, viewed online, and exported into universal formats, such as PDF, CSV, and Excel. Standard reports are generated in real time, using up-to-the-second data from your database. All data captured in our system can be queried and reported in real time by an authorized administrator.

Standard Reports Relevant to Online Sales:

Transaction Detail Report Example (viewed online)

Customer Order Information Report Example (viewed online)

Each of the above reports are relevant to online sales, and would list every transaction within the defined timeframe (there is only one test transaction reflected here). More specific ad hoc reports can easily be created and sorted by administrative users specific to their job function as described in section 4.3.9 above.

Standard Reports Relevant to Field Sales:

Cashier Reports Example

The following example shows what fields can be selected to generate Cashier Reports by Time, Lot, Attendant(s), Transaction Type, and Catalog Items. Reports are then generated to reflect the specific information the admin is looking for, or all of the information available by selecting all of the options available. Any report may be viewed online or exported in CSV or PDF format, and emailed.

Query Interface

Example Report

UW-Madison-Test Totals *06/09/2016 00:00:00 -- 06/09/2017 23:59:59*

Cashier	Device	Count	Successful	Fail	MC	Visa	AMEX	Discover	CC Total	Cash	Voucher	Total Amount
All Cashiers	All Devices	416	407	9	$39.00	$0.00	$0.00	$0.00	$39.00	$3,086.00	24	$3,117.00
jasoniparq1	359775072094596	2	2						$0.00	$16.00	0	$16.00
jasoniparq1	990004912139098	59	59						$0.00	$472.00	0	$472.00
uwm1	355301075734627	8	8						$0.00	$95.00	1	$95.00
uwm1	359775072025277	6	6		$21.00				$21.00	$3.00	2	$24.00
uwm1	5b7413b66f008fc4	1	0	1					$0.00	$0.00	1	$0.00
uwm1	93c604f614d72556	2	2		$6.00				$6.00	$0.00	0	$6.00
uwm1	990004922323419	93	88	5	$12.00				$12.00	$574.00	16	$578.00
uwm2	990004912139098	79	79						$0.00	$632.00	0	$632.00
uwm2	990004922323419	7	4	3					$0.00	$25.00	4	$25.00
uwm3	990004922323419	1	1						$0.00	$5.00	0	$5.00
uwm4	990004912139098	39	39						$0.00	$312.00	0	$312.00
uwm5	990004922323419	119	119						$0.00	$952.00	0	$952.00

Vouchers Report Example

The vouchers report provides reporting on all event parking pre-sale barcode credentials accepted in the field through the POD handheld.

<u>Query Interface</u>

Zach's University EVENTS Vouchers Report

Choose Lot

Start Time:

06/28/2017 00:00:00

End Time:

06/28/2017 23:59:59

Run Report

Find Transactions Report Example

Find transactions allows administrators to look up specific transactions by Time, Last four digits of credit card number, Name or Authorization Number.

<u>Query Interface</u>

Zach's University EVENTS Transactions

Start Time:

06/28/2017 00:00:00

End Time:

06/28/2017 23:59:59

Last 4 of CC #

CC Name

Authorization Number

☐ Search Across All Organizations

Submit   Reset

Financials Summary Report Example:

The Financials Summary Report allows administrators to query financial summaries by Date providing clear report summary of all transactions within the date range.

Report Summary: 06/01/2017 00:00:00 - 06/28/2017 23:59:59

	Returns	# of Returns	Chargebacks	# of Chargebacks	Sales	# of Sales	Net
Collected By iParq							
American Express	$0.00	0	$0.00	0	$0.00	0	$0.00
Discover	$0.00	0	$0.00	0	$0.00	0	$0.00
Visa/Mastercard	$0.00	0	$0.00	0	$0.02	1	$0.02
Unknown CC	$0.00	0	$0.00	0	$0.00	0	$0.00
Collected By Zach's University EVENTS							
Cash					$40.04	3	$40.04
Vouchers						3	
Totals							
Totals	$0.00	0	$0.00	0	$50.06	7	$50.06

Because iParq is a fully-hosted system, it is accessible from any internet enabled device such as a computer, tablet, or cell phone 24/7/365. Only an internet connection and browser are needed, which means that iParq's system will work with your organization's existing infrastructure, and any internet-ready device. iParq's historical uptime exceeds 99.9%, ensuring that the system is always available for your parkers and staff. It will simply always be on and ready. This user-friendly system is flexible to meet the needs of your organization today and tomorrow.

