



National Cooperative Purchasing Alliance
Region 14 Education Service Center

Parking Enforcement Software Equipment

NOVEMBER 17, 2022 - RFP NO. 42-22





Parking Enforcement Software Equipment RFP No. 42-22

Due: November 17, 2022 at 2:00PM CT

For:
National Cooperative Purchasing Alliance
Region 14 Education Service Center

From:
Passport Labs, Inc

REDACTION TABLE

This RFP Proposal response includes trade secrets or other proprietary data that may not be disclosed outside the Agency and may not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this Proposal submittal. The data subject to this restriction are contained in the **REDACTION TABLE BELOW**. The Agency, for purposes of this provision, will include any consultant assisting in the evaluation of Proposals. If, however, a contract is awarded to this Respondent as a result of or in connection with the submission of this data, the Agency has the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Agency’s right to use the information contained in the data if it is obtained from another source without restriction unless required by any applicable public records law and no exemptions to disclosure apply, and then only to the extent required.

PAGE #	DESCRIPTION	REASON
15	Client lists/mentions	Confidential
18	Employee contact information, annual sales, anticipated revenue	Confidential
19	System architecture image	Confidential
20	Client mention/client citation stats	Confidential
55-57	Passport’s portal images	Confidential
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LETTER OF TRANSMITTAL

November 17th, 2022

National Cooperative Purchasing Alliance
Region 14 Education Service Center

Passport Labs Inc. ("Passport"), is pleased to present a proposal for the **National Cooperative Purchasing Alliance ("NCPA") Parking Enforcement Software and Equipment, RFP #42-22**. Passport has proudly provided parking and mobility services as part of NCPA. Throughout this time period, Passport has leveraged NCPA to engage and secure multiple client relationships.

Today's mobility landscape, including parking, is changing faster than Cities are able to procure solutions to solve emerging challenges. It is critical that each Agency hires technology partners to help insulate them from the rapid pace of change by leveraging the vendor's ability to innovate in lock step. Passport is uniquely positioned to provide its clients that capability with its technology, resources and team. With parking enforcement technology being the backbone of a mature curbside management program, the greatest risk to Cities is not in a potential transition to a new vendor, it is in the status quo. NCPA offers a unique option for municipalities to engage with innovative vendors such as Passport in a more expedient manner than traditional procurement.

Client Focused

Passport is the leading provider of Enforcement and Permitting solutions. Passport serves over 600 clients, ranging from municipalities to universities, with our cloud-based, innovative Enforcement and Permitting solutions. We recognize the needs of each Agency's Parking Enforcement Services are unique to its operation and require a system specifically tailored to meet those needs. Our cloud-based enforcement and permitting solution provides unique flexibility for clients to configure and deploy in a way that best meets their needs. We directly invest in a talented Client Success organization that partners with each client to ensure they are continually using the system in the most optimal fashion. Our team of parking professionals, including our client success organization, has in-depth familiarity and experience in how clients can best leverage our solutions to advance their enforcement and permitting requirements.

Innovation: Secure, Cloud-Based Platform

Passport is unique in the fact that we can deliver an end-to-end digital parking management platform for our clients. Passport is able to digitize a client's parking, payments and enforcement operation all aggregated into one secure, cloud-based platform.

Passport's secure, cloud-based platform provides clients the ability to unify all aspects of parking operations - enforcement, permitting, and payments - into a single source-of-truth. Passport's platform provides our clients the ability to easily aggregate reporting and analytics across multiple service lines.

Passport is dedicated to the full digitization of the Agency's parking management system and will work in tandem with the Agency to accomplish this goal.

KEY CAPABILITIES

- » Real-time data synchronization and functionality
- » Live officer monitoring (including GPS tracking)
- » Single backend with configurable architecture and ability to import legacy data
- » Automated letter sending
- » Seamless DMV integrations
- » Delinquent revenue recovery
- » Partnership with NLETS
- » Photographic evidence
- » Digital chalking
- » Auto-filtering of license plate numbers
- » Scofflaw notifications
- » PCI-DSS compliant
- » License plate recognition partnerships
- » Boot and Tow functionality/integrations
- » Online Appeals process

Innovation: Ability to Control - Power to Configure

Passport's portal architecture is designed to be highly configurable to the needs of each Agency. This architecture positions the Agency to be able to manage parking needs today but also facilitate new technologies that will come in the months and years to come. It is also configurable to the needs of each individual role within the Agency. Dashboards are customized based on product(s) being used and the role of each user. In addition to dashboards, Passport's reporting functionality is configurable based on filters allowing the Agency to create reports specific to their needs. Each report can be saved and has the ability to be scheduled for delivery to anyone who needs it.

Our portal also has functionality to create a "Power User" designated by the Agency giving them access to create new citation types including any rules and fee schedules associated with said citation.

Customer Service Experience: User Friendly - Internal & External

Passport is focused on making all of its tools intuitive and user friendly, both for the municipality and its constituents. Passport's portal is the most advanced software tool in the parking industry today completely configurable to each client's needs. Passport's portal features not only a dashboard and reporting; it also includes an easy to use Help Hub giving Agency employees the ability to search several training videos and a task list feature dedicated to onboarding new Agency employees/users.

Millions of customers use Passport's suite of products every day to pay for parking, pay parking citations, buy a parking permit, and more, resulting in hundreds of thousands of daily transactions on Passport's digital platform. Through this experience, Passport has developed its Self-service Web/Mobile Portal, CMR Pay, to provide an account-based, intuitive user-experience for the purchase of permits and meter bags, and the payment of citations. This portal, which is mobile-optimized and true real-time, simplifies and automates the purchase process through an easy-to-use shopping cart style that will provide an enhanced experience for the Agency's customers. It is because of this, among other enhancements, that Passport clients who have switched from the Agency's current provider have realized a 57% reduction in time from parking citation issuance to citation payment.

Partnerships: Proactive, Future Oriented & Supportive Vendor Culture

Passport's open API infrastructure enables it to integrate with any software in the Agency's current and future parking ecosystem and enables it to deliver the level of custom software integrations the Agency is requiring for its system. Passport currently maintains integrations with all major parking meter, mobile payment and digital payment providers that the Agency is evaluating for its Paid Parking Management System.

Passport enters into each of its engagements with the goal of cultivating a lasting partnership which is why Passport has a client retention rate greater than 99%. It is through these partnerships that Passport

has garnered the experience and trust that have brought the company to the level that it is today. Passport has compiled a team of best-in-class providers that will fulfill different aspects of the Parking Management System as a cohesive unit, but one strength is persistent throughout each company: service. Because of this commitment and experience, the Agency can feel comfortable that making a transition to this team will be met with the utmost level of support both through the implementation and ongoing fulfillment of the agreement.

Accompanying, please find Passport's proposal for RFP #42-22 for the National Cooperative Purchasing Alliance on behalf of Region 14 Education Service Center.

For all concerns related to this bid:

Nathan Berry
Vice President, Strategic Sales
Tel: (704) 909-7329 and his email address is .
Fax: (888) 804-1783
Email: nathan.berry@passportinc.com

As Chief Revenue Officer, I have full authority to enter into contracts on behalf of Passport. Passport has carefully reviewed the offer enclosed and is pleased to provide its proposal for Parking Enforcement Software and Equipment.

Sincerely,



Chief Revenue Officer
128 S Tryon St. Suite 1000
Charlotte, NC 28202
doug-rfp@passportinc.com
(704) 837-8066
www.passportinc.com

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

TAB 2 NCPA ADMINISTRATION AGREEMENT

This Administration Agreement is made as of December 1, 2022, by and between National Cooperative Purchasing Alliance ("NCPA") and Passport Labs, Inc. ("Vendor").

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated December 1, 2022, referenced as Contract Number 05-82, 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.

TAB 2 – NCPA ADMINISTRATION AGREEMENT

Passport has thoroughly reviewed all documents, including the NCPA Administration Agreement (Tab 2). Passport understands and agrees that it will execute this agreement upon award. Passport takes no exceptions to the NCPA terms and conditions.

ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS

National Cooperative Purchasing Alliance
Organization

Passport Labs, Inc.
Vendor Name

Matthew Mackel
Name

Doug Rogers
Name

Director, Business Development
Title

Chief Revenue Officer
Title


PO Box 701273
Address

128 South Tryon Street, Suite 1000
Address

Houston, TX 77270
Address

Charlotte, NC 28202
Address


Signature


Signature

December 1, 2022
Date

November 17, 2022
Date

TAB 3 – VENDOR QUESTIONNAIRE

TAB 3 VENDOR QUESTIONNAIRE

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.

<input checked="" type="checkbox"/> All 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)			
<input type="checkbox"/> Alabama	<input type="checkbox"/> Illinois	<input type="checkbox"/> Montana	<input type="checkbox"/> Rhode Island
<input type="checkbox"/> Alaska	<input type="checkbox"/> Indiana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Arizona	<input type="checkbox"/> Iowa	<input type="checkbox"/> Nevada	<input type="checkbox"/> South Dakota
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Kansas	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Tennessee
<input type="checkbox"/> California	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Texas
<input type="checkbox"/> Colorado	<input type="checkbox"/> Michigan	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Utah
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Minnesota	<input type="checkbox"/> New York	<input type="checkbox"/> Vermont
<input type="checkbox"/> Delaware	<input type="checkbox"/> Mississippi	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Virginia
<input type="checkbox"/> D.C.	<input type="checkbox"/> Missouri	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Washington
<input type="checkbox"/> Florida	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Ohio	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Georgia	<input type="checkbox"/> Louisiana	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Hawaii	<input type="checkbox"/> Maine	<input type="checkbox"/> Oregon	<input type="checkbox"/> Wyoming
<input type="checkbox"/> Idaho	<input type="checkbox"/> Maryland	<input type="checkbox"/> Pennsylvania	

<input type="checkbox"/> All U.S. Territories and Outlying Areas (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> American Samoa	<input type="checkbox"/> Northern Marina Island
<input type="checkbox"/> Federated States of Micrones	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Guam	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Midway Islands	

<input type="checkbox"/> All Canada Provinces and Territories (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> Alberta	<input type="checkbox"/> Prince Edward Island
<input type="checkbox"/> British Columbia	<input type="checkbox"/> Quebec
<input type="checkbox"/> Manitoba	<input type="checkbox"/> Saskatchewan
<input type="checkbox"/> New Brunswick	<input type="checkbox"/> Northwest Territories
<input type="checkbox"/> Newfoundland and Labrador	<input type="checkbox"/> Nunavut
<input type="checkbox"/> Nova Scotia	<input type="checkbox"/> Yukon
<input type="checkbox"/> 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 Charlotte,
State of North Carolina.

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 Doug Rogers

Title Chief Revenue Officer

Company Passport Labs, Inc.

Address 128 South Tryon Street, Suite 1000

City/State/Zip Charlotte, NC 28202

Phone _____

Email _____

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

Small Business, MWBE and HUB Growth - Passport's Program

Passport has a wide network of M/WBE partners that it has used for contracts across the country. Passport firmly believes that M/WBE and Small Businesses partnerships are essential to providing and delivering excellent technology and service for its clients. Passport's local business partners are truly experts in their craft, and Passport places a high value on its relationships with them. Beyond service delivery, Passport seeks partners that have relationships and credibility in their communities.

To ensure that Passport's M/WBE partners receive equal investment across contracts, Passport's Government Relations team maintains regular communication with partners to ensure utilization of their services, performance, and timely payment. The commitment to Diversity & Inclusion is embedded within the culture of Passport. In addition to the Government Relations management and onboarding of M/WBE partners, there is an official council within Passport that reviews all business practices to ensure that Passport's commitment to Diversity, Equity, & Inclusion is upheld in employee conduct, business partners, and all business operations. Passport gives all M/WBE partners its full commitment to maintain open communication, collaboration, and engagement across all account partnerships.

TAB 4 – VENDOR PROFILE

Please provide the following information about your company:

- Company’s official registered name.**
 Passport Labs, Inc.
- Brief history of your company, including the year it was established.**
 Founded in 2010, Passport is a transportation software and payments company that has been enabling its clients to efficiently manage their parking and mobility operations for over a decade. Through use of its digital platform, Passport partners with its clients in creating more livable, equitable communities. With nearly 275 employees and counting, Passport has a team of industry experts who understand the unique elements that make up a parking and mobility operations. Passport has helped numerous cities, universities, and private operators of all sizes streamline their parking operations and use mobility data more efficiently and effectively with Passport’s real-time, end-to-end digital platform.

By focusing on the diverse needs of its 800+ clients, Passport understands the nuances of parking enforcement software and equipment systems and how different pieces of the puzzle need to connect for a holistic solution. With Passport as its technology partner, agencies can feel confident in knowing they have the digital infrastructure needed to increase revenue, decrease costs, and provide better customer experiences.



\$2B
 Mobility payments processed

14M+
 Parking app users

27M+
 Citations issued

12M+
 Permits sold

Passport has been providing clients with its parking enforcement software and equipment solution since February 2013 and successfully supports over 300 enforcement management clients. Since its acquisition of Complus Data Solutions, Passport brings over 30 years of experience to its clients with the most robust software offering in the industry. Today, Passport provides clients like

and more with the industry’s most innovative means of ensuring parking compliance.

With Passport, agencies are able to see real-time information on lightweight mobile devices that automatically sends data to backend software for a complete view of operations. Passport’s system adjusts automatically for role-based access, facilitating a user-experience that streamlines workflows and creates a more efficient operation across all job functions within the parking environment.

- **Company's Dun & Bradstreet (D&B) number.**
07-225-4770
- **Company's organizational chart of those individuals that would be involved in the contract.**

A number of Passport teams will be integral to agencies' success leading up to and following system launch. The teams and leadership that will oversee the operation and performance of Passport's parking enforcement software and equipment solution are outlined below.

Pre-Implementation

SALES

Passport's Sales team believes in helping cities, universities, and private operators create more livable, equitable communities. By keeping a pulse on broader market and industry trends, Passport Account Executives will be able to support Agency leaders in understanding how best to leverage the value of Passport's digital platform. Following award, Account Executives will work with Passport's other internal departments (e.g. Legal, Product, Support, etc.) to ensure proper communication is in place leading up to implementation.

PRODUCT CONSULTANTS

Product Consultants' primary purpose is to educate the Agency on any technical functionality through answering questions, demonstrating features, and offering thoughtful feedback on how to solve the Agency's issues from a technical perspective. This team will also collaborate with Passport's other internal departments (e.g. Solutions Engineering, Client Success, Support, etc.) in understanding customer needs to scope desired solutions that are outside of Passport's standard offering.

SOLUTIONS ENGINEERING

The Solutions Engineering team analyzes every project prior to implementation, outlining the configurations needed, any custom development beyond configuration, and alternative solutions to true customization. They focus on the "why" and take the time to devise the best solution to meet clients' needs. This process is a dynamic back-and-forth between Passport and the Agency to fully scope environmental complexities. Throughout this process, the Solutions Engineering team will build the Solutions Design Workbook (SDW) and the Scope of Work (SOW), mentioned in [Tab 5 - Products and Services/Scope](#). This allows for more scalable solutions with realistic timelines and expectations across all stakeholders.

Implementation

CLIENT IMPLEMENTATIONS

Passport's Client Implementations team has implemented over 800 clients onto Passport's suite of mobility solutions. This team will work directly with the Agency and its stakeholders to assure a smooth delivery of even the most intricate and complex solutions. They will develop a tailored Project Plan outlining milestones, deliverables, roles, and responsibilities of key internal and external stakeholders as well as manage the technical aspects of the project. Through configuration, testing, training, and launch, Client Implementations will ensure that the solution not only meets the Agency's expectations but can be properly supported and scaled by Passport.

Post-Implementation

The Agency will be provided with professional services and support across Passport's Client Success and Support Services departments. These teams will support the Agency both

operationally and strategically for the life of the contract to ensure the Agency extracts maximum value from its relationship with Passport.

CLIENT SUCCESS

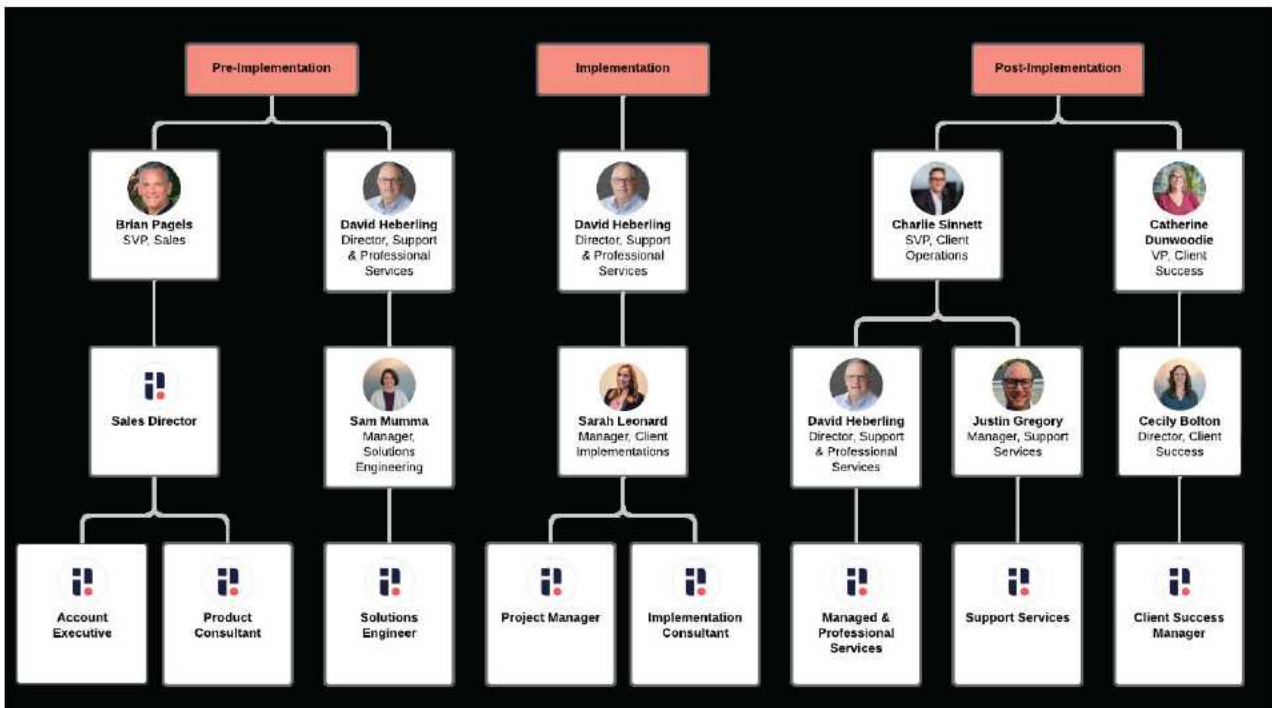
In choosing Passport, the Agency will not only be choosing a parking enforcement software and equipment provider, but a partner fully invested in the Agency’s success. The Client Success team will make certain that the Agency is satisfied with Passport’s solution and will be afforded strategic recommendations on system adjustments and add-ons for greater efficiency and higher revenue. For additional details on Passport’s Client Success team please see the *Customer Service Department* requirement below.

SUPPORT SERVICES

In conjunction with the Client Success team, the Agency will also work closely with Support Services who will be responsible for all the Agency’s technical support issues. The Support Services team will determine root-cause software flaws through case intake and research and developing technical solutions to improve product functionality for client operations. For additional details on Passport’s Support Services team please see the *Customer Service Department* requirement below.

Organizational Chart

Provided below is the project team for Passport’s parking enforcement software and equipment solution.



- **Corporate office location.**
Passport’s corporate office is located in Charlotte, NC.
 - **List the number of sales and services offices for states being bid in solicitation.**
Passport’s Sales team has 17 members and consists of Account Executives and Product Consultants, who are integral in delivering effective and successful solutions for Passport’s clients.

Passport offers clients one complete parking solution from one centralized platform. Passport's powerful platform helps clients to manage mobile pay parking, parking enforcement, digital permitting, payment services and more. By centralizing parking data, clients are able to operate more efficiently, increase revenue and improve the parking experience with Passport's integrated solution. All of Passport's services will be managed from its Charlotte office.

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

For all concerns related to this bid:

Nathan Berry
Vice President, Strategic Sales

Processing Contact:

Doug Rogers
Chief Revenue Officer

- **Define your standard terms of payment.**
Net 30.
- **Who is your competition in the marketplace?**
AIMS, Conduent, IPS, T2 Systems, UPSafety.

- **What differentiates your company from competitors?**

Passport understands that no two environments are the same and its parking enforcement software and equipment solution delivers flexible and dynamic technology to meet the Agency's specific needs. Built on Passport's industry-leading platform, clients can easily take advantage of cloud-based software technology to streamline services, reduce time and cost, and increase payment rates. In the field, enforcement officers are able to see real-time information on lightweight mobile devices. As all interfaces of Passport's solution are connected in real time, officers and Agency staff alike will consistently have a complete view of Agency operations.

Passport has the tools in place to support an Agency's existing parking management infrastructure as well as its future state. With Passport as its technology partner, clients can streamline operations through automated processes and real-time data flow.

- **Increased Connectivity:** Should an Agency choose Passport as a holistic vendor, all Passport mobility solutions (enforcement, parking, permits, and payments) share the same backend portal, providing a simplified Agency user experience. Passport's portal will serve as the Agency's data hub, aggregating information from all front-end interfaces (mobile parking apps, active permit records, citation payment portals, meter/pay station integrations, etc.) and transferring data in real time to the enforcement officer's handheld device for informed and accurate issuance. Once a citation is issued, its information is securely transmitted to Passport's portal in real time, available to both the violator for payment and the Agency for tracking and reporting. As each component seamlessly integrates with the others, Passport will provide the Agency with real-time data collection and retrieval.

Passport operates under an open-architecture structure, it's able to use open APIs to fully connect its clients' parking operations. This ensures that Passport will have the ability to integrate all aspects of the Agency's parking operations. Passport's APIs make it simple to add and share data with new technologies in an ecosystem with little to no effort from the Agency or Passport.

- **Efficient & Accurate Issuance:** Passport's issuance software features dynamic lookup technology, preset fields, and ordered dropdowns that enable officers to issue citations in under 30 seconds. Passport's software also has the ability to designate fields as "required" in order to issue a citation, pre-format fields for consistent entry, and "fuzzy

match” inputted LPN characters, all help to eliminate the human error associated with issuance.

- **Review & Approval Queues:** Passport’s portal streamlines the review and approval processes for situations where multiple Agency staff members need to collaborate on citations. For example, Passport’s portal offers a Void Queue that enables officers in the field to request a citation void, which then sends the citation into a queue that is visible to supervisors who will then approve or deny the officer’s request. Passport’s portal also offers an Appeals Queue that allows Hearing Officers to identify routed requests and view them by mail-in appeal vs. hearing and by appeal type. These queues will help Agency staff take quick, efficient actions on citations.
- **Reduction in Manual Work:** With digital applications, online approvals, and the ability to directly communicate with violators via automated delinquency letters, Passport envisions its digital platform helping reduce burdensome tasks for the Agency’s in-office teams. As parking experts, Passport will primarily set up and manage the configurations on behalf of the Agency. This will include the automated settings that will regularly run without any initiation or management required by administrators such as fine escalations, delinquent noticing, scofflaws, and registered owner data retrievals.
- **Extensibility & Uptime:** Passport’s open architecture environment in conjunction with Amazon’s AWS cloud solution allows Passport to easily scale its suite of products. This extensibility enables Passport’s parking enforcement software and equipment solution to not only efficiently manage an Agency’s current activity volumes but to be able to support the growth of its environment as well. Passport’s cloud-based SaaS system has the capability to successfully support agencies alongside its other clients. For example, Passport processes
issued on peak days -- all without any disruptions or delays to other client demands or computing time.
- **Collaborative Analytics:** Passport’s portal will provide Agency staff with an optimized user experience. With multiple ways and places within the backend system to perform actions (i.e. *Pay/Tag/Adjust Citations, Generate PDF, Change Citation Status, or Send Letters*), Passport’s solution creates an efficient workflow and saves time for Agency users. As described in further detail below, Passport’s solution is synergistic. For example, Agency users with the same rights and access within the portal can share query URLs and schedule/distribution of reports. This use case is just one of many ways that Passport will provide agencies with collaborative analytics for making data driven decisions.

With Passport’s digital platform, the Agency will have the tools it needs to manage its business rules and logic, determine eligibility, and ensure compliance

- **Describe how your company will market this contract if awarded.**
To market its contract with NCPA, Passport will continue to host a custom landing page on its website for NCPA Region 14 Education Services Center affiliates.



Partnership

The National Cooperative Purchasing Alliance (NCPA), a leading national government buying cooperative, has selected Passport as a preferred partner for its entire suite of parking management software—mobile pay, parking, digital permits, enforcement and a powerful back office. By leveraging the purchasing power of public agencies in all 50 states, NCPA enables members to leverage a competitive bid process to enjoy:

- Better Rates
- Pre-negotiated terms
- Expedited contracting and implementation



From this page, any Agency looking to procure parking enforcement software and equipment will have full access to Passport's product portfolio, including case studies, documentation, and training materials. Agencies will also be able to schedule demos with Passport's Sales team to learn more about the product and how it can be configured for their environments.

Furthermore, Passport has dedicated Client Success and robust Sales teams of more than 30 members. Each of these representatives interact with thousands of clients and prospects every year to retain, renew, and grow business through Passport's offerings. These interactions enable Passport to inform agencies of the improved rates, pre-negotiated terms, and expedited procurement process that go hand-in-hand with contracting with NCPA.

- **Describe how you intend to introduce NCPA to your company.** Passport is proud to be a preferred partner of NCPA and its agencies since 2016. Year-over-year, Passport and its internal teams have successfully executed numerous agreements through NCPA and will continue to do so if fortunate enough to be awarded a contract under this RFP.

As long time partners, Passport's Sales and Client Success teams are very familiar with NCPA and the advantages that it brings to current and future clients. As noted above, these teams will continue to speak with clients across the country on how they can benefit from the partnership between Passport and NCPA for expedited vendor selection and implementation.

Passport understands that the NCPA partnership makes leading technology more accessible to parking operators and helps Passport realize its vision of creating connections and improving interactions between people and the agencies that serve them.

- **Describe your firm's capabilities and functionality of your on-line catalog / ordering website.**
Day-to-day operational equipment such as handheld issuance devices, receipt rolls, etc. will be supplied by Passport. The Agency can reach out to Product Support, its dedicated Client Success Manager, or place an order via the Passport Store (see below) for additional/replacement items.
- **Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)**
As noted above, the Agency will be provided with professional services and support across Passport's Client Success and Support Services departments. These teams will support the Agency both operationally and strategically for the life of the contract to ensure the Agency extracts maximum value from its relationship with Passport.

CLIENT SUCCESS

The Agency will work hand in hand with Passport's Client Success (CS) team and their dedicated Client Success Manager for ongoing strategic and tactical support. Passport's Client Success department is dedicated to maintaining its many valued partnerships and ensuring client satisfaction. Client Success sits at the apex of marketing, sales, professional services, training, and support, and the Agency's CSM will serve as the main point of contact for any feedback, questions, or concerns regarding Passport's product(s).

"My advice to other municipalities is to look for a good partner that is going to be receptive. Passport has filled that gap for us."

- Will Jones, Public Works Deputy Director, City of Greeley, CO

While the CSM is primarily a post-implementation resource, they will monitor the Agency's progress leading up to launch. This will allow the CSM to gain a thorough understanding of the Agency's environment, stay informed of Agency processes, and address any ongoing refinements to assure smooth operations once the solution is live. This includes attending various implementation meetings to gain a thorough understanding of the Agency's environment, including parking rules and regulations, business processes, and the goals the Agency hopes to attain via Passport's system. The CSM will continue to keep informed of Agency processes such as departmental changes, changes to codes/ordinances, or changes to parking operations. This not only enables the system to be configured to the Agency's environment, but also empowers the CSM to act as a true consultant to the Agency, conveying best practices and opportunities for increased operational efficiency. For example, issuing officers could be manually verifying external enforcement lists while out in the field, whereas Passport can import this provided data into a "Deny List" that directly feeds into the enforcement software, automatically alerting the officer during the issuance process. The CSM's full understanding of the environment ensures the Agency is making the most out of Passport's functionalities.

Passport's Client Success team is dedicated to monitoring client performance to not only support the Agency's account, but provide opportunities for increased efficiencies. The CSM will regularly meet with the Agency to conduct quality assurance, with a focus on the following objectives:

- Learn and to ensure alignment on business objectives
- Continue building on joint success
- Keep the Agency informed on new services and upcoming feature rollouts (See Product Release Notes below)
- Explore opportunities for optimized system performance
- Ensure Passport is meeting the Agency's expectations

SUPPORT SERVICES

Passport’s Product Support Services team will be responsible for all the Agency’s technical support issues or for help configuring operator settings in Passport’s portal. Product Support Specialists (“PSS”) can be reached via email or phone and are trained to triage and troubleshoot any technical issues, including closely monitoring the App Server Log for any bug reports. They also ensure items are forwarded and escalated to relevant Passport teams as appropriate. The Agency will receive clear communication from the PSS, explaining the problem and what has been done to both fix the issue and prevent it from happening again.

Once a support ticket is submitted, its acceptance is immediately acknowledged. Once a support case is opened, the PSS will assess the issue impact and urgency to determine the case priority. Breakdowns of critical functions will be addressed immediately, determining the cause, and implementing a solution as quickly as possible. All issues will be logged in Passport’s internal issue tracking system and fixed according to priority. Depending on the severity of the issue, Passport will respond as follows:

Severity	Elements	Support Response
Severity 1 – Critical	Marked by problems or requests that: <ul style="list-style-type: none"> Crash the system completely; Corrupt data; Cause major functions or features to fail to operate; or Otherwise significant, material, and substantive. 	Upon case creation, Passport will dedicate resources on a continual, best effort basis to correct the problem within one (1) day of case creation. Passport will provide the Agency status updates every one (1) hour until the problem has been corrected.
Severity 2 – High	Marked by problems or requests that: <ul style="list-style-type: none"> Cause significant delays or Cause minor functions or features to fail to operate that are substantive, but not material. 	Upon case creation, Passport will dedicate resources on a continual, best effort basis to correct the problem within three (3) days of case creation. Passport will provide the Agency status updates every four (4) hours until the problem has been corrected.
Severity 3 – Medium	Marked by problems or requests that: <ul style="list-style-type: none"> Cause minor delays, but Do not inhibit the ability to use the service and are neither substantive nor material. 	Upon case creation, Passport works during normal business hours and uses reasonable commercial efforts to correct the problems within five (5) days of case creation. Passport will provide the Agency status updates daily, or more frequently if requested by the Agency until the problem has been corrected.

Severity 4 – Low	Marked by problems or requests that: <ul style="list-style-type: none"> • Are typically questions, requests for information or • Requests for rate changes, zone updates, consumables, etc. 	Upon case creation, Passport will work during normal business hours and use reasonable commercial efforts to correct the problems or fulfill the request within seven (7) days of case creation.
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While Passport takes steps to ensure that its software solutions are executing efficiently, there are numerous external factors that can impact the latency of any given transaction. These include the user’s hardware or device in which the solution is running, the Wi-Fi and cell provider’s data latency, or the geography in which the software is running can all impact the response time experienced by a user.

To contact Support Services:

The Agency will have access to live support Monday - Friday 8AM - 7PM EST, with critical-issue support available after hours via answering service. Users can reach Product Support through the following channels:

- Phone: (980) 939-0990 / After Hours: (866) 815-3043
- Email: help@passportinc.com
- Client Operations Portal: A web-based tool designed to streamline operational requests. Here, Agency users can initiate a support request and track the progress of open requests by clicking their user icon and selecting from multiple filter options from a drop-down menu.

The Agency’s dedicated Client Success Manager will also have access to the internal logs used by the Support Services team to track Agency support tickets. This gives them a pulse on Agency satisfaction, an understanding of any issues or concerns, and an opportunity to escalate any tickets that require greater attention. This also enables them to see trends or commonalities in the types of features requests being submitted. Having a thorough understanding of the Agency’s environment, the CSM can use this information to recommend system configurations, features, or products to enhance the Agency’s experience.

- **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.**

Passport’s solutions are cloud-hosted SaaS products, which require little to no hardware or infrastructure to function properly. In implementing a digitally hosted solution, it reduces the physical components or manpower associated with more traditional solutions, such as meters, pay stations, or permit hang tags. While these options may not appear to have an environmental impact at first glance, there are several components that impact a carbon footprint including regular trips to the meters (maintenance, cash removals/reloads, receipt restocks), printed paper receipts, and eventually defunct equipment contributing to overall waste. Furthermore, physical permit decals that only remain valid for a finite period create additional and unnecessary waste that can be avoided through the use of electronic solutions.

As Passport's mobile enforcement app and online permit solution are 100% digital, all portions of the solution can be accessed via existing hardware (smartphones/mobile devices for end users and internet-connected handheld devices for Agency staff), all transactions are processed in the cloud, and all receipts are delivered via email. Passport's enforcement software pulls in payment information to verify compliance and sends citation issuance data to the backend management portal digitally and in real time. This mitigates the need for unnecessary, separate equipment to verify payment or docking stations to upload citations. Also, as available, Agencies can leverage existing Android devices onto which they can download the OpsMan Mobile software. Passport's solutions not only decrease its own environmental impact but help the clients it serves to reduce their respective carbon footprints or even meet "green" or eco-friendly initiatives by limiting the need for physical infrastructure by using digital solutions.

Additionally, Passport incorporates environmentally safe practices into its daily operations, maintaining a recycling program of office paper, hard and soft plastic, glass containers, cardboard boxes, and aluminum cans.

- **Anti-Discrimination Policy (if applicable)**
 - **Describe your organizations' anti-discrimination policy.**
Please see Passport's anti-discrimination and harassment policy below.

Anti-Discrimination and Harassment

Employees have the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment based upon the employees' race, religion, color, ancestry, national origin, age, gender (including pregnancy, childbirth and/or medical conditions related to childbirth or pregnancy), marital status, military/veteran status, sexual orientation, gender stereotyping, gender identity, genetic information, physical or mental disability, hairstyle or head coverings (including braids, locs, twists, tight coils or curls, cornrows, bantu knots, afros and head wraps), or any other characteristic/status protected by federal, state, or local law. Passport strictly prohibits such discrimination and expects that all relationships among persons in the office, vendors, contractors, and other persons with whom Passport conducts business, will be professional and free of bias, prejudice and harassment. Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside of the workplace, such as during business trips, business meetings, and business-related social events. This policy applies to all employees, applicants for employment, interns, contractors and persons conducting business with the Company. The term "employee" refers to this collective group.

Passport encourages reporting of all perceived incidents of discrimination or harassment. It is our policy to promptly and thoroughly investigate such reports in accordance with the reporting procedure set forth below. Passport prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

DEFINITIONS OF HARASSMENT

For the purpose of this policy, harassment is any verbal or physical conduct showing or tending to show animus, bias, or prejudice against an employee (or group of employees) based on any of the protected categories listed in the Equal Employment Opportunity Policy when (1) the conduct is sufficiently severe or pervasive, or (2) if it were to become pervasive, could (a) alter the terms or conditions of employment, (b) create a hostile or abusive work environment, or (c) the conduct could otherwise adversely affect an individual's employment opportunities.

The following examples of prohibited harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment: Comments that are offensive or unwelcome regarding a person's race, color, religion, gender, sexual orientation, appearance, gender identity, national origin, age, disability, genetic information, marital status, veteran status, or any other protected status, including epithets, slurs and negative stereotyping.
- Non-verbal harassment: Distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of race, color, religion, gender, sexual orientation, appearance, gender identity, national origin, age, disability, genetic information, marital status, veteran status, or any other protected status, including inappropriate material that is placed on walls or elsewhere on the company premises or circulated in the workplace, or communicated via e-mail, instant messaging platform, phone (including voice messages), text message, blogs, social media networking sites, or other means.

SEXUAL HARASSMENT

Passport is committed to maintaining a workplace free from sexual harassment. Sexual harassment includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, and other unwelcome verbal or physical conduct of a sexual nature when, for example:

- submission to such conduct is an explicit or implicit condition of employment;
- submission to or rejection of such conduct is used as the basis for employment decisions;
- the conduct is based on an employee's sex, and is sufficiently severe or pervasive, could alter the terms or conditions of employment and create a hostile or abusive work environment; or
- the conduct could otherwise adversely affect an individual's employment opportunities.

Sexual harassment may include a range of subtle and more overt behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual proclivity or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

REPORTING UNWELCOME HARASSMENT, DISCRIMINATION, AND RETALIATION

Individuals who believe they have been the victims of conduct prohibited by this policy statement or who believe they have witnessed such conduct should submit their concern(s) immediately, regardless of the offender's identity or position, through one of the following reporting methods:

- To any member of the People Operations team
- To the head of the individual's department
- Anonymously via Spot - Passport's misconduct reporting tool

Employees who hold People Leader or supervisory positions at Passport are required to report any complaint that they receive, or any harassment they observe or become aware

of, to People Operations. Passport encourages the prompt reporting of complaints or concerns so that immediate and corrective action can be taken to prevent further misbehavior and before professional relationships become irreparably strained. Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment and are strongly encouraged.

All complaints will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge regarding the situation. Confidentiality will be maintained throughout the investigatory process to the extent possible, consistent with conducting an adequate investigation and implementing appropriate corrective action. Effective corrective action will be taken whenever harassment is found to have occurred, up to and including termination of employment.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy. No employee shall be subject to adverse action because the employee reports an incident of harassment, provides information, or otherwise assists in any investigation of a harassment complaint. Acts of retaliation should be reported immediately via one of the reporting methods described above and will be investigated and addressed as soon as practicable.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate disciplinary action up to, and including, termination of employment.

- **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.**

Please see the following pages for Passport's applicable certifications.

Delaware Certificate of Good Standing

Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "PASSPORT LABS, INC." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE EIGHTH DAY OF SEPTEMBER, A.D. 2022.