Additionally, iParq is routinely audited and tested by outside agencies. iParq will provide copies, on a confidential basis, of all security and other audits to your organization upon request.

Data Query

iParq offers a full suite of reporting tools with export functionality, allowing your authorized administrators access to extract all of your organization's data at any time. APIs may be utilized to facilitate data access between systems as needed. If additional queries are required beyond

what is currently available, our Client Services, Operations and Development staff are always available to assist.

APIs

iParq can work with existing or develop custom APIs as needed. During implementation, iParq's development team will work in the background to ensure that all custom development work (if any) is performed on time and exceeds expectations. The most typical development work is the connection to APIs or the creation of custom reports. We take great pride that our development team is comprised of leaders in the development community, and several have traveled the U.S. lecturing about software code, as well as being published authors in their field of expertise. If your organization requires any code work to be completed, the iParq development team is experienced and ready to develop what is needed.

The specific End User data that is collected from parking customers will be defined by your organization before implementation.

End User Data Import

End User data may be imported from universal format files to identify any affiliates that your organization may want to grant access or priority to purchase specific parking products based on affiliation status for "whitelist" or "blacklist" functionality. Examples of End User data that may be relevant to your project, known as "Extra Fields," include Student ID, Faculty ID, phone number, Last Name, or others. Extra Fields allow your organization to offer parking products exclusively to affiliates that meet certain criteria, allowing your administrators to set up parking products specifically for known individuals or groups. The system can then be set to auto-approve specific products for online sales to individuals meeting the set criteria, while concurrently selling other products to the general public not meeting the set criteria.

Note on End User Data: iParq's systems are designed to allow compliance with FERPA requirements, and iParq never intentionally stores sensitive information such as SSNs. iParq maintains the highest security control standards in the industry, as demonstrated by 3rd party audits conducted by law enforcement agency partners.

End User Data Export

Your organization will have access to all End User data accessed from iParq's full suite of reporting tools with export functionality. Data may also be exported through existing or development of APIs.

Payment Handling and Information Flow

Field Sales Payment Processing

When customers arrive at the event, they are greeted by your attendants equipped with iParq POD Handhelds and Printers. The customer pays the attendant with any form of payment your organization accepts or presents a barcoded pass that was purchased in advance. Our systems were developed based on accuracy and expediency to avoid queues at the ingress, thus, our steps for processing are minimal and straightforward.

Flow of information and payment from start to finish

If the customer presents a barcoded parking pass, your organization attendant will scan the barcode and the system will check the validity of the pass in real time. If the pass is valid, the customer then proceeds to park. If the pass is invalid, the attendant will request payment or deny entry. Barcoded passes are tracked and recorded for reporting and auditing purposes. Barcoded passes may also be utilized to open barrier gates, when set up as a valid credential in PARC Systems equipped with barcode readers.

If the customer presents cash to the attendant, the attendant taps the Cash icon, and the printer issues a receipt and/or a permit to be displayed on the dash, if applicable. The customer proceeds to park. Cash transactions can be reconciled any time as "blind drops" to identify and minimize cashier shrink or overages.

If the customer presents a credit card to the attendant, the attendant taps the Credit icon and swipes the credit card on the printer. Payment information is then securely sent via data connection to the authorization network for approval. Within seconds the transaction is approved or denied. Upon approval, the printer issues a receipt and/or a permit to be displayed on the dash, if applicable. The customer proceeds to park. If declined, the cashier requests another form of payment. The entire process typically takes less than ten seconds.

In the background, the transaction is securely uploaded to the authorization network. Money is then transferred to your bank account (typically settled the next day). The process is 100% PCI compliant from start to finish.

Online Sales Payment Processing

When customers visit the website to pre-purchase barcoded parking passes, they are greeted by a web page that is similar to any online shopping website that customers have already encountered and are familiar with. The interface clearly shows the event parking products for sale by name of event, date, and location. After choosing the product or products the customer wishes to purchase, the items are added to a shopping cart, and the customer is guided through the checkout process.