5439093 8300

SR# 20223457823

You may verify this certificate online at corp.delaware.gov/authver.shtml



Jeffrey W. Bullock, Secretary of State

Authentication: 204346904

Date: 09-08-22

PCI Certificate



**PAYMENT CARD INDUSTRY
DATA SECURITY STANDARD**

COMPLIANCE

CERTIFICATE

PRESENTED TO

Passport Labs, Inc.

This is to certify that A-LIGN has validated Passport Labs, Inc. compliance with the Payment Card Industry Data Security Standard ("PCI DSS") 3.2.1 for Level 1 Service Provider.

Testing was performed in accordance with the guidance provided by the Payment Card Industry Security Standards Council ("PCI SSC") to determine that payment card data stored, processed, or transmitted by Passport Labs, Inc. was secured in accordance with the requirements of PCI DSS.

ROC DATE: 9 September 2022

AOC DATE: 9 September 2022



Issued by:

EVP, A-LIGN

Conditions of Use:

- This certificate is evidence of work performed by A-LIGN for the certificate holder and was not created by or required by the PCI SSC.
- This certificate is for informational and/or display purposes only and does not replace or substitute PCI SSC defined validation documents such as the Attestation of Compliance (AOC).
- This certificate is valid for one year from the Compliance Date.
- This certificate was issued at a point in time and does not guarantee or represent future compliance with the PCI DSS or the security of payment card data.
- This certificate does not warrant or guarantee to any party that the certificate holder is not susceptible to a data breach that may impact the security, confidentiality and integrity of the payment card data. As such, A-LIGN will not be liable to any party in the event of a breach.

TAB 5 – PRODUCTS AND SERVICES / SCOPE

As Passport's software and services are always evolving the exact design, naming conventions, functionality, and support structure (as examples) may vary from what is described below at the time of service delivery. To ensure our clients receive the latest product offering and a superior client experience, this proposal shall expire 6 months from the bid submittal date unless otherwise extended or updated by Passport in writing, or noted by the client in the RFP.

If awarded the bid, Passport will work with the Agency to develop a detailed Scope of Work (SOW) document which will capture all of the requisite services and functionality needed. This SOW will be attached and incorporated into the contract and will serve as the mutually agreed upon source of in and out of scope contract deliverables. Since the discovery session with the Agency may uncover additional needs or novel workflows possible with Passport's technology that are not contemplated or requested in the RFP, the SOW and mutually agreed upon contract terms will take precedence over the RFP and Passport's response. This proposal is conditioned upon agreement to mutually negotiated contract terms and includes our list of exceptions/modifications.

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.**

Zebra Technologies Corporation, including affiliates and subsidiaries under Zebra's common control ("Zebra"), warrants to the End-User Customer as follows.

HARDWARE WARRANTY

Unless otherwise stated by Zebra in the Product warranty exceptions list or in a sales agreement between Zebra and End-User Customer, Hardware is warranted for a period of twelve (12) months from date of shipment from Zebra or, with proof of purchase, from the purchase date whichever is later, against defects in workmanship and materials, provided the Hardware remains unmodified and is operated under normal and proper conditions and in accordance with Zebra published specifications. The sole obligation of Zebra for defective Hardware is limited to repair or replacement (at Zebra's sole discretion) on a "return to service depot" basis with Zebra's prior authorization. End-User Customer is responsible for shipment to Zebra and assumes all costs and risks associated with this transportation. Zebra shall be responsible for return shipment to End-User Customer, unless Zebra, in Zebra's sole and absolute discretion, determines that the corresponding Hardware has no defect or is not under warranty, in which case End-User Customer shall be responsible also for return shipment. No charge will be made to End-User Customer for warranty repairs. Zebra shall not be responsible for any damage to or loss of any Software programs, data or removable data storage media, or the restoration or reinstallation of any Software programs or data. No technical support shall be provided during the Hardware warranty term other than to identify if a warranty repair is needed.

Warranty repair shall be performed in a good and workmanlike manner. The repair shall conform in all material respects to the applicable Zebra published specification for a period of thirty (30) days following completion of the repair or until the end of the original warranty period, whichever is longer. End-User Customer's sole and exclusive remedy in regard to warranty repair shall be to request Zebra to re-perform the non-conforming warranty repair.

SOFTWARE "AS IS"

Software is licensed "as is" with no warranty. Notwithstanding the above, unless otherwise stated by Zebra in the Product warranty exceptions list or in a sales agreement between Zebra and

End-User Customer, for restricted software and for licensed demoware, as identified at [zebra.com](https://www.zebra.com), End-User Customer may, for a period of 90 days from when the instance of Software or Hardware are first shipped by Zebra or, with proof of purchase or license, from the purchase date whichever is later, obtain if available, releases, from <https://www.zebra.com/us/en/support-downloads.html> and technical support.

GENERAL

The above warranty provisions are not transferrable by an End-User Customer and shall not apply to any Product (i) that has been repaired, tampered with, altered or modified, except by Zebra or its authorized repairer providers; (ii) to the extent that in Zebra's sole determination the defects or damage result from normal wear and tear, misuse, negligence, improper storage, water or other liquids including contamination with bodily fluids, battery leakage, use of parts or accessories not approved or supplied by Zebra including but not limited to Printheads, media, supplies, batteries and other peripherals, or failure to perform operator handling and scheduled maintenance instructions supplied by Zebra; or (iii) that has been subjected to unusual physical or electrical stress, abuse, or accident, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable specification.

Except for the express warranties stated above, Zebra disclaims all warranties and conditions on hardware, software or warranty repair furnished, including all implied terms, conditions and warranties of merchantability, satisfactory quality, non-infringement and fitness for a particular use or purpose and that software, solution, or warranty repair will meet your requirements, that the software or the provision of warranty repair will be uninterrupted, private, timely, secure, accurate or error-free, that defects or errors in software will be corrected, or that hardware or software, will be compatible with future products or software versions or interoperate with third party hardware or software. The remedy set forth in this hardware warranty section above is end-user customer's sole and exclusive remedy for warranty claims, and is expressly in lieu of all other remedies that may be available to end-user customers at law or in equity. Some jurisdictions do not allow the exclusion or limitation of implied warranties, so the above limitation or exclusion may not apply to the particular end-user customer.

Zebra shall not under any circumstances whatsoever be liable to any end-user customer or any third party for loss of profits (direct or indirect), any destruction or loss of data (direct or indirect), diminution of good will, or any special, consequential, or incidental damages whatsoever with respect to any claim in connection with Zebra products. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to the particular end user customer.

For transactions in Australia and New Zealand, the terms in this warranty statement, except to the extent lawfully permitted, do not exclude, restrict, or modify, and are in addition to, the mandatory statutory rights applicable to the sale of products to such end-user customers.

ADDITIONAL WARRANTIES

Zebra OneCare Warranty - Zebra OneCare are extended warranties that provide a great value and return on investment for the client. There are two warranty types, Essential or Select, which can be bought for 3 or 5 years terms. These warranties cover normal wear and tear and accidental damage. Below are the features of the two warranty types.

Essential Care - The Essential warranty offers the features below. Some of the highlights are 3-day turn-around time at Zebra support, 8am to 5pm technical support, comprehensive repair services and more.

- Comprehensive coverage — if it's broken, we fix it
- Covers accidental damage, plus normal wear and tear

- 8x5 local time live-agent support
- 3-day repair turnaround time
- Access to restricted software
- Device Diagnostics for mobile computers
- VisibilityIQ™ OneCare® cloud-based view for mobile computers and scanners provides visibility to repair, case management and LifeGuard™ analytics reports

Select Care - Offer everything Essential with increased service. It offers same-day shipment of replacement device, next day air shipping service, 24/7 technical support, comprehensive repair services, and more.

- 24x7 live-agent technical support
 - Advance device replacement - Same day shipment of replacement device
 - Spares pool management
 - Device Commissioning
- **Availability of replacement parts**
Passport understands that keeping parking enforcement officers on the street and active is crucial to a successful compliance program. To ensure clients have all the resources they need, Passport offers a service plan.

MOBILE CITATION SERVICE PLAN

Along with the Zebra TC26 handheld device and ZQ320 Bluetooth printers, Passport will provide the Agency with its Mobile Citation Service Plan. This service will include:

- Mobile data plan via Verizon
- Defined and advanced hardware replacement/loaners should repair be needed
- Hardware warranty
- Advanced shipping for repairs, i.e. Passport will work with Agency staff to resolve the issue within 48 hours.
 - The process for repairs typically flows as follows. The Agency will open a support ticket, Passport's Hardware Support team will work with the Agency to diagnose the issue and determine if a device needs replacement. Passport will then ship and send a tag or label for the Agency to send the defective unit back. Replacement devices will be shipped to the Agency overnight, excluding weekends and holidays.
- Life-cycle management including replacement devices dependent on contract length and renewal

The Agency will have the full support of Passport in providing handheld support and troubleshooting. Passport has a dedicated team of hardware support personnel that are fully trained on Passport's hardware offering including the Zebra TC26 devices. This team will be available to assist with any issues or questions from Agency enforcement officers and staff.

- **Life expectancy of equipment under normal use**
Zebra's TC26 Touch Computer Series has a life expectancy of 3-4 years.
- **Detailed information as to proposed return policy on all equipment**
Passport does not have a return policy for its equipment. Please see Passport's Mobile Citation Service Plan above for additional information.

Products

- **Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects**
Passport understands and will comply with the requirements above regarding equipment, materials and products.

Construction

- **Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.**
As a SaaS solution no construction is required for the implementation of Passport's parking enforcement software and equipment.

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.**
Passport highly recommends the use of Zebra's TC26 touch computer and ZQ320 Bluetooth printer in the Agency's citation issuance program. These handheld units meet the requirements listed above and are a rugged Android-based device with a touch screen for data entry, and an image capture system.

ZEBRA TC26 & BLUETOOTH PRINTER

Passport will provide the Agency with Zebra's TC26 Touch Computer Series for the Agency's citation issuance program. Passport is an authorized reseller of the Zebra TC26 device, which is a ruggedized Android-based touch computer.

Display & Build

As an Android-based device, the TC26 has an internal warning when the "skin" temperature gets too high, and now the OS can also help protect the device's USB port from short circuits or overheating. The TC26 is fortified with a Corning Gorilla Glass window that is built to handle the elements (snow, rain, heat, freezing cold) and is waterproof, dustproof, and can withstand drops to concrete. The 5.0" High-Definition display screen touch panel has multi-capacitive touch that supports stylus, bare fingertip, or gloved fingertip input.

Battery

The TC26 has a rechargeable 3,300 mAh lithium-ion PowerPrecision+ high-capacity battery that quickly charges through a USB port. The battery delivers more than enough power to outlast a shift (up to 14 hours), however, should an officer need to replace the battery during their shift, the batteries are removable eliminating the need to take a device out of service for charging.

Regarding internal memory and data storage, the TC26 has 4GB RAM/32GB Flash and a user accessible MicroSD that accommodates up to 128 GB. It is important to note that beyond the memory included on the handheld itself, Passport's infrastructure is cloud-based and stores millions of plates, citations, and images on its servers.

Camera & Audio

The camera on the TC26 is 13MP with a rear camera flash LED that generates balanced white with a f/2.2 aperture. This high-quality camera will make it much easier for parking enforcement officers to take multiple pictures of each vehicle. All pictures will be stored with the citation in

Passport’s portal, with the option to print one photo directly onto the citation. The TC26 is capable of scanning 1D and 2D barcodes with extraordinary range using SE4710 Imager. The scanner has a wide field of view to increase application flexibility, allowing officers to scan barcodes from farther away, even if the barcode is damaged, dirty, or poorly printed.

Passport’s solution does offer voice functionality to ease the issuance process for officers. Passport’s issuance software includes a voice-to-text feature for a hands-free method of dictating notes to be added to the citation. Any audio files recorded on the device will not be transmitted to Passport’s portal. Should the Agency wish to attach an audio recording manually, an officer could do so through the “Add Notes” feature in Passport’s portal and include a link to the external audio URL.

Printer & Accessories

To print the citations, Passport will provide the Agency with Zebra ZQ320 Bluetooth printers. Zebra’s ZQ300 series of mobile printers have class-leading battery power, durability, and easy remote management. The outside-four-walls model of the printer is designed to handle the elements, generate high quality citations, and guarantee power for the longest shift in the field. Zebra’s patented technology reduces battery power consumption by calculating and delivering the exact amount of power required to provide the highest quality printing. The ZQ320’s print speed is adjusted dynamically in real time, based on multiple factors (motor torque, battery and print head temperature to print density, battery age, available voltage, etc.) to consume the exact amount of energy needed. This technology reduces the ZQ320’s power consumption by 20-30% per battery cycle. When the battery does need to be recharged, Zebra offers a rack-based backroom charging station that can accommodate all the Agency’s devices at once. Additionally, printers can be charged using an AC-to-USB power adapter.



The Zebra ZQ320 can be outfitted with several accessories, making the officer’s experience more comfortable or extending the battery life. Passport can supply a case or strap to carry the printer over the shoulder as opposed to attaching it to a belt. Additionally, Passport can provide various charging options including a car charger and charger rack, which charges up to 5 printers at one time.

ZEBRA TC26 & ZQ320 PRINTER SPECIFICATIONS

PRODUCT SPEC SHEET
TC21/TC26 TOUCH COMPUTER



TC21/TC26 Touch Computer

The ultimate cost-effective touch computer built for small and big business

If you're considering purchasing low-cost mobile phones for your workers, step up to the TC21/TC26 Touch Computers — without stepping up in price. Help your workers access the data they need to act more efficiently. With multiple configurations at different price points, you pay only for the features your workers need, including connectivity — the Wi-Fi-only TC21 for workers inside the four walls or the Wi-Fi/cellular TC26 for workers out in the field. New options include best-in-class 2.2 GHz computing power to maximize application performance, a protective boot for more demanding environments and the ability to turn these devices into a complete workstation in seconds. And powerful new Zebra Mobility DNA™ solutions expand data capture capabilities and simplify device management for any size deployment. The TC21/TC26 Touch Computer — right sized, right featured, right price.



A new level of features for a value-priced device

Lightweight right-sized small design

Lightweight, easy to carry and easy to operate with one hand.

Android familiarity

Virtually eliminate training with the familiarity of Android and the built-in support of future Android releases provides superior future-proofing.

Large 5-inch high definition advanced touchscreen

Get plenty of space to interact with your applications. And the touchscreen is easy to view indoors and outside in bright sunlight.

Built for business

Waterproof, dustproof, drops to concrete, snow, rain, heat, freezing cold — the TC21/TC26 can handle it all. The display and scanner exit window are fortified with Gorilla Glass. And if you work in more demanding environments, no problem — the optional protective boot ensures reliable operation even after a 5 ft./1.5 m drop.

The power to run all your applications

With a choice of a 1.8 GHz or 2.2 GHz advanced Qualcomm octa-core processor, the TC21/TC26 delivers the fast response times that users need — even for the most demanding applications.

All the wireless connections you could ever need

When it comes to wireless, the class-leading TC21/TC26 offers it all — Wi-Fi, cellular, Bluetooth, GPS and NFC.

Digital wallet support for contactless transactions

With support for Apple VAS and Google Smart Tap, the TC21/TC26 can read tickets, loyalty cards, gift cards, boarding passes and more stored in Apple or Google wallets on consumer smart phones.¹

Superior voice quality and functionality

VoLTE delivers superior voice quality over cellular networks, while Zebra's advanced VoWiFi technology, included with the Mobility DNA Enterprise License, delivers superior voice quality over all of your Wi-Fi voice applications — for example, Push-to-Talk Express for basic walkie-talkie style communications, the Workforce Connect PTT Pro² subscription service for walkie talkie-style communications over cellular and Wi-Fi networks, and Workforce Connect Voice³ to turn TC21 and TC26 devices into fully-featured PBX handsets.

PRODUCT SPEC SHEET
TC21/TC26 TOUCH COMPUTER

Capture it all with a high resolution 13 MP rear camera

From proof of delivery to a damaged package, completed repair and occasional barcode capture, do it all with the integrated autofocus color camera.

The right maintenance plan for the right price

Receive enterprise-level service at the right price with Zebra OneCare™ SV. This service helps eliminate unexpected repair costs and keeps devices up and running — at a fraction of the cost of a single uncovered repair.

LifeGuard™ — a lifetime security guard for Android

Included at no cost with your Zebra OneCare maintenance plan, LifeGuard™ for Android™ provides security patches and updates to keep devices secure, with options that give you full control over every aspect of the update process.

Extensive business-class accessory family

Easily and cost-effectively manage any size device pool in any environment with single and multi-slot chargers and cradles, vehicle holders, wearable and carrying solutions and more.

The most options in its class

Choose the right scanning option for your applications

For scan-intensive 1D/2D applications, choose the SE4710 for faster-than-ever barcode capture. For light to moderate 1D/2D scanning requirements, choose the SE4100. If you just need every-now-and-then barcode capture, the high resolution 13 MP camera in the base model can do the job. Zebra's optional OCR Wedge effortlessly captures standardized data, such as information on license plates to streamline citations; on labels to track shipments moving through a warehouse; and serial numbers on parts and equipment for track and trace in manufacturing.

A removable single or multi-shift battery

The standard battery provides more than enough power to outlast a shift, while the extended battery is ideal for long or double shifts.⁴ Since the battery is removable, you never need to take the device out of service for charging.

Create a hands-free wearable solution in the warehouse

The optional wrist-mount accessory provides the comfort and productivity boost of hands-free operation. Simply tap to pair with Zebra's RS5100 Bluetooth ring scanner and Zebra mobile printers.

Add a 5 MP front camera for video calls

Enable technicians in the field to collaborate with experts to increase first-time-to-fix rates, simplify on-the-job training and more.

Create a mobile-driven workstation

Simply drop the TC21/TC26 into a Workstation cradle to connect to a monitor, keyboard, mouse, printer and more, eliminating the need to purchase and manage separate fixed workstations.⁵ A mobile-driven solution uses less energy than the average desktop computer — lowering your energy costs and carbon footprint.

Unleash the potential of your devices and your workforce with Zebra Mobility DNA

Get a built-in advantage with no-cost Mobility DNA Professional

Add powerful enterprise features to standard Android with Mobility Extensions (Mx) — choose from over a hundred features to increase security, improve device manageability and more. Stage a handful or thousands of devices in seconds with StageNow. Control the applications and features workers can access with Enterprise Home Screen. Enter barcodes into your apps right out of the box with DataWedge. Integrate TC21/TC26 features into your apps with Zebra's Enterprise Mobility Development ToolKit (EMDK). Control the GMS apps and services that are available on your devices with GMS Restricted Mode. Automatically enable EMM support for every TC21/TC26 feature with OEM Config. Collect targeted diagnostics for easier troubleshooting with RxLogger. And test all main device systems with the press of a button with Device Diagnostics.

Maximize device functionality, workforce productivity and the user experience with the optional Mobility DNA Enterprise license

Simultaneously capture up to 100 barcodes, even on multiple labels, with a single scan. In one button press, capture and crop a document image, optionally capture a barcode and detect signature presence. Enable faster data entry with a customized soft keyboard. Allow workers to easily manage their Bluetooth accessories. Give workers unsurpassed 'won't drop' wired style Wi-Fi connections every minute of every shift. Additional tools available for purchase include Device Tracker to track and locate missing devices. And Zebra DNA Cloud makes it easy to deploy, configure and manage the tools you need.⁵

PRODUCT SPEC SHEET
TC21/TC26 TOUCH COMPUTER

Specifications

Physical Characteristics	
Dimensions	With standard battery: 6.22 in. L x 3.11 in. W x 0.54 in. D 158 mm L x 79 mm W x 13.7 mm D With extended battery: 6.22 in. L x 3.11 in. W x 0.58 in. D 158 mm L x 79 mm W x 17.3 mm D
Weight	8.32 oz./236 g with standard battery, 269 g with extended battery
Display	5.0 in. color HD (1280 x 720), LED backlight, Corning® Gorilla® Glass
Imager Window	Corning® Gorilla® Glass
Touch Panel	Capacitive Touch Panel; multi-touch
Power	Removable/serviceable rechargeable Li-Ion Standard battery: ≥ 1300 mAh/12.54 Wh Extended battery: 5260 mAh/20.25 Wh
Expansion Slot	One 128 GB micro SD slot
SIM	1 Nano SIM slot; optional eSIM (TC26 only)
Network Connections	TC21: WLAN, WPAN, USB 2.0 hi-speed (host and client) TC26: WWAN, WLAN, WPAN, USB 2.0 hi-speed (host and client)
Notifications	Audible tone; multi-color LEDs; vibration
Keypad	On-screen keypad
Audio	Speaker - 1 Watt Voice support (internal speaker/receiver and microphones)
Buttons	Scan on each side; volume up/down; power; push-to-talk (PTT) keys
Performance Characteristics	
CPU	Qualcomm Snapdragon™ 660 octo-core, 1.8 GHz or 2.2 GHz (select configurational)
Operating System	TC21: Android 11; upgradeable to Android 14 TC26: Android 11; upgradeable to Android 14
Memory	4 GB RAM/64 GB Flash memory; 3 GB RAM/32 GB Flash memory
User Environment	
Operating Temp.	14°F to 122°F/10°C to 50°C
Storage Temp.	-22°F to 158°F/-30°C to 70°C
Humidity	5% - 95% non-condensing
Drop Spec.	5 ft./1.5 m drop to concrete per MIL-STD-810G with optional protective boot 4 ft./1.2 m drop to concrete per MIL-STD-810G across operating temperature
Tumble Spec.	300 tumbles, 1.6 ft./0.5 m; 550 tumbles, 1.6 ft./0.5 m with optional protective boot
Sealing	IP67
Electrostatic Discharge (ESD)	+/-15 kV air discharge, +/-8 kV direct discharge, +/-8 kV indirect discharge
Interactive Sensor Technology (IST)	
Light Sensor	Automatically adjusts display backlight brightness
Motion Sensor	3-axis accelerometer with MEMS Gyro
Proximity Sensor	Automatically detects when the user places the handset against head during a phone call to disable display output and touch input.

Data Capture	
Scanning	SE4100 1D/2D imager SE4710 1D/2D imager Camera scanning (SKU dependent)
Camera	Rear camera 13 MP; optional front camera 5 MP
NFC	Integrated; MIFARE; ISO 14443 A&B, FeliCa, ISO 15693 and NFC Forum supported cards, read range up to 50 mm; support for Apple VAS / Google Smart Tap
Wireless WAN Data & Voice Communications	
Radio Frequency Band (TC26 only)	TC26 North America • UMS: 82/B4/B5 • LTE: B2/B4/B5/B7/B12/B13/B14/B17/B25/B26/B41/B66 • LTE: Category 6 TC26 Rest of World • GSM: 850/900/1800/1900 • UMS: B1/B2/B3/B4/B5/B8/B9/B19 • LTE-FDD: B1/B2/B3/B4/B5/B7/B8/B19/B20/B28 • LTE-TDD: B38/B40/B41 • LTE: Category 6 TC26 China • GSM: 850/900/1800 • UMS: B1/B5/B8 • LTE-FDD: B1/B3/B5/B7/B8 • LTE-TDD: B38/B39/B40/B41 • LTE: Category 6
Voice Communications	Optional Push-to-Talk (PTT) Express Mobility DNA software application for instant PTT walkie-talkie style calls inside the four walls. Optional Workforce Connect Push-to-Talk (PTT) Pro® Mobility DNA easy-to-deploy, cost-effective, subscription-based software application that provides instant PTT walkie-talkie style calls inside and outside the four walls via an easy-to-deploy subscription service. Optional Workforce Connect Voice® to turn TC21/TC26 devices into fully featured PBX handsets with a custom interface that makes it easy to execute even the most complex telephony features.
GPS (TC26 only)	GPS with A-GPS; Glonass; BeiDou; Galileo
Wireless LAN	
WLAN Radio	IEEE 802.11 a/b/g/n/ac/d/h/1/16k/v/w, Wi-Fi™ certified; IPv4, IPv6, 1x1 MU-MIMO
Data Rates	2.4 GHz: 802.11b/g/n — 20MHz, 40MHz — up to 150 Mbps 5 GHz: 802.11a/g/n/ac — 20MHz, 40MHz, 80MHz — up to 433 Mbps
Operating Channels	Channel 1-13 (2412-2472 MHz): 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13 Channel 36-165 (5180-5825MHz): 36, 40, 44, 48, 52, 56, 60, 64, 100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144, 149, 153, 157, 161, 165 Channel Bandwidth: 20, 40, 80 MHz Actual operating channels/frequencies and bandwidths depend on regulatory rules and certification agency.
Security and Encryption	WEP (40 or 104 bit); WPA/WPA2 Personal (TKIP and AES); WPA3 Personal (SAE); WPA/WPA2 Enterprise (TKIP and AES); WPA3 Enterprise (AES) — EAP-TLS (PAP, MSCHAP, MSCHAPv2), EAP-TLS, PEAPv0, MSCHAPv2, PEAPv1-EAP-GTC, LEAP and EAP-PWD; WPA Enterprise 192-bit Mode (GCMP-256) - EAP-TLS; Enhanced Open (OWE)
Certifications	802.11a/b/g/n; WPA; WPA2; WPA3

Markets and Applications

- Inside the four walls**
- Retail
 - Hospitality
 - Light warehouse
 - Manufacturing
- Outside the four walls**
- Field service
 - Direct Store Delivery (DSD)
 - Postal
 - Courier
 - Route accounting



PRODUCT SPEC SHEET
TC21/TC26 TOUCH COMPUTER

Fast Room	PMKID caching; Cisco CCKM; 802.11r (Over-The-Air); OKC
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Wireless PAN

Bluetooth	Bluetooth 5.0 BLE, Class 2
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Environmental Compliance

RoHS Directive 2011/65/EU; Amendment 2015/863; REACH SVHC 1907/2006
For a complete list of product and materials compliance, please visit www.zebra.com/environment

Warranty

Subject to the terms of Zebra's hardware warranty statement, the TC21 and TC26 are warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For the complete warranty statement, please visit www.zebra.com/warranty

Recommended Services

Protect your TC21/TC26 mobile devices with Zebra OneCare™ SV, the right-priced service for Zebra's right-priced mobile devices. You get two years of protection against failure, coverage for normal wear and tear, live and online technical support, priority repair turnaround time and free shipping, as well as cloud-based visibility into reports on your devices — including repairs, tech support cases, contracts, LifeGuard Analytics for Android security patch status, and more. For more information on recommended services, please visit <https://www.zebra.com/us/en/services/zebra-onecare-support-services.html>

Footnotes

1. Apple VAS and Google Smart Tap available Q3 2022; select configurations only; contact your Zebra sales representative for details.
 2. To enable maximum performance and voice quality for Workforce Connect PTT Express, PTT Pro and other VoWiFi solutions, the Mobility DNA Enterprise License is recommended.
 3. Mobility DNA Enterprise License is required to deploy Workforce Connect Voice and other 3rd party full duplex voice solutions for optimal performance and support.
 4. Based on typical user profiles.
 5. Workstation crate available Q4 2022; supported on 4GB RAM configurations only.
 6. Zebra DNA Cloud available Q3 2022.
- Specifications subject to change without notice.
For details related to Common Criteria support, please visit: www.zebra.com/commoncriteria

Mobility DNA

Mobility DNA solutions help you get more value out of our mobile computers by adding functionality as well as simplifying deployment and management of our mobile devices. For more information on these Zebra-only features, please visit www.zebra.com/mobilitydna

Mobility DNA Professional integrated solutions are preloaded and pre-licensed, provided at no cost. To take advantage of the complete Mobility DNA offerings for the TC21/TC26, a Mobility DNA Enterprise license is required. For more information about Mobility DNA tools, please visit www.zebra.com/mobility-dna-uit



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ZQ320 Mobile Label and Receipt Printer

CLASS-LEADING BATTERY POWER, VERSATILITY, DURABILITY AND EASY REMOTE MANAGEMENT IN AN AFFORDABLE MOBILE PRINTER

The mobile printing capabilities in your retail store directly impact customer service quality and associate productivity. With receipt printing, associates can ring up sales anywhere in the store to prevent abandoned sales, improve the shopper experience and increase revenue. And with on-the-spot printing of labels, associates can complete markups, markdowns and shelf label audits faster and more accurately — providing more time to help more shoppers and preventing costly pricing errors. With the Zebra ZQ320, your associates can do it all. This compact and lightweight printer is designed for easy one-handed operation, bringing all-day comfort to mobile printing. Unique, patented battery and battery management technologies deliver the longest battery cycle times for constant full-shift power. When it comes to durability, the ZQ320 offers the most rugged specifications in its class. With support for 802.11ac and Bluetooth 4.0, you get the latest wireless connections in this class for fast printing. And the ZQ320 runs Link-OS® and is supported by our powerful Print DNA suite of applications, utilities and developer tools that deliver a superior printing experience through better performance, simplified remote manageability and easier integration. The ZQ320 — the affordable little mobile printer that delivers big business value.



MORE VERSATILITY FOR MORE VALUE

One printer — dual capabilities: receipts and labels

Now, one printer can do double duty: the same printer your store associates use to print receipts for point of sale transactions can also print labels for shelves as well as item markdowns and markups.

Connect to virtually any handheld

Pair the ZQ320 with practically any mobile device — any Bluetooth-enabled Zebra mobile handheld computer and tablet, as well as any Android, iOS, Windows CE and Windows Mobile device. And with Wi-Fi connectivity, the ZQ320 can easily double as a desktop printer to support local printing needs as well as labels you might receive from your corporate headquarters.

Print inside — and outdoors

If your retail store has outdoor departments, no problem. With IP54 sealing and support for water-resistant media, you can count on legible text and scannable barcodes, even when printing in the rain or snow.

Less waste with linerless media

Go greener with linerless media. Workers no longer need to dispose of used liner material. And since linerless media has up to 60% more labels per roll, it requires fewer roll changes, improving printer uptime — and associate productivity.

Global media support

With support for 3.15 in./80 mm wide media, the ZQ320 can accommodate US standard and international metric media widths.

SUPERIOR INDUSTRIAL DESIGN — DURABLE AND CONTEMPORARY

Sleek consumer styling on the outside — with superior Zebra industrial design on the inside

You get the best of both worlds with the ZQ320. The lightweight design ensures user comfort all shift long. The slim profile makes it easy to use in tight spaces and cramped aisles without bumping into fixtures or walls. And while its contemporary look fits right into the most design conscious retail store, you get the durability for which Zebra is famous. It's the only printer in its class to offer triple durability specifications: IP54 sealing, a 5 ft./1.5 m drop specification and a 500-drop tumble specification, which simulates the real-world tumbling that follows a drop. The result? The ZQ320 simply works, even if your employees drop it, bump it, use it in a dusty backroom or splash liquid on it.

FASTER, EASIER AND HIGHLY RELIABLE WIRELESS CONNECTIONS

The latest wireless connections for faster printing

Enjoy superior printing speeds and power efficiency with the latest in Bluetooth connectivity, Bluetooth 4.0 Classic and Low Energy. And with support for WLAN 802.11ac and the latest Wi-Fi security protocols, you get blazing fast and secure connections whether you connect the ZQ320 to a host mobile device or a Wi-Fi network.

Robust and reliable connectivity

Zebra's patented Power Smart Print Technology™ offloads processing from the printer CPU, freeing up processing power to better manage wireless communications. The result? More consistent and dependable wireless connections for maximum productivity.

Split-second tap-to-pair simplicity

The integrated NFC tag allows users to pair the ZQ320 with any Zebra NFC-enabled mobile device with a quick tap — no more scanning barcodes, manually configuring devices for discovery or accidental pairing with another nearby device. Even new and temporary workers are up and running in seconds, without having to call for support.

MAXIMIZE BATTERY POWER AND MINIMIZE BATTERY MANAGEMENT TIME AND COST

User-replaceable PowerPrecision+ battery for full-shift power and extraordinary battery management capabilities

Your workers depend on their mobile printers nearly every minute of the day. And with the ZQ320, you can be sure that every worker has plenty of power for every shift. The PowerPrecision+ 2280 mAh battery, a unique sleep mode and patented Power Smart Print Technology™ combine to minimize power requirements, offering one of the longest cycle times in this class. A wealth of easily accessible battery metrics makes it easier than ever to identify, remove and replace aging batteries before they impact productivity. And the ZQ320 battery is user-replaceable for perpetual power — ZQ320 printers never need to be taken out of service due to a dead battery.

Power-saving sleep mode with instant wake

This intelligent printer automatically enters sleep mode when it is idle, and automatically wakes up upon receipt of a printing job — no need for workers to remember to turn off the printer to save power.

Reduce battery power consumption up to 30 percent with patented Power Smart Print Technology™

This patented Zebra technology reduces battery power consumption by calculating and delivering the exact amount of power required to provide the highest quality printing. Where competitive devices provide a constant level of power, the ZQ320 print speed is adjusted dynamically in real time, based on many factors — from motor torque, battery and print head temperature to print density, battery age, available voltage and more. As a result, power consumption is reduced by an average of 20 to 30 percent per battery cycle.

The most charging options for maximum flexibility — and scalability

Multi-slot printer and battery chargers that utilize a common base and can even accommodate select Zebra mobile computers make it easy to cost-effectively create a rack-based backroom charging station that can accommodate all your devices now — and in the future. Single-slot printer and battery chargers are ideal on any desk. And with the AC-to-USB power adapter, users can simply plug the printer into any outlet to charge.

SUPERIOR PRINTER MANAGEMENT — EASY, REMOTE, COMPREHENSIVE AND COST-EFFECTIVE

Industry-first application for easy, remote management of Bluetooth-connected ZQ320 printers — only from Zebra

Zebra's one-of-a-kind Bluetooth Remote Management application gives you real-time visibility and remote management of all ZQ320 printers that are connected to any Android device via Bluetooth. Running on the Android mobile device, this application collects and sends a wealth of information about the ZQ320 to your Mobile Device Management (MDM) solution — either Zebra's Printer Profile Manager Enterprise printer management software or SOTI MobiControl. Now, the same tool you use to remotely manage your other mobile devices also allows you to easily update, monitor and troubleshoot your mobile printers, all in real-time from a remote central location. Printer management shifts from reactive to proactive, improving printer uptime, ROI and TCO. And since this solution utilizes a secondary Bluetooth communication channel, it won't interfere with ZQ320 printing, protecting printer and mobile device performance.

Zebra Print DNA — transforming printers from the inside

Zebra Print DNA is the genetic code that injects business-catalytic capabilities into our Link-OS printers through its unique combination of innovative applications, utilities and developer tools. The result is a superior printing experience through better performance, simplified remote manageability and easier integration.

Optional printer management services for maximum management flexibility

If you're still tracking your printers manually, then you are likely missing out on information that could save you money. Zebra's powerful visibility service options deliver critical insight into the information you need to prevent printer downtime and maximize the return on this key business asset. Our cloud- and subscription-based Asset Visibility Service (AVS) provides insight into the basic health information and proactive steps required to keep your ZQ320 printers up and running — all for just pennies a day. The comprehensive fully-featured Operational Visibility Service (OVS) connects to an MDM and allows you to monitor just about any aspect of your Zebra printer, as well service and repair status. See the current status and disposition of all of your printers, printers at a specific site, specific models or a specific printer — and much more.

Consistently exceptional Zebra Certified Supplies

Printing supplies can impact everything from printhead lifespan to operational efficiency. That's why we design, produce and rigorously pretest our own line of thermal printing supplies to ensure consistent, optimized performance in your Zebra printer — and peace of mind for you. For industry-leading quality, service and thermal printing expertise, choose Zebra Certified Supplies.

Maximize the availability of your printers with Zebra OneCare™ Services

Zebra OneCare Support Services enable your critical business operations. With multiple service levels to choose from, you can protect your investment while achieving maximum uptime and peak performance. Get unmatched support — direct from the manufacturer — with live agent telephone technical support, comprehensive coverage, including accidental damage and defined repair and turnaround times. Plus optional services like Device Commissioning, Onsite Repair, Battery Refresh and Replacement Service and Express Shipping let you tailor your service plan to your individual business needs.

ZQ320 Accessories

From power and charging related accessories to carrying and protection options, cables and more

POWER AND CHARGING

Chargers and Cradles

Multi-slot



5-slot Docking Charger

Dock and charge up to five ZQ320 printers simultaneously. This accessory ships complete with power supply and power cord. Select the part number with the appropriate line cord option for your region.

Regions: US, EU, UK



3-slot Battery Charger

Dock and charge up to three PowerPrecision+ Li-Ion ZQ320 printer batteries at a time. The 3-slot battery charger ships with power supply and line cord. Select the part number with the appropriate line cord option for your region.

Regions: US, EU, UK

Single-slot



1-slot Docking Cradle

Dock and charge a single ZQ320 printer. This accessory ships with a USB cable and a AC to USB adapter. Select the part number with the appropriate plug for the AC to USB adapter.

Regions: US, EU, UK, Australia, Brazil, Korea



1-Slot Battery Charger

Docks and charges a single PowerPrecision+ Li-Ion ZQ320 battery. Integrated power supply. Ships with line cord. Select the part number with the appropriate line cord for your region.

Regions: US, EU, UK, Korea, Brazil, Australia

Power Adapters



AC to USB Adapter

Use this AC to USB Adapter to charge your ZQ320 printer. Select the appropriate part number with the appropriate plug for your region.

Regions: US, UK, EU, Australia, Brazil, Korea, India

BATTERIES



PowerPrecision+ 2280 mAH Li-Ion Rechargeable Battery

Spare printer battery. (Note one battery ships with the printer).
Battery Capacity: 2280 mAh

CARRYING AND PROTECTION OPTIONS

Protection Options



Soft Case

This soft case allows for easy attaching/detaching for wearability. Includes shoulder strap.

Carrying Options



Shoulder Strap

Easily carry the ZQ320 over the shoulder with this comfortable rugged shoulder strap.



Belt Clip

Replacement belt clip (one belt clip ships with the printer); package of 5.

CABLES AND OTHER ACCESSORIES



Spare USB Cables

Spare USB Type A to Type C cable. Use this cable with the AC-USB Adapter or the Cigarette Lighter Adapter to charge your printer. Printer includes one cable. (Available with 1 or 5 spare units).



Platen Roller

Replace your ZQ320 platen roller.



Linerless Platen Roller

Replace your ZQ320 linerless platen roller.



Media Spacer

Spacers for ZQ320 media compartment to accept 3 in. (76.2mm) wide paper, (5 sets; 2 per set).