Customers may use any form of payment accepted by your organization. When the checkout process is started, the flow of information and money begins with the customer creating an account. The account allows your organization to collect any information that is desired such as name, email, phone number, license plate, and more. The account also allows the customer the ability to reprint any barcoded passes they have purchased, and keeps a record of purchases available both to the customer and your organization.

Flow of information and payment from start to finish

- Product Selection

● Customer Account Creation or Login

Sign In / Create Account

ACCOUNT

Sign Into Your Account

User Name

Password

Sign In

Need help signing in?

You are required to **Sign In** to register your vehicle. If you do not already have an account, you can:

⊕ **Create a New Account**

Creating an account allows you to view previous orders, update registered vehicles or manage your contact information.

Create New Account

To create an account, enter username, password, name, and at least one form of contact information (email, phone, or address.)

Username and Password

Usernames must be 3 to 100 characters long and passwords must be 7 to 100 characters long. Your password cannot be the same as your username, and must contain at least one letter and one numeral or symbol. Usernames and passwords are case sensitive.

*Username
Your email address makes a good user name

*Password
Enter Password: Enter Password Again:

Contact Information

You must provide your name and at least one form of contact information: Email, Phone and/or Address.

*Name
First   Initial   Last

Email

- Select Payment Type

- Customer Review, Clicking "I Agree" starts Payment Process
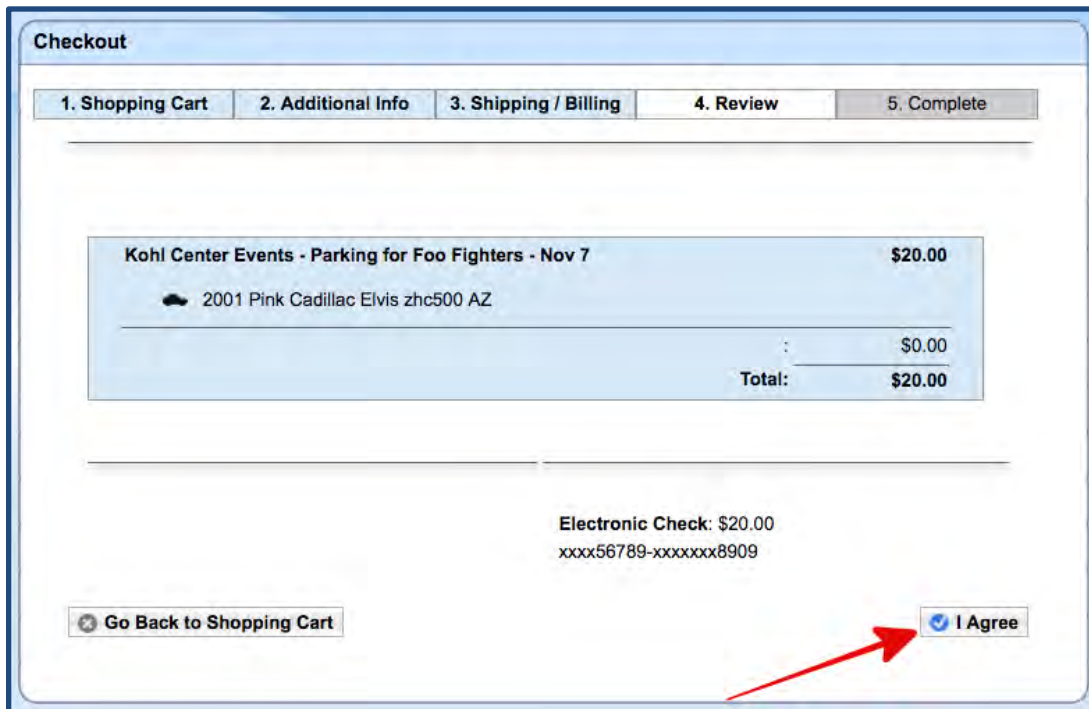
Payment information is then securely sent to authorization network for approval. Our system receives approval from the authorization network and sends notification to the customer. The customer is prompted to print barcoded pass for future use at the event (or may print later by logging into account). The transaction is securely uploaded to the authorization network and the iParq system emails the customer a receipt. Money is then transferred to your bank account (typically settled the next day).