ZQ320 Mobile Label and Receipt Printer Specifications

PHYSICAL CHARACTERISTICS	
Dimensions	130 mm L x 117.7 mm W x 49.5 mm H 5.12 in. L x 4.63 in. W x 1.95 in. H
Volume	757 cc/46 cubic in.
Weight with Battery	0.43 kg/95 lbs
PRINTER SPECIFICATIONS	
Operating System	Link-OS®
Print Method	Direct Thermal
Resolution	203 dpi/8 dots/mm
Memory	128MB RAM, 256MB Flash (48 MB User Available)
Battery	Li-Ion 2280 mAh, 7.2V, PowerPrecision+
Maximum Print Width	72 mm/2.83 in.
Maximum Print Speed	Up to 4 ips (100 mm/s)
Media Sensors	Gap, BlackBar, Media Out, Media Door Open
Programming Languages	CPCL, ZPL. The ZPL programming language ensures full compatibility with many other Zebra printers.
Cutter	Tear bar
Print Direction	Horizontal and vertical
MEDIA CHARACTERISTICS	
Media Width	80 mm ± 0.75 mm/3.15 in. ±0.02 in.; spacers available to support 76 mm ± 0.75 mm/3 in. ±0.02 in.
Maximum Roll Outside Diameter	40 mm/1.57 in.
Media Holder	Drop-in fixed media width (clamshell)
Media Thickness	0.06 mm/0.0023 in. to 0.16 mm/0.0063 in.
Media Types	Direct thermal: receipt paper, labels, linerless labels
Minimum Receipt Length	12.5 mm/0.49 in.
Maximum Receipt Length	Unconstrained in line mode
Label Counter	Odometer
OPERATING CHARACTERISTICS	
Environmental	Operating Temperature: -15° to +50° C/5° to +122° F Storage Temperature: -20° to 60° C/-4° to +140° F Charging Temperature: 0° to 40° C/0° to +104° F Operating Humidity: 10% to 90% non-condensing IP Rating: IP54 Drop Spec: 1.5 m/5 ft. tested over operating temp. range Tumble: 500 free falls from 1 m/3.3 ft. Vibration: MIL STD 810
Agency Approvals	FCC Part 15 and EN 55022 Class B limits; FCC, IC, and European Standards for Bluetooth and 802.11a/b/g/n; TÜV and IEC 60950 standard for Safety; NOM, C-Tick, VCCI, S-Mark, PSE, CCC, Mill Bluetooth SIG-registered and Wi-Fi certified

OPERATING CHARACTERISTICS (CONTINUED)

Validation Testing	The ZQ300 series printers have been tested with industry-leading applications to verify interoperability and improve overall optimization with validated terminals. Zebra Independent Software Vendor (ISV) Partners create industry leading software solutions to solve business problems. Zebra works closely with these ISVs to integrate printing and other capabilities of Zebra products. Zebra-validated applications can be found at www.zebra.com/validation
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COMMUNICATION AND INTERFACES CAPABILITIES

WLAN	802.11ac
WLAN Security	WEP, TKIP, AES encryption, WPA, WPA2, 802.1X (with WEP, WPA or WPA2) EAP-FAST, EAP-TLS, EAP-TLS, PEAP, LEAP
WLAN Features Supported	802.11r, 802.11d, 802.11k, Simultaneous WAN & BT 4.0, Fast roaming using Pairwise Master Key (PMK) caching, Opportunistic Key Caching (OKC), or EAP Fast Session resumption, Support for Ad Hoc mode
Internet Protocols over WLAN	UDP/TCP, DHCP/BootP, FTP/Mirror, HTTP, SMTP / POP3, Telnet, LPD, SNMP
Bluetooth	Dual Radio (802.11ac + BT BR/EDR LE4.0)
USB 2.0	Client, Type-C™ connector
NFC	Passive NFC tag
Host OS Supported	Windows compatibility: (CE, NET, Pocket PC, Windows Mobile 2002, Windows Mobile 2003 SE, Windows XP, 2000 and NT via Zebra Windows printer driver and/or our Mobile SDK controls and other applications) Android 2.3, 4.0, 4.1, iOS 5, iOS 6, iOS 7, iOS 10

User Interface	LEDs
BARCODE SYMBOLOGIES	
Barcode Ratios	1:5:1, 2:1, 2.5:1, 3:1, 3:5:1
Linear Barcodes	Codabar (NW-7), Code 39, Code 93, Code 128, EAN-8, EAN-13, 2 and 5 digit add-on, Interleaved 2-of-5, UCC/EAN 128, UPC-A, UPC-E, 2 and 5 digit add-on
2D Barcodes	2D Barcodes: Aztec Code, Data Matrix, GS1/DataBar™ (RSS) family, MaxiCode, MicroPDF417, PDF417, QR Code, TLC 39

FONTS/GRAPHICS	
CPCL/ZPL (Scalable)	Latin B, Arabic, Cyrillic, Hebrew, SourceCodePro, NotoMono (CJK), Hans (CJK), Thai (Angsana)
CPCL (Bitmap)	Simplified CN: 24x24 Msung, 16x16 SimSun, Trad CN: 24x24 Mkal, 16x16 New Sans MT, Vietnamese: 16x16 Utah, Japanese 16x16 MS Gothic
ZPL	Standard fonts: 25 bitmapped, smooth-scalable (CG Triumvirate™ Bold Condensed), scalable SourceCodePro, scalable NotoMono (CJK), scalable Hans (CJK), Optional fonts: Downloadable bitmapped and scalable fonts, *Contains UFST® from Agfa Monotype Corporation

PRINTER SUPPLIES

For industry-leading quality, service and thermal printing expertise, choose Zebra Certified Supplies to ensure consistent, optimized performance for your Zebra printer.

The ZQ320 is ideal in:

- Retail**
- Receipts (Mobile POS)
 - Gift registry
 - Price labels: markdowns/markups
 - Shelf labels

ZQ320 Mobile Label and Receipt Printer Specifications (cont.)

PRINT DNA SOFTWARE SOLUTIONS

The ZQ320 is supported by our powerful Print DNA suite of applications, utilities and developer tools that give our printers better performance, simplified remote manageability, and easier integration.

Productivity Tools

Enterprise Printing Solutions	Print Station
Pairing Solutions	Virtual Devices
PDF Direct	Zebra Designer

Management Tools

Bluetooth Printer Management	Printer Setup Utility
Print Profile Manager Enterprise	

Development Tools

Browser Print	Network Connect
Cloud Connect	PrintConnect
MultiPlatform SDK	

Visibility Tools

MDM Connectors	Visibility Services
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Print DNA features may vary by model and a Support Contract may be required. For more information, please visit: www.zebra.com/printdna

ACCESSORIES

Protection	Soft Cases
Carrying	Belt Clip (included), Shoulder Strap
Cable	USB charging or communication cable, type C to type A

ACCESSORIES (CONTINUED)

Chargers and Cradles	<p>Large deployments: 5-slot docking cradle, 3-slot battery charger</p> <p>Small deployments: AC-USB Adapter, 1-slot battery charger, 1-slot docking cradle</p> <p>In-vehicle charging: Cigarette lighter adapter with 2 USB ports (to charger printer and mobile computer) Vehicle adapter to charge printer and mobile computer (TC51/56) through a direct connection to the vehicle 12-24V battery Vehicle holders (for windshield, for dashboard) that connect directly to the vehicle 12-24V battery Vehicle holders (for windshield, for dashboard)</p>
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INCLUDED IN THE BOX

Printer, battery (Li-Ion 2280 mAh), belt clip, USB cable (Type C to Type A), Quick Start Guide, registration card, Safety Guide, Regulatory Guide

WARRANTY

The ZQ300 Series is warranted against defects in workmanship and materials for a period of 1 (one) year from the date of shipment. For the complete warranty statement, please visit: www.zebra.com/warranty

RECOMMENDED SERVICES

	<p>The Zebra OneCare Support Services portfolio of Essential and Select helps protect your critical operations and your printers with defined service levels. For more information go to www.zebra.com/zebraonecare</p> <p>Zebra OneCare Select</p> <p>Comprehensive Coverage, including printheads, normal wear and accidental breakage Priority access 24x7 live technical support and software updates Advance Replacement and Express Shipping (Next Day Device Replacement) Commissioning Online Return Material Authorization (RMA) support</p>
	<p>Zebra OneCare Essential</p> <p>Comprehensive Coverage, including printheads, normal wear and accidental breakage Priority access 8x5 live technical support and software updates Three-day depot repair turnaround time plus free return ground shipping Online Return Material Authorization (RMA) support</p>

Note: Service availability may vary by region.

GET THE AFFORDABLE MOBILE PRINTER THAT DELIVERS BIG BUSINESS VALUE — THE ZQ320.

FOR MORE INFORMATION, VISIT WWW.ZEBRA.COM/ZQ320 OR
OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACT



- If you provide an app, what devices are you compatible with?**
Passport's front-end enforcement application (OpsMan Mobile) is a native Android application that is available for free on the Google Play store. OpsMan Mobile is only optimized for use on Android units. In order to adapt and develop Passport's software application alongside rapidly changing hardware interfaces, Passport has focused on developing its Android product to deliver

the highest-level solution. Meaning, Passport can immediately push updates to Android devices and offer a wider array of devices (including rugged options), available at a more affordable cost for clients.

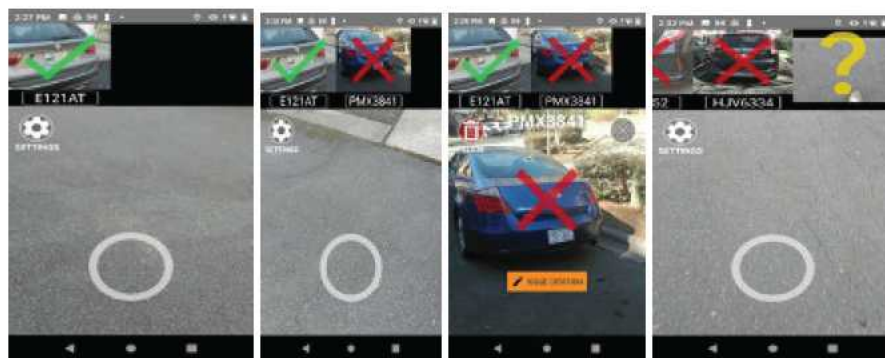
- **Do you provide Handheld License Plate Recognition? If so, what is the read rate and does it read specialty plates?**

To provide the Agency with handheld LPR Passport utilizes a photo processing company called OpenALPR. The process officers will follow while patrolling with Passport's handheld LPR is very similar to the process followed when enforcing paid parking with OpsMan Mobile. First, officers will need to log-in to OpsMan Mobile and select a zone to monitor. Then officers will select the camera icon to activate the LPR camera. Officers will then take images of a vehicle's license plate to be processed.



As images are captured and processed, icons will appear with the following meanings:

- **Green Check Mark:** The vehicle has either a valid parking session or a valid permit and is allowed to park. No action needed.
- **Red "X":** The vehicle does not have a valid parking session or a valid permit and is not allowed to park. Officers will click on the image, an enlarged image will appear on the main screen enabling officers to compare the LPN returned to what is in the photo. From this point, officers will confirm the LPN returned is correct, and click the button labeled "Issue Citation". Officers will automatically be routed to the issuance screens where any confirmed vehicle information will be auto populated, and continue to issue a citation.
- **Yellow Question Mark:** The image was unable to be processed because the image did not contain the full license plate, was too blurry or no license plate was included in the image capture. If the capture was a partial image of an LPN or a blurry image of an LPN then officers will delete the unprocessed image and retake another. If the image was taken by accident and does not need to be processed then officers will delete the image and continue patrolling.



- **Provide an overview of the citation issuance process.**
Citations are issued using Passport's proprietary issuance software, OpsMan Mobile, available for free download from the Google Play store. During implementation, Passport's team will set up Agency enforcement officers with unique accounts. Enforcement officers will then login, update their password, and use these unique credentials for each subsequent login. Each citation issued

by that enforcement officer can include their name, badge number, and signature auto-populated on each citation, reducing the number of steps required for issuance.

CITATION ISSUANCE FLOW

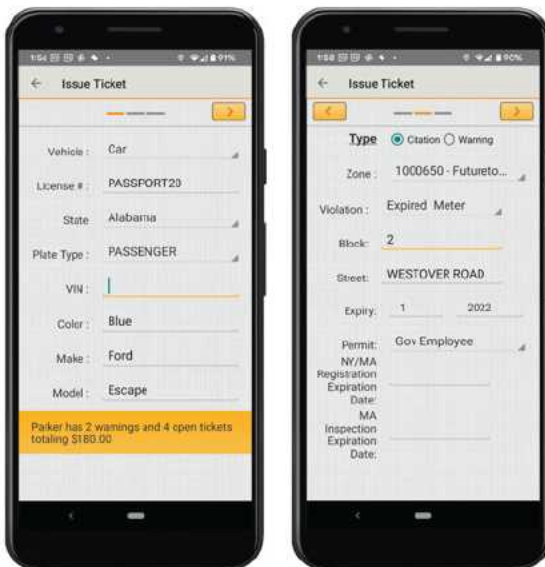
Enforcement officers will have access to a streamlined citation issuance system that will allow for officers to monitor for non-compliant vehicles, capture evidence in support of citation issuance, and print and place citations on those vehicles. Please see below for how Passport's software will support accurate issuance and streamline the issuance process so that officers can maximize their time in the field.

Monitoring Vehicles

As enforcement officers patrol parking zones, they will enter license plate numbers (LPNs) of each vehicle to be checked against a master database that determines parking eligibility. As LPNs are compared to this continually updated database, **officers can make a determination backed by real-time data that a vehicle is compliant and paid to park, or a vehicle is non-compliant** (e.g., parking session expired, LPN does not hold an active permit). The software will pull this data from any mobile apps, meters and pay stations, permit files, and other external vendors.¹ Passport integrates with many of the leading vendors in the industry and can use open APIs to connect to external systems currently within the Agency's parking ecosystem, or that are introduced in the future.

If the LPN does not match any valid sessions within Passport's database, the enforcement officer will begin to issue a citation. The LPN will be populated based on the officer's previous search. The officer will enter all required fields, beginning with supplementary vehicle information (e.g., make, model, color), then proceeding to violation-specific information (e.g., violation code, location). As officers input data for these fields, OpsMan Mobile will filter alphanumerically to only

include options that match that input to help streamline the issuance process. These fields will be configured to the Agency's specifications during implementation. Passport maintains options for almost all possible data points, but also allows for additional fields, if needed. Once the initial vehicle details are included, the following screen will present the officer with key information related to the LPN, including scofflaw data, or Agency-defined enforcement list.



Capturing Evidence

Enforcement officers will then proceed to evidence capture and note taking. Officers will be able to take unlimited pictures to capture as evidence of the parking violation, with the ability for a single photo to be selected and printed onto the citation. All remaining photographs will be perpetually tied to the violation, vehicle, and citizen record in

Passport's portal. OpsMan Mobile will allow officers to issue violations with two extensive notes fields: internal and external notes. External notes will print on the violation and internal notes will only be seen by Agency administrators and adjudicators. Notes are either written in an open text box or can be selected from a predefined "Common Notes" list. The free form notes can either be

¹ Where possible given the provider's ability to send such data.

typed manually or dictated through the voice-to-text feature for hands-free functionality. From the backend, administrators have access to all notes, and can also enter additional notes following issuance. All notes will include a timestamp and the associated user ID.

Evidence is a vital step in ensuring the Agency and citizens have a full picture of where, when, and why violations have been issued. When pursuing an appeal through the customer portal, citizens will be presented with any photographic evidence and external notes associated with the violation. This display of evidence often **discourages appeals and instead encourages payment** of the violation.

Printing Citations

Once all fields have been filled out and evidence and notes have been captured, the officer will select “Issue Ticket.” At this juncture, OpsMan Mobile will double check the LPN once more to confirm that a parking or permit purchase was not approved during the issuance process. Then the officer will be required to confirm the citation and select “Print,” so that the violation can be printed onto custom violation paper stock.



The software provides alternative actions at this step, including “Update” and “Reissue” as well as “Void,” should the officer have issued a citation in error or wish to dismiss the citation prior to physical issuance, as situations require and according to the Agency’s enforcement policies. Once issued, the corresponding citation information is immediately accessible for Agency querying and processing in Passport’s portal and open for payment on Passport’s customer portal.

SUPPORT

Passport understands that keeping parking enforcement officers on the street and active is crucial to a successful compliance program. Any bugs or issues while out in the field need to be reported and corrected immediately so that the officers can optimize performance. At the bottom of the menu within OpsMan Mobile, Passport has included a dedicated “Support” tab (image 1 below). Once in this section, officers will have immediate access to Passport’s Support team via phone and email. Officers will also be able to submit “Bug Reports” from this screen (image 2 below). These submitted *Bug Reports* will contain all logs from the officer’s device so that Passport can check the logs to troubleshoot any issue. Prior to submitting the *Bug Report*, a pop-up window will appear for the officer to enter a description of why they are submitting an issue. When new versions of OpsMan Mobile are released a new “Update” option in the *Support* section will appear (image 3 below). This area provides a direct link to the Google Play Store to pull down the version update.

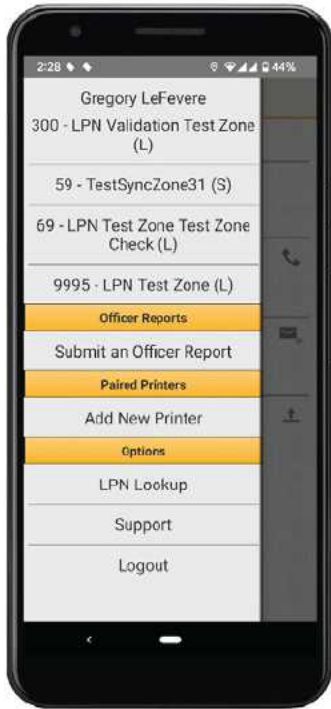


Image 1



Image 2

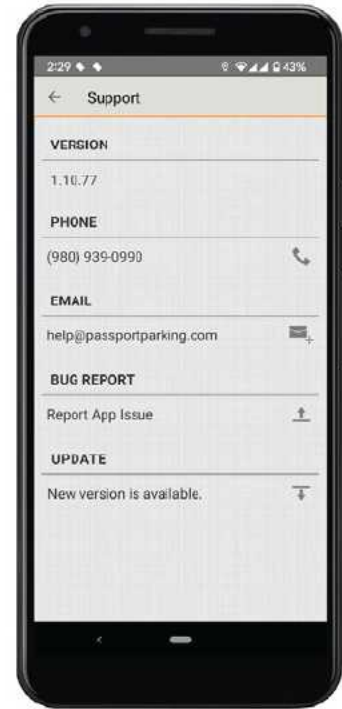


Image 3

CITATION ISSUANCE FEATURES

The OpsMan Mobile interface was designed to maximize officer productivity in the field, while providing a user-friendly issuance flow. In **less than 30 seconds**, an enforcement officer will be able to enter a license plate number (“LPN”), check whether the vehicle is illegally parked, and issue a new citation. OpsMan Mobile includes features that promote the industry’s fastest issuance flow:

- DYNAMIC LOOKUPS*
- FUZZY MATCHING*
- PREDEFINED FIELDS*
- DIGITAL CHALKING*

Dynamic Lookups

Passport understands that quick and accurate citation issuance is critical to enforcement operations and that scrolling through a large list of license plate numbers is not conducive to officer productivity. Passport’s OpsMan Mobile enforcement software uses Dynamic Lookup technology to provide a more efficient enforcement process. While monitoring, a PEO will enter the first 2-3 characters of a suspected noncompliant LPN, and OpsMan Mobile will automatically check this input against a master database to verify status (e.g. active permit, pay-by-cell session, meter payment, scofflaw list, etc.). As characters are entered, the Dynamic Lookup feature will return only those records that contain the array of characters entered by the officer.