iParq PCI Compliance

iParq was the first parking company to obtain PCI compliance and all of our systems and servers are PCI DSS-compliant. Processing of credit card transactions is handled by SSL encrypted SML connection between iParq servers and Authorize.net. Use of a CIM package provided by Authorize.net further secures all credit card information for future billing. iParq only possesses a token, which is passed back to Authorize.net to confirm the credit card information is valid. iParq only stores PCI compliant information, and does not store credit card numbers.

iParq continuously monitors and maintains PCI compliance on all of its servers and systems, and will continue to do so. To ensure compliance, we utilize Trustwave as an independent resource to provide periodic vulnerability scans on our system. We have provided the following copy of our current PCI Certification for your reference and the results of our latest vulnerability scan. To provide a high level of assurance to our client, this certificate is updated in real time and is always available for iParq clients to view online.

Furthermore, iParq has never had a security breach, intrusion, or unauthorized access to cardholder data. Pursuant to iParq's NLETs approved security policy, iParq will assume responsibility for notifying all affected customers and the Chief Information Security Officer in accordance with applicable law. Since iParq has never encountered a security breach, we have been able to maintain the appropriate PCI status level required based on the volume of transactions processed. As such, any vendor with a PCI level higher than required based on transaction volume, has experienced a security breach.

Merchant of Record

iParq has extensive experience in all permutations of payment processing configurations between institutions, iParq, authorization networks, and banks. In the payment processing examples outlined above, iParq has explained the use of our preferred payment processor, with transfer of funds to your organization bank account. However, this is not the only option available. iParq does allow for your organization to be the Merchant of Record, and we have experience integrating with other payment processors. iParq offers both outside payment processing and Authorize.net as processing options to your organization.

Information Security

Security is a top priority at iParq. Fraud prevention processes occur at the both the user level and system-wide.

User Level Data Security:

iParq's program bundles several scalable controls for user access security to ensure only authorized personnel can access the system. A unique log in ID and password is given to each of your staff members, and this individual account reflects the access defined for that user. User level management allows your organization to grant varying levels of access rights and security privileges, including read-only or insert/edit/delete ability, by simply

choosing a job-based "permission set" or by specific access selection for parking staff. Set up of a new user takes less than a minute. There is no limit to the amount of administrative users your organization can create. Furthermore, an authorized administrator can revoke an individual's administrative access any time in mere seconds.

Payment Options in the Field

iParq's POD setup is flexible, and can be configured in a variety of ways to display Catalog Items for sale and to accept different forms of payment. The following is a simple scenario in which the field staffer is assigned to one lane at Camp Randall Stadium, and is only able to accept cash or credit for one "General Parking" Catalog Item at $20.00 per vehicle.