An officer is monitoring all parking in Zone 1000650.



An officer enters "A" into the search bar, which returns all LPN's beginning with that character.



An officer enters additional characters (BC09D) into the search bar, eliminating all LPNs that do not contain that exact array of characters.

After determining a vehicle is in violation, the parking enforcement officer will select "Issue Ticket." Prior to issuing the citation, OpsMan Mobile will double check the LPN against the most recent database to confirm that a purchase was not approved during the issuance process. Any characters that were typed into the search bar by the officer on the previous screen will carry over to the citation issuance screen. These subtle features reduce clicks and lessen the risk for incorrect data entry.



A vital component of any parking compliance operation is vehicle immobilization. During implementation, Passport will define and implement the parameters under which a vehicle is considered "scofflaw" or eligible to be immobilized, based on Agency business rules. The LPN scofflaw data will flow into the OpsMan Mobile enforcement software, so that as officers verify LPNs using Dynamic Lookups in OpsMan Mobile, the software will check for inclusion in a scofflaw list. If included, the officer will be alerted on the app screen, and will know to initiate subsequent boot/tow processes, as appropriate. All interfaces included in Passport's enforcement suite communicate through a set of internal APIs, so officers will receive a feed of scofflaw information on their citing route. This ensures accurate identification of immobilization-eligible vehicles and does not require any additional action by Agency enforcement officers to verify status.

Fuzzy Matching

To account for human error, Passport uses Fuzzy Matching when an officer enters the LPN. Fuzzy Matching uses character replacement to show exact LPN matches and also matches where the character has been replaced. For example, if the LPN is “0AZ L5Z” and the enforcement officer mistakenly types an “O” instead of “0,” Passport’s Fuzzy Matching system will account for this common mistake and return all LPNs with an active session that begins with either “OAZ” or “0AZ.” The Fuzzy Matching system accounts for common mistakes when using O and 0; I and 1; S and 5; and Z and 2.

Predefined Fields

Passport’s solution is designed with predefined fields, selection menus, and scofflaw notifications. Passport will work with the Agency to define which characteristics are required by the enforcement officer to issue a citation. Passport requires the License Plate Number, State, and Violation Type to be entered, while the Agency has the choice of making Plate Type, VIN, Make, Model, Color, Officer Beat, Meter Number, Common Notes, Picture Evidence, and others as additionally required fields. In many cases, Passport has been able to speed up the violation issuance process through the inclusion of drop-down fields. For example, when an officer is selecting “*Violation Type*” they will be prompted with a drop-down list. This list will be populated during implementation to include all the Agency’s violation types and can be ordered from the most common violation type to least common violation types, as a means of eliminating unnecessary scrolling by enforcement officers in the field.

- **Can warnings be issued?**

Passport’s system supports the issuance of warnings in addition to citations. During the citation information capture section of the issuance process, the enforcement officer will be able to toggle between “*Citation*” and “*Warning*.” All other information and screen flows will remain the same as issuing real violations, but violations issued as a warning will not be subject to fines or collections efforts. When a warning is issued, all data activity will be tracked in the back office, giving the Agency full data functionality and reporting capabilities for warnings. Agency staff can run Passport’s “*Warning Report*,” which provides a listing of all warnings issued with filters to query within specific parameters.

- **Is the handheld capable of electronic chalking?**

OpsMan Mobile has an electronic chalking feature which makes it much easier for officers to mark, track, and issue timed-parking violations than using traditional chalking methods. This feature allows officers to mark the vehicle LPN, location, stem valve position, and time limit. One of the key differentiators of Passport’s system is that chalking session **marks are stored from each officer and are preserved and shared across shifts and devices**, meaning when any enforcement officer using OpsMan Mobile marks that vehicle again, the information from the previous chalk (location and the stem valve position) regardless of shift, is readily available. There are currently three modes of location marking to choose from, depending on Agency regulations (See Image 1, below).

- Street Based -- Uses the street & cross street of the vehicle’s location to track the exact block.



- Address Based -- Uses a combination of cardinal direction, a cross indicator, address number, and street name. Officers can drill down to the specific physical address to know exactly where the vehicle was parked.
- Zone Based -- Passport can either designate new zones or use existing zones for citation issuance specifically for chalking.

After the location is inputted, the officer will mark the location of the wheel's stem valve on an image within OpsMan Mobile (See Image 2, below). The process is optimized for efficiency to improve the Agency's parking management operations, even notifying the officer when to issue a citation based on overstaying (See Images 3 & 4, below). In addition to system-wide access to chalking data, Passport has designed the user interface to allow officers to easily switch back and forth between chalking and issuance modules. Once an officer is prompted to issue a citation due to previous chalking, the issuance screen will be pre-populated for an overstay violation, including specific data about that vehicle. Finally, each LPN is checked against an imported list of LPNs with outstanding citations, scofflaw status, or other Agency-defined enforcement databases. The software aggregates this data in real time and does not require the officer to run separate checks to verify LPN status of noncompliance. These automated checks and alerts allow for higher accuracy when issuing citations and save considerable time.



Image 1



Image 2



Image 3

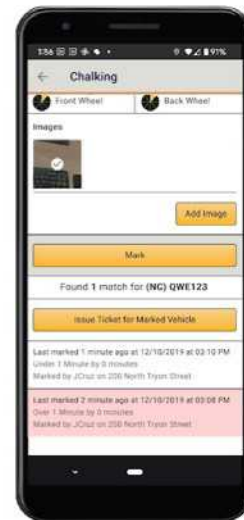


Image 4

In summary, the process is simple:

- The license plate number, location, tire stem position, and time limit for parking is recorded and shared system-wide for all parking enforcement officers to access.
- As officers or LPR vehicles retrace their route, the vehicle information is recorded again.
- If the vehicle matches the configured business rules for overtime parking, the officer is alerted to issue a citation and the chalking information will also be printed on the issued citation, strengthening the Agency's argument on appeal.

The feature will be configured during implementation to meet the needs of the Agency's current rules and regulations related to parking stay time limits.

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

As noted above in *Citation Issuance Flow*, enforcement officers will be able to take unlimited pictures to capture as evidence of the parking violation, with the ability for a single photo to be

selected and printed onto the citation. All remaining photographs will be perpetually tied to the violation, vehicle, and citizen record in Passport’s portal. OpsMan Mobile also allows officers to issue violations with two extensive notes fields: internal and external notes. External notes will print on the violation and internal notes will only be seen by Agency administrators and adjudicators. Notes are either written in an open text box or can be selected from a predefined “Common Notes” list. The free form notes can either be typed manually or dictated through the voice-to-text feature for hands-free functionality. From the backend, administrators have access to all notes, and can also enter additional notes following issuance. All notes will include a timestamp and the associated user ID.

Outside of OpsMan Mobile and the handheld device, no additional software or equipment is needed to capture evidence with Passport’s solution.

- **Is data and evidence uploaded to the backend software in real time?**
Yes, once a citation is issued, its information is securely transmitted into Passport’s backend portal in real time, available to both the violator for payment and to the Agency for tracking and reporting. Each component of Passport’s parking enforcement software and equipment solution is seamlessly integrated with the others, providing real-time data collection and retrieval.
- **If data/internet connection is not working, how are citations uploaded.**
Passport offers an “offline” mode as part of our capabilities. With traditional enforcement products, if parking enforcement officers are unable to connect to the internet, they will be unable to issue violations. Passport solves this problem by offering an offline mode. Using OpsMan Mobile, while the device is offline, officers can still issue citations and then batch upload them after regaining connectivity. This offline mode allows officers to continue active patrol and enhance compliance across the Agency.
- **Is your software capable of electronic citation issuance or is citation printing required?**
All citations issued via OpsMan Mobile are printed for placement on violators’ vehicles. Passport has recognized the benefit of providing multiple way of notifying violators and is currently developing a feature that will bill citations via mail based on RO lookups. This development is slated for future release and scheduled to be completed in 2023.
- **Can you reprint a citation from the handheld?**
Yes, a citation can be reprinted from a handheld. Once all fields have been filled out and evidence and notes have been captured, the officer will select “Issue Ticket” and select “Print.” Should the officer need to, the software provides alternative actions including “Reissue” which will reprint the citation.
- **Accessories - Provide a description for any additional accessories including but not limited to charging devices, carrying options, cases, spare/replacement parts, etc.**
The Zebra handheld devices can be outfitted with several accessories, making the officer’s experience more comfortable or extending the battery life. Passport can supply a case or strap to carry the printer over the shoulder as opposed to attaching it to a belt. Additionally, Passport can provide various charging options including a car charger and charger rack, which charges up to 5 printers at one time. Please see [Zebra TC26 & ZQ320 Printer Specifications](#) above for additional information.

Enforcement System Software

- **Provide a short overview of enforcement software.**
Passport’s solution makes enforcing the curb seamless by using real-time data that streamlines backend operations, drives compliance, and grows revenue. Passport’s system will aggregate data from all front-end interfaces (e.g., mobile application, payment portals, meter integrations,

etc.). This information will be fed to the enforcement software for real-time verification by officers in the field.

Following issuance, all citation data will flow into Passport's backend portal in real time where the Agency can perform various processing actions (e.g., post payments, process appeals, send letters, update citations, etc.). The data stored within Passport's portal will be accessible for reporting, on which the Agency can analyze its enforcement activity and use the information to inform parking changes and innovate technology. Passport's portal also serves as an operations hub where Agency administrators can configure all settings of its enforcement program, such as defining parking zones, fine amounts, escalation schedules, and correspondence templates. Passport's end-to-end enforcement solution will help to simplify and automate enforcement operations to create the most seamless parking environment for the Agency, its citizens, and visitors.

As users log into Passport's portal, they will be presented with a dashboard that provides quick insights into enforcement activity. The below example shows visualizations for: Citation Revenue Month Over Month, Monthly Citation Revenue vs. Previous Year, and Scofflaw List Totals. The Agency can use this dashboard to keep tabs on trends and pulse performance.

ENFORCEMENT SETTINGS

User Management

The Agency will have complete control over who may access the backend system and even control what functions and reports can be accessed based on an individual role. The Agency will have at least one main administrator, who will manage all other accounts including account creation, access control, and password resets. As the main administrator will have full access and control over the entire system, this designated person should hold a position of trust.

An administrator will navigate to the “*Settings*” menu of the Passport portal, where they can select “*User Management*” where they will be able to define and manage both “*Users*” and “*Roles*” for the system. *Users* is only accessible to a main administrator and will be used to create a user, edit access, reset a password, or delete an account. The main administrator can filter based on the role or search for an individual administrator. The *Roles* screen allows the main administrator to change backend access for an entire role. During implementation and thereafter in account creation, the main administrator will assign a role to each user, which will define their system access controls. Commonly defined roles include “*Accounting/Finance*,” “*Customer Support*,” and “*Adjudicators*.”

To monitor system changes and prevent impermissible access, access to Passport’s portal requires a valid username and password which enables an audit trail record of all processing actions within the system.

Violation Types & Settings

The Agency can assign a designated administrator who will be able to manage parking management and enforcement configurations from Passport’s portal. These settings will be accessed from the Enforcement menu by clicking *Settings*. Here, the Agency will be able to configure its setup for both the OpsMan Mobile citation issuance software as well as the portal to reflect its specific environment.

The Agency will define all the different types of violations that can be issued as a result of noncompliance. An administrator will determine each violation’s fine amount, penalty fee(s), and escalation schedule (e.g. add \$10.00 after 14 days from issue date). Administrators can also define attributes for each violation including whether the violation can be appealed, the maximum number of appeals allowed, whether the violation contributes to an LPN’s scofflaw status, among others. Violation types can be uploaded in bulk for faster and consistent entry into the system and authorized administrators can edit or delete violations at any time.

Administrators can also edit violation settings, chalking settings, and incident reporting settings which all feed into the different screens of the OpsMan Mobile software used by officers (described within *Citation Issuance Flow* above). Settings is where common notes, common appeal responses, and appeal reasons (i.e. disposition codes) can be set up. These configurations not only save time from having to retype the same information repeatedly, but they also create consistency in how information is relayed to customers. Settings is also where custom fields can be added. This feature further empowers the Agency to manipulate Passport’s solution to meet the Agency’s specific needs. Custom Fields have a variety of configurations, including whether the field is required to be populated in order to issue a citation. Once a custom field is created, it will be available as a filterable option when querying citations.

As parking experts, Passport will primarily set up and manage the configurations on behalf of the Agency. This will include the automated settings that will regularly run without any initiation or management required by administrators such as fine escalations, delinquent noticing, scofflaws, and registered owner data retrievals.

WRITE CITATIONS

“Write Citation” allows an administrator to write a citation without downloading OpsMan Mobile. This is most often used by police officers who don’t usually enforce parking regulations but need to write a citation and print it from their in-car printer or for any handwritten citations needing entry into the system. Users will input Citation, Vehicle, and Offender details associated with the citation and will have the option to attach supporting documentation. Once inputted, citations are immediately digitized and available for query, escalation, and payment.

The *Write Citation* module includes several quality assurance features that protect the integrity of data being entered into the database. The system will prevent erroneous entry for certain scenarios such as a duplicated citation number or if an LPN/VIN is missing. The module has pre-formatted date and time fields and includes pre-programmed drop-down fields for state, country, make, model, and color to maintain consistent entry across all violations. For any handwritten violations that contain errors (e.g., license plate, make, model, color, violation code, etc.) or require an update, authorized staff will be able to adjust these violations using the *Manage Citations* module, described below. Each update is recorded within the violation’s trail, to track/prevent any fraudulent activity. After entry of the citation fields, selecting the *“Print Ticket”* option will generate a PDF of a citation and electronically attach it to the citation, which is based on a template configured within Passport’s portal.

MANAGE CITATIONS

Once a citation has been issued to a vehicle, system users will be able to use the “*Manage Citations*” module within Passport’s portal to manage that citation through the entirety of its life cycle. *Manage Citations* is the central module of the backend system and will serve as the operations hub for end-to-end management and tracking of all citations that have been issued.

Administrators will use this module to search for single or multiple citations based on criteria selected by the user (e.g. citation number, LPN, owner name, issue date, and more). Clicking the target icon within the Citation Number, LPN, and Name fields will allow users the option to search for an exact match. Users will also have the option to include additional filters to narrow their search. Clicking “*Add Search Field*” which contains additional filters options consisting of standard or custom fields that will be configured for the Agency. Example additional search fields could include, but are not limited to: Appeal Date, Appeal Status, Boot Violation, Hearing Date, In Payment Plan, Payment Type, Letter Sent, Paid Date, Violation Type, Zone, and Street.

After clicking “*Search*,” the system will return all citations that match the inputted search criteria. Users will have the option to download a CSV of the search results for further analysis. Hovering over the + icon on the search bar will show the total amount due, payments applied, overpayments amount, and outstanding amount due for those results.

Filter Views

Within *Manage Citations*, the system allows previously-applied filters to be saved as a “*filter view*” for future use. Once a filter view is saved, it can be selected from a drop-down menu, allowing an administrator to easily locate a particular subset of violations – please see screenshot below.

The Agency will be able to define and save filter views that meet its needs. For example, a filter can be applied to only display out-of-state plates. After initially selecting the applicable state registrations from the drop-down list, a user can save the filter selection as a “*filter view*”. For any future searches, the user will not need to re-select the states again from the drop-down list; they can simply apply their previously saved filter view. From there, the user can choose to apply additional filters such as zone or officer to get a pulse on citations that were issued to out-of-state vehicles.

Users can share filter views with other system users via a URL link, provided they have the same user role and access privileges. Sharing the URL will allow a different user to quickly see the same subset of violations from their own login. These collaborative tools make it simpler to share insights and make data-driven decisions across all teams.

Custom Columns

While Passport’s portal provides a few standard data points for a citation, Passport has learned from previous experience that each client wants the ability to customize their view and searches. Passport’s portal provides the ability to customize columns, according to individual client preferences. When searching in *Manage Citations*, an authorized Agency administrator will be able to customize the data columns that appear. This is performed by going to *Enforcement* → *Settings* → *Manage Citations*. An administrator can configure up to ten fields along with the order they appear in their search screen. Custom columns are set at the Agency level and will display the same configuration for all Agency users.

Bulk Actions

Manage Citations not only allows users to search citation information and obtain a full history, but also to perform many crucial processing functions including correcting data errors, posting payments, processing appeals, updating citations, adding citation notes, adjusting fine amounts, and mailing violation letters. After searching, the option to perform several bulk actions on some or all returned citations is presented such as Pay Citations, Send Letters, or Tag Citations shown in the screenshot below. Other actions are described in further detail below in the *Citation Actions* section.

Citation Details

Agency users can progress to the citation details page for a single citation. By doing so, the user will see dedicated cards that detail specific information associated with a citation. This includes:

- Offender Details
- Vehicle Details
- Vehicle Notes
- Notes
- Payments
- Trail
- Citation Details
- Evidence
- Appeals
- Adjustments
- Letters & Receipts
- Fee Schedule

Administrators can take action within many of the cards to add or adjust the information for that section. This could include adding offender contact information (Offender Details), uploading a document/image (Evidence), or resetting a violation's notice schedule/penalties (Fee Schedule). Certain cards are unable to be edited, such as Trail, for auditing purposes.

Both the *Manage Citations* query screen and the *Citation Details* screen will display a disposition status (Unpaid, Paid, Resolved) that will indicate to users the stage the citation is at within its life cycle. Citation information can be printed from Passport's portal at any time, which can be used for Agency records or court purposes.

At the top of the *Citation Details* screen, users will see all details related to the Offender, Citation and Vehicle. Depending on the citation's stage in its lifecycle or actions taken on the citation (e.g., payment, appeal, delinquent notice, etc.), additional information or actions will be available.

As users scroll through the *Citation Details* screen, additional cards will present citation information and activity. See screenshots for Evidence, Fee Schedule, Appeals, and Payments cards below.

Evidence

Drag and drop or select files here
 (PNG, JPG, JPEG, or PDF, up to 4MB each)

Fee Schedule Reset

\$60.00

Due After
12/14/2021

Appeals

ACTIVE APPEAL Actions ▾

Requested Date	Status	Settlement	Reviewer
07/23/2021 03:50 PM	In process	--	--
Hearing Type	Reason	Appeal Source	Evidence
--	Online Appeal	Back Office	--
Description			
--			

Payments

DATE	TRANSACTION ID	REFERENCE NUMBER	TYPE	AMOUNT	ACTIONS
07/28/2021	--	--	Cash	\$15.00	...

Citation Actions

After querying and locating a specific citation via *Manage Citations* and visiting the *Citation Details* screen, administrators will be able to perform a variety of actions. This can be done via clicking within the individual cards (referenced above), or via the action menu by clicking the ellipsis [...] drop-down at the top right of the screen. The available citation actions will depend on:

- user/role privileges,
- where the citation is in its lifecycle, and
- previous actions performed on that citation.

Below are some of the most widely used actions that can be performed within Passport's portal. All actions will be logged on the citation's trail for auditing purposes.

Action	Description
Adjustment	The amount due on a citation can be adjusted up or down and due to specific reasons. This allows for additional fees to be added that flow outside of the normal escalation process as well as the ability to remove fees or reduce the amount a violator is liable to pay.
Appeal Citation	Allows the user to enter appeal information. See <i>Manual Appeals</i> section below for more details.
Edit Citation	Allows a user to edit a previously issued citation or warning. <i>Edit Citation</i>

	can only be accessed via the Citation Detail drop down menu for the specific citation, which will open over that page.
Email Receipt	Allows the user to email a receipt to a designated email address.
Delete Citation	Allows the user to remove a citation from the live environment. A confirmation pop-up will appear prior to deleting the citation. Once deleted, the citation will no longer appear in any reporting or searches.
Generate PDF*	Allows the user to generate a PDF using pre-configured templates.
Print Receipt	Allows the user to generate a receipt using pre-configured templates.
Print Ticket	Allows the user to generate a citation using pre-configured templates.
Reset Citation*	Allows the user to reset the schedule fee.
Send Letters	Allows the user to select a letter using a pre-configured template and schedule the send date. See <i>Delinquent Noticing & Correspondence</i> section below for more information.
Tag Citation*	The Tag Citation page can be used to tag a single citation through the <i>Citation Details Page</i> . The user can also apply a tag to one or multiple citations from the <i>Manage Citations</i> page.
Transfer Balance	Allows the user to transfer overpayments to another citation.
Update Status*	Enables the modification of a citation status change including Close, Void, Suspend, and Hold on Payment.

*More details are included below.

GENERATE PDF

Passport will work with the Agency to define templates for which the Agency would like to convey information to an outstanding citation holder. Templates can be created at the discretion of the Agency and can include information such as *Ticket Reprint*, *NSF Notification*, *Trial Notification*, *Overpayment*, and *Appeal Decisions*. From the action menu, a user will select “Generate PDF” and select from a drop-down of template choices that were pre-configured for the Agency. This will open a PDF in a separate window, where the user can print and present and/or mail to the violator.

RESET CITATION

This action allows a user to reset a citation’s penalties and escalation schedule. Users can do this by clicking the ellipsis on the top right-hand corner of the *Citation Details* screen or they scroll down to the “Fee Schedule” card which will detail any impending fines as a result of non-payment, such as a fine doubling after 14 days. Users will select *Reset* and input a date to restart the fee schedule, which will eliminate all incurred fees and reset the delinquent noticing schedule. See screenshot example below.

Fee Schedule Reset

\$60.00

Due After
12/14/2021

Example Use Case

A customer claims they never received the original printed citation on their windshield and feels they should not have to pay any penalties.

Authorized Agency users can use the “Reset” feature to remove all penalties and scheduled delinquent notices for that citation and reset the escalation to start the day the customer made the complaint.

TAG CITATION

Agency staff can utilize the “Tag Citation” function to apply a label to a citation or set of citations, without updating the citation status(es) or lifecycle(s). Passport will work with the Agency to pre-format “Tag Types” that users will be able to easily select from a drop-down list. Tag Types will assist the Agency in easily identifying groups of citations in order to take action or for reporting purposes. For example, Agency staff can apply a Tag Type for citation holders who qualify for financial hardship. Once a citation is tagged, it will become a filter option in the *Manage Citations* search screen as well in reporting, allowing staff to apply certain logic when performing citation tasks. Staff can run a report with this Tag Type filter applied to see trends in the number of citations that were dismissed whose registered owners qualified for financial hardship distinction. Other example Tag Types could include Bankruptcy, Bounced Check/NSF, Court Decisions (i.e., upheld, dismissed, reduced, etc.). Once a citation is tagged, users can apply a “hook” to a tagged citation, which is an action associated with the tag that is placed. Example hooks could include applying an adjustment, changing a status, or generating a PDF. Tags can be removed from citations at any time via the *Manage Citations* screen. Users can apply a tag in bulk or singularly.

Singular Tags

After locating an individual citation and clicking into the *Citation Details* page, users will click on the ellipsis [...] located at the top of the page above the Citation Details and select Tag Citation. Users will then select the *Tag Type* they wish to apply to that citation, enter a note (as applicable), and click Add Tag.

Once the tag has been added, the user will see a successful pop-up message appear on the bottom left of their screen. Once applied, the tag applied will show in the Tags section. If a Note was entered while the tag was being applied, then the note will appear in the Notes card of the *Citation Details* screen.

Bulk Tags

Users can tag citations in bulk directly from the *Manage Citations* search screen. Using the check boxes to the left of each citation, users can choose to select certain citations or select all citations within the results. To select all, users will select the top check box.

Once selected the user will click on the ellipsis [...] located at the top of the page and select *Tag Citations*. Once applied, the user will see the tag applied in the Tags section of the *Citation Details*. If a note was entered while the tag was being applied, then the note will appear in the Notes section of the *Citation Details* page as well.

UPDATE STATUS

The *Update Status* action enables the modification and documentation of a citation status change. Users can select from Void, Close, Suspend, and Hold on Payment (i.e. a “do not allow payment” status for scenarios such as repeated chargebacks or NSF checks). Users will be required to input a reason for audit purposes. Users can opt to input a “*Update Until*” date field, which will retain the status until the selected date. If no date is selected, the status change will remain in effect indefinitely.

CITATION DENSITY

Administrators can navigate to the Citation Density module within the *Enforcement* menu of Passport's portal to see a heat map of citations issued. This can be filtered by date, zone, officer, citation status, and violation type to drill down on a particular set of citations. The display will show a color spectrum that goes from a light green to a deep red, depicting least dense to most dense, respectively. Combining this tool with the Live Officer Tracking report (described in [Reporting](#) below) can be used to adjust each officer's route to either increase compliance with parking regulations or increase revenue, depending on the Agency's goals.

Users can zoom into a particular area and the map will show purple dots indicating individual citations issued. Hovering over a dot will display quick details about that citation such as issue date & time, violation type, and citation status. Please see the example below for a citation issued by the officer, Eric Peterson.

VOID QUEUE

Passport's portal includes a Void Queue that provides the ability for an authorized user of Passport's portal to accept or decline citation voids that were initiated by an officer through the OpsMan Mobile enforcement software. Citations are sorted by void date, in order from oldest to most recent.

The user can click a specific citation and a *Void Queue* screen will present citation details and additional documentation provided by the officer when making their decision to accept or decline the void. This information includes Citation Number, Issuing/Voiding Officer (Officer Name), Void Date, all notes attached to the citation (Notes), and notes added by officer during Void Process (Void Message). Users can search the void listing for a particular citation. Users can void singularly (left screenshot) or in bulk by selecting multiple violations from the list (above screenshot).

The Agency can configure alerts and notifications for the *Void Queue*. If there are citations in the *Void Queue* awaiting review, a notification will appear on the left-hand sidebar of the portal menu, indicating the number of outstanding voids that are awaiting review. Outside of the system, an email alert can be sent to authorized users when a citation has been voided through OpsMan Mobile. The email notification will be configured to send only to those portal users with proper privileges.

The Agency can track and report on void activity using the *Citation Report* described in *Reporting* below. Users can filter on a citation status (i.e., "void") and/or can also apply a filter for whether or not a citation is in the *Void Queue*. As with most reports, the Agency can apply a date filter to see voids for a particular period, and the report will return back a wealth of information including but not limited to citation number, LPN, location, violation, and issuing officer.

- **Confirm you are cloud-based.**
Yes, all Passport solutions and its backend portal are cloud-based.
- **What is your uptime?**
Passport will develop, operate, and maintain all aspects of service at agreed-upon levels throughout the term of the contract. Passport will provide the Agency's system with an uptime of at least ninety-nine percent (99.0%) calculated over a rolling six-month period ("uptime guarantee").
- **How are software upgrades deployed?**
Passport's system is actively monitored and supported on a daily basis with new versions of software being deployed on a bi-weekly release cadence, during which time the system will be upgraded. There may be occasional, off-cycle instances where Passport will perform emergency deployments or more complex maintenance to the system. These will be performed during off-hours and the Agency will be properly notified in advance.

With respect to new product features and functionality, these are managed via Passport's Product Management Team. New feature improvements are implemented and rolled out on a regular basis and Passport's product management team sends out communications (Product Release Notes -- see below) regarding these rollouts for any significant changes to ensure no disruption to client workflows.

PRODUCT RELEASE NOTES

Passport is constantly collecting feedback and refining its products to better serve the needs of its clients. Passport's Product and Engineering teams conduct semi-annual planning sessions to focus on the root of any issues and the "how" and the "why" behind any proposed solutions. Passport aims to ensure that solutions align with key themes to Passport's core business strategies. During these sessions, information and requirements are gathered, and subsequent solutions are sized, scoped, and prioritized. Passport uses several methodologies to determine priority to ensure Passport has the capacity and resources required to develop these features. The information from these discussions creates the framework for Passport's quarterly product roadmaps which result in two key business release cycles (6-week cycles) which release a tangible output to the Passport client base. These updates and additions will be communicated to clients via Product Release Notes. Passport's Marketing team releases these quarterly Product Release Notes that detail new functionality and any technology advancements of which the Agency can take advantage. Please see below for an example of this type of communication.

- **The Online Enforcement Store** makes ordering the hardware and supplies you need easier and faster than ever before. Through this new site, you will be able to place your order, check your order status, tracking information and payment history all from one place.

Micro-Mobility

By following the rules of parking management—paying for idle time at the curb—Passport’s micro-mobility solution enables cities to incentivize the desirable distribution of scooters in ways that meet a city’s policy goals.

- **Fleet Access to Zone and Rate Structures** allows cities / Passport to change rates and some zone information and automatically transmit it to micro-mobility fleets, ensuring they have up-to-date access to that information.

*To learn more about these products and features, please reach out to your Customer Success Representative.

OPSMAN MOBILE UPGRADES

When new versions of OpsMan Mobile are released a new “Update” option in the Support section will appear. This area provides a direct link to the Google Play Store to pull down the version update.

- **Describe notification capabilities - digital and mail.**
Passport’s enforcement suite offers a valuable set of tools to notify violators of their non-compliance. These notifications include delinquent notices and letter correspondence to communicate with violators. Correspondence can include delinquent notices for outstanding violations or ad-hoc letters related to hearing dates, appeal decisions, or insufficient funds.

DELINQUENT NOTICING & CORRESPONDENCE

Passport’s portal will give the Agency full control over its notice processing, ensuring effective communication with all outstanding citation holders. During implementation, Passport will work with the Agency to configure the system to establish criteria for automatic generation of delinquency notices, coordinating with all designated deadlines and schedules. Once pre-established criteria is met, the notice sequence would be initiated, and proper correspondence will be automatically generated and mailed to address on file.

All outbound correspondence templates will be configured by Passport during implementation to be sent to violators or applicable fleet companies on a Agency-defined schedule. This correspondence can include delinquent notices for outstanding violations, appeal decision letters, or any other required templates. Passport will align with the Agency to obtain written approval on outbound notices such as printing with the Agency’s letterhead or including additional content applicable to state and/or federal laws. Passport thinks of this communication as having two distinct workflows:

1. **Violation Lifecycle Communication:** these are notices that should be automatically generated and mailed (e.g., first, second, and final delinquent notices)

- Specific Letters:** these are specific letters that staff can send in response to frequently asked questions or requests (e.g., appeal decisions, insufficient funds, incomplete checks, or payment plan letters).

Each generated and mailed notice will be tracked in the system through the violation's trail, with a copy of the correspondence for viewing and/or printing. Passport will work to ensure all notices and letters will be customized to meet the Agency's requirements. The Agency can generate letters to accompany certain processing actions, such as appeal decisions. Passport can configure designated disposition codes and standard response language for these processes to keep responses consistent.

City of Passportopolis
Transportation & Mobility Department
Parking Services
290 NE 3rd Avenue,
Charlotte, NC 28204

November 08, 2019

Issue Date & Time: 10/29/2019 at 4:13 PM
License Plate: PASSPORT
Citation #: 20361919
Violation: TEST Overtime/Parking
Ordinance: 26-127(A)(B)(C)
Amount Due: \$32.00

1st Delinquent Notice

Dear April Dickerson,

Our records indicate the citation referenced above, against tag number **PASSPORT**, was issued on **October 29th, 2019 at 4:13 PM**. The City of Fort Lauderdale Ordinance 26-127 (A)(B)(C) TEST Overtime/Parking allows for the assessment of penalties as follows:

A late penalty will be applied to any parking violation where payment is not received within **30 days** from the date the citation was issued. An additional late penalty will be applied to any outstanding balance after **45 days**. **Cost for collection of amounts due will be added after 90 days.**

Registered vehicle owners are subject to immobilization if the registered owner has (3) or more outstanding citations.

Fee Schedule for Ticket 20361919 (details above)
Pay By 11/15/19: \$32.00
Pay By 11/28/19: \$47.50
Thereafter: \$67.00

Payment Options:

- Online with a credit card at CLT.rmpcpay.com
- By App with a credit card the the Lauderdaleparking app.
- By Phone with a credit card by calling (561) 555-5555. *This is an automated voice system
- For more options, visit charlotte.gov/parking

The City of Charlotte

CITY OF RALEIGH - PARKING
222 West Hargett Street
Box 590
Raleigh, NC 27610

Notice Date: 7/1/2019
108484000 AHN TEST

Parking/Payment Information: (919) 966-3900 or Website: www.raleighnc.gov

In-Person Payments: Revenue Services Lobby, Municipal Building
222 West Hargett Street, Raleigh, NC
Office Hours: 8:30 AM - 5:00 PM, Monday to Friday

NOTICE OF ADJUDICATION HEARING

Your request for an Adjudication Hearing concerning the citation number shown below has been received. Receipt of your fine payment to serve as the deposit for the hearing is also acknowledged. This payment will be refunded to you should the adjudicator decide in favor of your appeal.

Hearings are scheduled on the third Thursday of each month at 8:10 PM in the ParkLink office located at:
One Bank of America Plaza, Suite 5-502
310 W. Martin St. Suite 100, Raleigh, NC 27601

The office is physically situated on Wilmington Street directly across from the Catamaran Road intersection. On-street parking is complimentary after 5:00 PM. Convenient off-street pay parking can be found in the Convention Deck located next door to the parking office. The best access is from the Wilmington Street side.

Your hearing has been scheduled for . . . It is important that you are on time as other hearings will be taking place. A hearing usually lasts about ten minutes and is designed to be a customer-friendly process. You will be given opportunity to state your circumstances and present any relevant information you wish the adjudicator to hear or see such as photographs or diagrams. You may also bring one witness to present evidence. The adjudicator will render her decision and inform you of the date of the hearing. A subsequent notice of the decision will be mailed to you within 72 hours.

If you have any questions or require additional information, please call the ParkLink Office at (919) 966-3900.

Citation Number	Issue Date / Issue Time	Violation / Location	Plate/Class	Make/Type/Color	Total Fines & Fees	Payment	AMOUNT DUE
108484000	06/17/2019 10:55	ELECTRIC VEHICLE PARKING LAW 076 DRIVE ST 218	TEST / NC	ACUVE 3 DOOR (BL)	100.00	\$50.00	\$50.00
						TOTAL DUE NOW	\$50.00

Sample Delinquent Violation Notice

Sample Hearing Letter

In addition to delinquent notifications, Passport's system will also communicate with violators during the payment and appeal process. Following payment, a confirmation receipt will be emailed to the violator detailing the citations paid and all charges. Violators will also receive an email once an appeal or hearing request is submitted and then be notified of the decision or of the scheduled hearing date/time via email.

- Describe how scofflaws are handled.**
 Passport's portal will provide the Agency easy access to scofflaw reporting to identify habitual and repeat violators as determined by the Agency's business rules - see *Vehicle Lists* below. As citation issuance data is compiled within Passport's portal, the system will identify any scofflaw vehicles qualified for special enforcement/immobilization (e.g., booting/towing). This scofflaw data will then be sent to the OpsMan Mobile software and as officers issue citations, the issuance process will check LPN information against this continually updated scofflaw database.

VEHICLE LISTS

Within Passport's portal, authorized users can create vehicle lists that indicate a status associated with a certain license plate. These lists of LPNs will feed into the OpsMan Mobile

enforcement software during the issuance process so that PEOs are alerted to whether they should take a particular action.

Allow Lists

These lists are traditionally set up to provide notification to the parking enforcement officer that a vehicle should not be cited. The Agency can leverage *Allow List* capabilities to support any VIP vehicles that are exempt from issuance within the Agency’s parking environment. Authorized Agency users can establish these lists and add eligible LPNs within Passport’s portal. Once created, officers will receive a notification informing them of its “non-cite” status so that the vehicle will not be issued a citation. (See: “*Courtesy Parker*” *Allow List* example in the left-hand photo). Notification tiles and messaging can be customized by the Agency for proper messaging across different lists.



Deny Lists

Passport can also set up a “*Deny List*” which will be a list of LPNs that qualify for escalated enforcement. The LPNs included on *Deny Lists* are typically repeat offenders or vehicles that the Agency is actively targeting for situations beyond parking violations. For example, if the Agency tracks stolen vehicle information, the LPN information can be compiled into a *Deny List* in Passport’s backend portal. This list will feed into the enforcement software, meaning that an officer will be alerted to this status as they enter/scan vehicles for regular ticketing and can choose to initiate escalated enforcement measures, as appropriate.

- **Describe late fee capabilities.**

Passport’s portal serves as an operations hub where Agency administrators can configure all settings of its enforcement program, such as late fee, fine amounts, and escalation schedules. During implementation, Passport will work with the Agency to configure each violation’s fine amount, penalty fee(s), and escalation schedule (e.g. add \$10.00 after 14 days from issue date). Once configured, these automated settings will regularly run without any initiation or intervention by Agency staff.

Should Agency staff need to make adjustments to a current citation, they will do so via *Reset Citations* in the *Manage Citations* module of Passport’s portal. This action allows a user to reset a citation’s penalties and escalation schedule. Users can do this by clicking the ellipsis on the top right-hand corner of the *Citation Details* screen or they scroll down to the “*Fee Schedule*” card which will detail any impending fines as a result of non-payment, such as a fine doubling after 14 days. Users will select *Reset* and input a date to restart the fee schedule, which will eliminate all incurred fees and reset the delinquent noticing schedule. See screenshot example below.

📅 Fee Schedule
Reset

\$60.00

Due After
12/14/2021

- **Describe how payment plans and extensions are addressed.**
 - **Is your software compliant with A-B 503, AB-833, AB-3277 in CA?**
 - **Do you commit that your software will be compliant with AB-1685, if passed, by the bill effective date?**
 - **List any other state legislation you think is relevant to this scope of work and describe how your software is compliant.**

Passport is compliant with A-B 503, AB-833, AB-3277 and will be with AB-1685 if passed. At this time Passport is not aware of other state legislation that is relevant to this scope of work.