In this setup, the cashier simply scrolls using the left or right arrows to the appropriate payment type, and taps the Catalog Item square. The entire process is Tap, Tender Cash or Swipe Card, and Print permit, and only takes seconds.
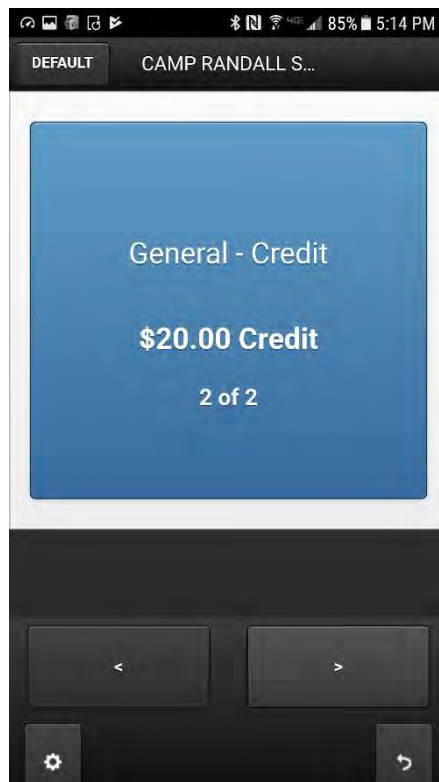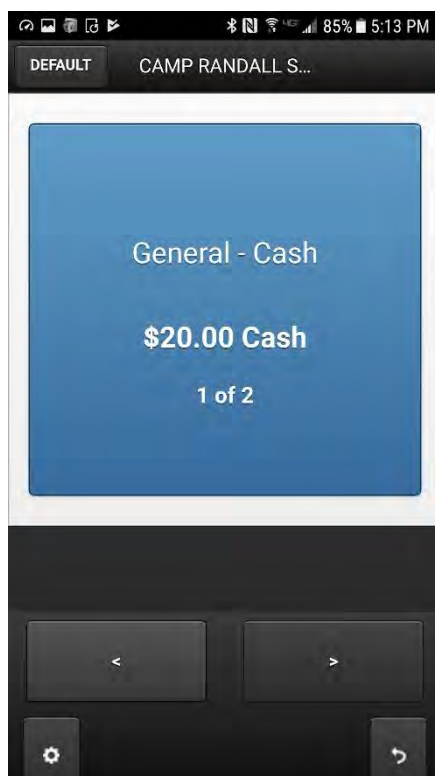
In the same scenario, the user interface could be set up to have one Catalog Item button, and require the cashier to select "credit" from the same screen to process credit transactions. This one screen approach is especially helpful when the cashier has multiple Catalog Items for sale. Both setups accomplish the same end, but provide your organization with the flexibility to set up the interface according to the needs of the operation.
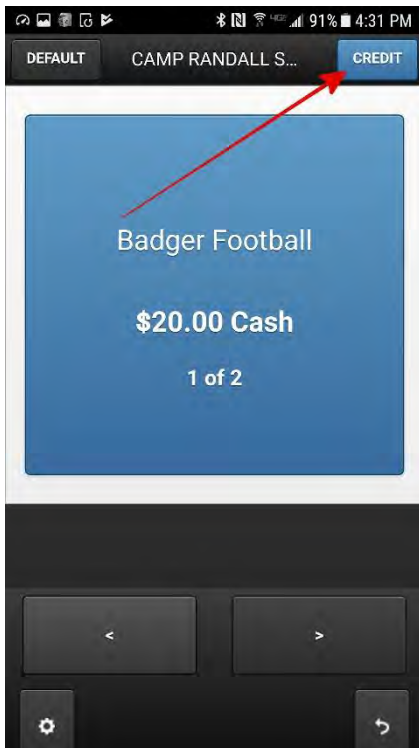
An unlimited number of Catalog Items may be set up, and the handheld will be configured to accept any form of payment or barcode credential. Barcodes, typically from the pre-sale of parking reservations, may be scanned by the handheld to record entry. A lot where reservations are expected may be set up for the field staff to Tap, Scan Barcode, and Print Permit. All field staff workflows take only a few seconds, ensuring transaction times are minimal, and ingress occurs smoothly.
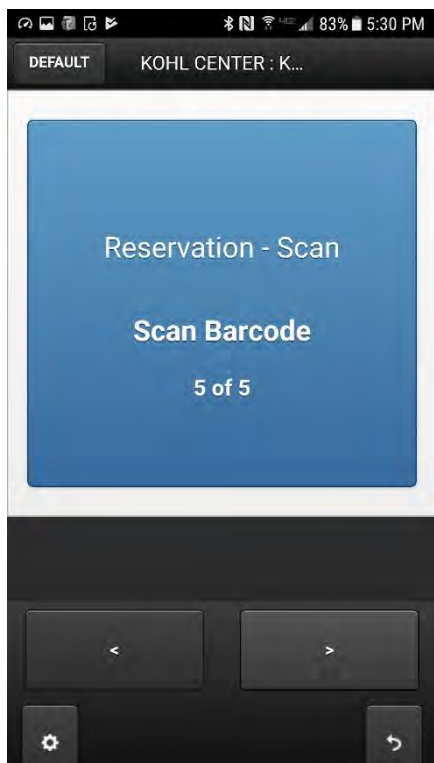
Field Staff Sales Workflows:

- **Accepting Cash**: Tap, Tender, Print
- **Accepting Credit Card**: Tap, Swipe, Print
- **Accepting Barcode Credential**: Tap, Scan, Print

Simple workflows with fast transaction times result in five star customer service and cashier accuracy.

Tab 9 - Required Documents

TAB 9
REQUIRED DOCUMENTS

- Federal Funds Certifications

- Clean Air and Water Act & Debarment Notice

- Contractors Requirements

- Required Clauses for Federal Assistance by FTA

- Federal Required Signatures

- Antitrust Certification Statements Texas Government Code § 2155.005

- State Notice Addendum

FEDERAL FUNDS CERTIFICATIONS

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

- Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency and Offeror reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

- Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

- Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay

wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non- Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

- Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions
- Any Participating Agency will include any current and applicable prevailing wage determination in each issued solicitation and provide Offeror with any required documentation and/or forms that must be completed by Offeror to remain in compliance the applicable Davis-Bacon Act provisions.

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

- Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non- Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

- Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

- Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

- Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the

offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- o No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- o If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- o The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and all subrecipients shall certify and disclose accordingly.

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Participating Agencies will clearly identify whether Buy America Provisions apply in any issued solicitation. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

CERTIFICATION OF ACCESS TO RECORDS

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any non-financial documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents. This right of access will last only as long as the records are retained.

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

CLEAN AIR AND WATER ACT AND DEBARMENT NOTICE

By the signature below (Under Federal Required Signatures), I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.
I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

CONTRACTOR REQUIRMENTS

Contractor Certification
Contractor's Employment Eligibility
By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed.

Fingerprint & Background Checks
If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran
In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

    a) <u>Maintain</u> all non-financial books, records, accounts and reports required under this Contract for a period of not less than two (2) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until the FTA Administrator, the U.S. DOT Office of the Inspector General, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

    b) <u>Permit</u> any of the foregoing parties to inspect all non-financial work, materials, and other data and records that pertain to the Project, and to audit the non-financial books, records, and accounts that pertain to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination. The right of access detailed in this section continues only as long as the records are retained.

FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts.

CIVIL RIGHTS / TITLE VI REQUIREMENTS

1) <u>Non-discrimination</u>. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other applicable implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

2) <u>Equal Employment Opportunity</u>. The following Equal Employment Opportunity requirements apply to this Contract:

    a. <u>Race, Color, Creed, National Origin, Sex</u>. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 <u>et seq.</u>, and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may affect construction activities undertaken in the course of this Project. Contractor agrees

to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.

d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.

3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.

4) <u>Sanctions of Non-Compliance</u>. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs"*, therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

1) <u>Non-Discrimination Assurances</u>. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).

2) <u>Prompt Payment</u>. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.

3) <u>DBE Program</u>. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, listed directly or by reference in the Contract between Public Agency and the FTA, and those applicable regulatory and procedural updates that are communicated to Contractor by Public Agency, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT and applicable to the scope of a particular Contract awarded to Contractor by a Public Agency as a result of solicitation, as set forth in the most current FTA Circular 4220.1F, published February 8th, 2016, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to knowingly perform any act, knowingly fail to perform any act, or refuse to comply with any reasonable public agency requests that would directly cause public agency to be in violation of the FTA terms and conditions.

NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.

Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms, to the best of its knowledge, the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to me

made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to me made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

FEDERAL REQUIRED SIGNATURES

Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted in the pages above. It is further acknowledged that offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances as applicable.

Offeror   INET Inc., dba iParq

Address   2525 Shelter Island Drive, Suite E

City/State/Zip   San Diego, CA - California 92106

Authorized Signature

Date   11/17/2022

ANTITRUST CERTIFICATION STATEMENTS
TEXAS GOVERNMENT CODE § 2155.005

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company Name   INET Inc., dba iParq

Address   2525 Shelter Island Drive, Suite E

City/State/Zip   San Diego, CA - California 92106

Telephone Number   805-963-9400

Fax Number   (888) 900-7845

Email Address   iparqsales@iparq.com

Printed Name   Todd Fisher

Title   CEO

Authorized Signature

STATE NOTICE ADDENDUM

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

http://www.usa.gov/Agencies/State_and_Territories.shtml

https://www.usa.gov/local-governments