PAYMENT PLANS

Passport supports payment plans and can set up its system for payment plan creation. The Agency will determine who is eligible, which violations are eligible, and the criteria to be accepted into a payment plan program. Once the violator opts into the payment plan, all violations' escalation schedules (with respect to timing and pricing), can be frozen during the payment plan's duration. All LPNs for violations included in a payment plan will not be put into the scofflaw list. The payment plan administrator can also reset the escalation schedules on violations within a payment plan. After a payment plan has been canceled or automatically defaulted, the escalation will restart and all other collection efforts will resume, such as delinquent noticing or initiating registration holds. An optional processing fee can be applied to the payment plan to have the violator pay to take part in the payment plan.

As payments are applied to the payment plan, the amount is applied to the oldest violations first (by issue date). Payments will often bridge two violations. In this case, part of the amount is applied to pay off the older violation first and the remaining amount is applied to the next-oldest violation. If payments are made in excess of the monthly amount due, then that amount is paid towards the principal/remaining balance of the payment plan. For example, if a payment plan's monthly installment was set for \$25, but the violator decides to pay \$100 in one month, the next due date would not get extended 4 months, the payment plan will simply end earlier.

Backend Payment Plan Setup

When a violator visits an office or calls in, they may request/be offered to set up a payment plan for a set of violations. If the violator wishes to make a payment the same day as the plan setup, this should be done before the payment plan is set up on existing violations.

Staff will use the "Manage Citations" interface in the back office to query and select a set of violations to bundle into the payment plan. Once selected, a summary of the plan is generated, listing the violations and the total amount due. The payment amounts are generated which represent the amounts the violator must pay at the end of each period. After verifying payment

amounts, key additional plan information must be collected such as name, mailing address, email, and phone number. Some key setup points include:

- The first period clock begins when staff initiates the plan.
- No payment is due upon plan initiation.
- Payments are due at the end of each period.
- Agency staff can download a PDF to give to the violator with payment instructions, payment schedule, and violation details.

Accepting Payments for a Payment Plan

The following process defines how payments are accepted for a payment plan:

- Violators walk into or call into the office and request to pay an installment of their plan.
- Agency staff will navigate to the “*Ticketing*” module in the back office and select “*Payment Plan*.” Staff can search for payment plans by violation number, payment plan ID, or violator name. The following info is available on the payment plan page:
 - Payment Plan ID
 - Total Amount Due
 - Amount Paid
 - Remaining Balance
 - List of all violations in payment plan
 - Next amount due and due date
 - Payment history
 - Full payment schedule
 - Violator information such as name, email, address
- Staff will accept the exact dollar amount from the user, specify the payment type, and will select “*Apply Payment*.”
- Payment amount must be at least the amount of the configured payment plan installment but may be a greater value.
- Upon payment, an email is automatically sent to the violator and a PDF receipt is generated.

Additional payment plan functionality of which the Agency can take advantage of includes the following:

- A violation within a payment plan that is voided will cause the payment plan to recalculate as the voided violation is removed from the plan.
- The payment will recalculate if an adjustment is made to one of the violations within the plan.
- If a violation is paid through the online customer portal, then the plan will recalculate to take this into account.
- If a previously marked payment is reversed, then the plan will recalculate to take this into account.
- A citation's inclusion in a payment plan does not override its eligibility for appeal.

During the implementation phase, Passport will work with the Agency to understand their payment plan offering functionality to mimic the current setup, while maintaining flexibility for future policy changes.

Canceling a Payment Plan

The system supports canceling a payment plan at any time. Staff will search for the plan via any of the parameters described above and will select the “*Cancel Plan*” option. This action closes out the payment plan and leaves all violations in their current state. Any escalations will resume for all violations.

- **Describe the appeals and hearings process.**
After being issued a citation, a violator may wish to appeal their citation. Through the same customer portal used for citation payments, they will be able to submit an “*Appeal*” or “*Request Hearing*.”

SUBMITTING APPEALS AND & HEARING REQUESTS

Online Appeals

To appeal a citation, the violator will select *Appeal* and will be asked to enter an appeal reason, provide an argument, and attach documentation in support of their appeal (e.g., photos or other evidentiary documents). To submit a hearing request, the violator will input their contact information and select *Request Hearing*.

Within the customer portal, the violator will be able to see photos and external notes recorded by the issuing officer. By presenting all evidence, the customer is discouraged from submitting a frivolous appeal/request. Violators will also be able to select “*View More Information*” to see all relevant citation details including: citation number, LPN, violation type, color, make, model, and officer. Please see the following pages for visuals on the online appeal process.



CITATION RESULTS

Search / Step 1

Select Citation to Pay or Appeal

The following citation(s) were found for the information entered. Please verify the citations you would like to pay or appeal and select options

CITATIONS

72Hr Overtime \$60.00 #33026618 Issue Date 12/13/2021 Plate ZACH123 View More Information	Pay
2Hr Overtime \$60.00 #33024972 Issue Date 12/13/2021 Plate ZACH123 View More Information	Pay
Expired Meter \$60.00 #33018919 Issue Date 12/13/2021 Plate ZACH123 View More Information	Pay
Disabled Parking \$50.00 #33026620 Issue Date 12/13/2021 Plate ZACH123 View More Information	Paid
Overtime Parking \$30.00 #33026616 Issue Date 12/13/2021 Plate ZACH123 View More Information	Paid

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Online Appeals - Citation Results. The Agency will define a window of time in which violators can submit an appeal for a citation. After that window has passed, the "Appeal" option will no longer appear below that citation on the customer portal.



STEP 2: APPEAL DETAILS

[Search](#) / [Step 1](#) / [Step 2](#)

Please complete all fields with your request details and then click 'Appeal Now'

#34686083	No Parking	\$30.00
2/2/2022	License Plate # TESTCAR1	
9.59.0		

[View More Information](#)

PHOTO EVIDENCE

[Ok, pay it](#)



Online Appeals - Appeal Details. Violators will be presented with any evidence of their violation – including photos or external notes recorded by the issuing officer – which can help promote payment.

APPEAL INFORMATION

First Name

Last Name

Address

Address 2

City

State

Zipcode

Email

Phone Number

Reason for appeal

Description

Support/Evidence No file chosen
PNG, JPG, JPEG, PDF or DOCX, up to 5MB.

Online Appeals - Appeal Information. Violators will input their contact information and attach documentation to support their appeal. All submitted information will immediately feed into Passport's portal upon submission and will remain tied to the violation record.

STEP 2: APPEAL DETAILS

#34209319	Expired Meter	\$30.00
1/20/2022	License Plate # GREGTEST	
17:15:0		
View More Information		


Success!

Your appeal has been saved successfully. The issuing party will contact you soon with a response.

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Online Appeals - Success Message. *The portal will indicate the appeal was submitted successfully. The violator will also receive an email confirmation.*

Once an appeal or hearing request is submitted, the violator will receive an email confirmation. All information will immediately feed into Passport’s portal for review by adjudication staff. This real-time feed of data results in Agency staff having the most up-to-date records for both customer service and reporting purposes. Following appeal submission, the citation record will also be suspended from any further collection or delinquency action (e.g., noticing, vehicle immobilization) until a decision is rendered. The violator will be notified of a decision via email and will also be able to check the status of their appeal at any time by revisiting the portal -- see screenshot below.

APPEAL INFORMATION

Status:	Declined
Reason:	
Your appeal has been declined. Parking is not permitted in that location regardless of circumstance. Please pay your violation as soon as possible to avoid accruing any penalties.	
You cannot appeal any more. Max appeals is over.	

Online Appeals - Appeal Status. *Once a decision has been made on a citation within the backend portal, the information will also update the citation record on the customer portal.*

Manual Appeals

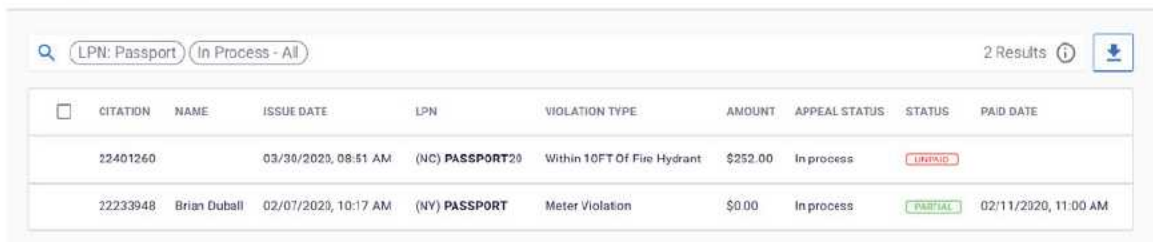
Within *Manage Citations* in Passport’s portal, administrators can also enter any mailed or in-person appeals/hearing requests by clicking into the Citation Detail for that citation and selecting “*Appeal Citation*” from the action menu at the top of the screen. Staff will enter the reason for the appeal, description notes, and scan any supporting evidence provided by the appellant into the record. Once inputted, it will be added to the appeal queue, awaiting review. See screenshots below.

PROCESSING APPEALS & HEARING REQUESTS

Process Appeals

From Passport's portal, administrators can easily determine which citations have been appealed. When querying citations via *Manage Citations*, users can see if an appeal is "In Process."

Manage Citations



The screenshot shows a search interface with filters for 'LPN: Passport' and 'In Process - All', resulting in 2 items. The table below represents the data shown in the screenshot.

<input type="checkbox"/>	CITATION	NAME	ISSUE DATE	LPN	VIOLATION TYPE	AMOUNT	APPEAL STATUS	STATUS	PAID DATE
<input type="checkbox"/>	22401260		03/30/2020, 08:51 AM	(NC) PASSPORT20	Within 10FT Of Fire Hydrant	\$252.00	In process	UNPAID	
<input type="checkbox"/>	22233948	Brian Duball	02/07/2020, 10:17 AM	(NY) PASSPORT	Meter Violation	\$0.00	In process	PARTIAL	02/11/2020, 11:00 AM

By clicking into the Citation Details screen, users can scroll to the Appeals card to see an overview of the submitted appeal/hearing request, with a quick action menu to edit or delete it, as necessary.

To edit an appeal, users will be returned to the appeal screen where they can adjust the information associated with the appeal. This can be used to edit any appeal regardless of submission method (i.e., online, walk-in, etc.).

To review and render decisions on all submitted appeals, users will navigate to the “*Process Appeals*” module within Passport’s portal. Here, users will have access to all information submitted by the appellant including photos or supporting documentation. By default, the *Process Appeals* screen will display all citations under appeal, however users can filter results by Name, LPN, Request Type, Officer, and more.

Passport's portal collects all data related to a violation record, including evidence from the enforcement officer and documentation submitted by appellant, to render the most informed adjudication possible. A "*Decision*" will be selected for each appeal, finding the appellant liable or not liable for the citation, which will be accompanied by a "*Reason*," to record further detail behind the

The Agency will define *Reasons* during implementation which will then be easily accessible via a drop-down menu. Example *Reasons* could include Upheld, Fine Reduced, Overturned, and Reduced-to-Warning, etc. Passport will craft a letter template for each *Reason* which will convey the appeal decision and any next steps. Once an appeal is processed, the letter will automatically be mailed and/or emailed to the appellant's address on file. For example, the screenshot below shows the appeal decision letter being mailed to the primary address on file for "Brandon Grubbs."

Schedule & Process Hearings

Agency adjudicators will use the "*Schedule Hearings*" module within the Enforcement menu to see which appeals have requested hearings for tracking and scheduling. Adjudicators will assign a hearing in accordance with Agency business rules (e.g., Tuesdays, Thursdays), and the system will generate and mail/email a hearing notice to the appellant informing them of their scheduled hearing date/time.

The system also provides the opportunity for staff to enter a description, should they wish to include any comments or additional background. Once hearing dates have been assigned, Agency staff can utilize Passport's "*Citation Appeal Report*," which can be exported and formatted as needed to use as a court docket. This report provides a detailed listing of all appeal and hearing requests and returns information including violation issue date, violation number, violation type, license plate number, location information and whether the request is for an appeal or a hearing.

Following the results of a hearing, Agency adjudicators will follow a similar process as they would to process an appeal, by applying a decision to each citation that was heard, to find the appellant either liable or not liable for their citation. Based on the decision, an adjudicator can then select an accompanying disposition type (or "*reason*") based on the court's findings. These types can be pre-configured by Passport during implementation based on the typical findings of the court to enter consistent decisions and conduct accurate hearing reporting. As stated above, each reason will be accompanied by a letter template that explains the reason designation and conveys any next steps, as appropriate. The content and format of these letter templates are at the discretion of the Agency and will be defined and created during implementation. Once a decision and

reason are selected during appeal processing, Agency adjudicators can preview the pre-formatted letter template, populated with their citation information, and then click “Submit” to mail and/or email it to the applicant’s address on file. Once decisions are made and applied in the system, citations can resume eligibility for penalties and escalated enforcement measures (e.g., seizure or immobilization), as applicable.

VIRTUAL HEARINGS

Passport can work with the Agency to support the provision of virtual hearings, however, for safety and security reasons, virtual hearings will need to be hosted on the Agency’s government account with the provider of its choice (e.g., Zoom, MS Teams, Google Meet, Webex, etc.). The Agency can set up any number of virtual hearing types, and each virtual hearing type must contain a unique default meeting URL. Virtual hearing types can be created based on the Agency’s needs, such as according to the presiding Judge. For example, the Agency can establish “Room A - Zoom Hearing” which is presided over by Judge Smith and uses default URL `zoom.us/123`. The Agency can also establish “Room B - Google Meet Hearing” which is presided over by Judge Johnson and uses default URL `meet.google.com/654sdf`.

As customers submit hearing requests through the online customer portal, adjudication staff will subsequently schedule hearings accordingly through Passport’s backend portal. Once scheduled, the system will auto-generate an email to the appellant with meeting details and a URL to attend a virtual hearing. The appellant will follow the link at the scheduled time, and from there the Agency will conduct a virtual hearing in accordance with Agency policies.

As needed, a virtual hearing request can be later viewed, edited, rescheduled, or deleted via the *Appeals* card on the *Citation Details* screen in Passport’s portal.

- **Describe the violator payment process.**
 - **What level PCI compliance is your company.**
 - **What payment types are accepted.**

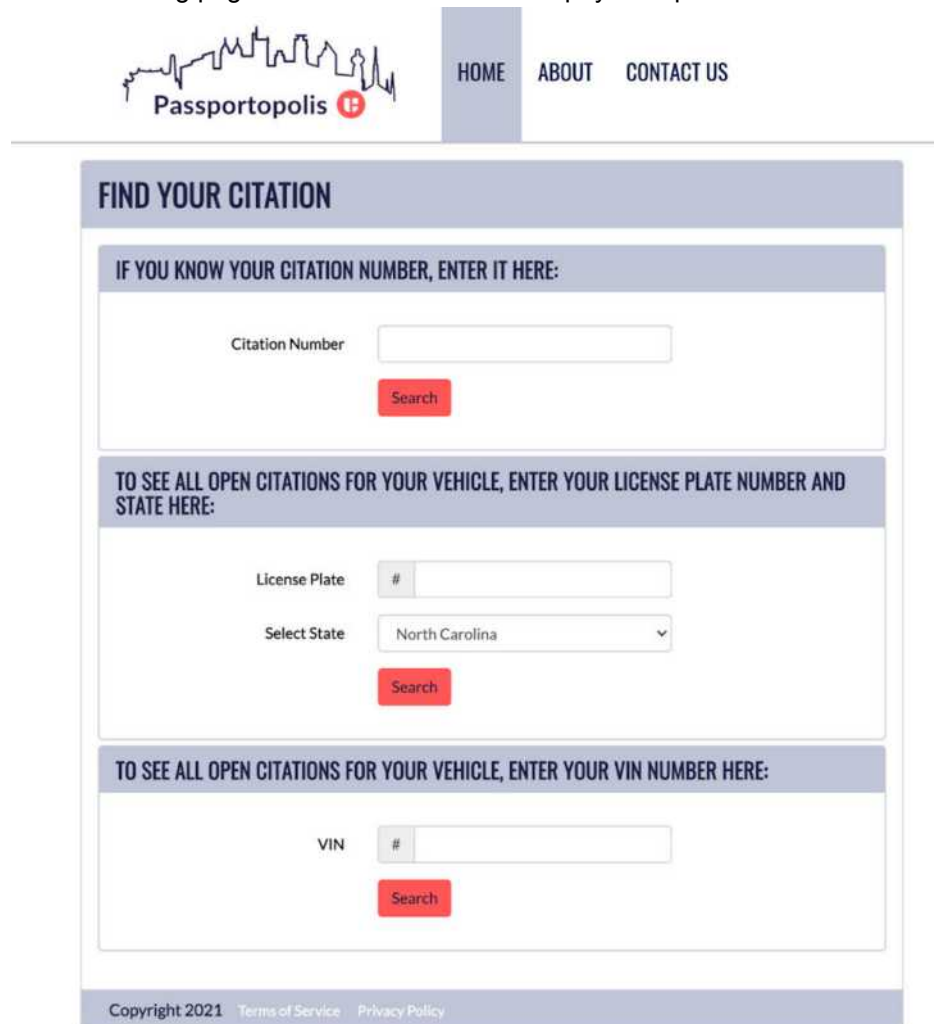
Once a citation is issued, it becomes immediately available for payment online, providing violators an accurate list of outstanding violations associated with their vehicle as they visit the customer portal. Citations can be looked up by citation number, VIN, or their LPN and state of registration. Passport uses a relational database, so every citation associated with the LPN will be returned, regardless of the method used to search. If the violator is marked as a scofflaw, the portal will alert the violator, explain the reason and any consequences of that designation, and how to reconcile the account to avoid booting or towing. Once a full list of all outstanding citations is returned, the violator will select which citation(s) they want to pay.

To pay a citation, the violator will select “*Pay Citation*,” which will return a payment form. To ease the payment process, Passport auto-fills certain data fields, such as state based on the state of issuance. The violator can pay using Visa, Mastercard, Discover, and AMEX cards as well as credit-card issuer-backed debit cards (i.e. the Visa/MasterCard logo is present on the card).

Following payment, a confirmation receipt will be emailed detailing the citations paid and all charges. All posted payments update the corresponding citation record system wide. Individuals who have satisfied their accounts will be removed immediately from delinquency noticing schedules.

Passport maintains Level 1 PCI-DSS (v. 3.2.1) compliance, meaning it processes more than six million credit/debit card transactions annually. This is the highest and most stringent of the PCI DSS levels and requires undergoing an internal audit once a year, as well as quarterly PCI scans to remain compliant. This ensures the utmost security for payments processed via the customer portal. Credit card numbers are encrypted with AES-256 on a rotating encryption key, which reduces the amount of content that is encrypted with a single key, minimizing exposure. All information is stored in an isolated card storage database, per best practices. All transactions are tokenized at the point of transaction, meaning that credit card information is encrypted from the moment an end user inputs data into the portal. Passport's server then reads the tokenized information and sends the proper data to the merchant processor. Tokenization reduces the risk of credit card fraud in the event of a breach since there are no actual credit card numbers ever stored or transferred in the system.

Please see the following pages for visuals on the online payment process.



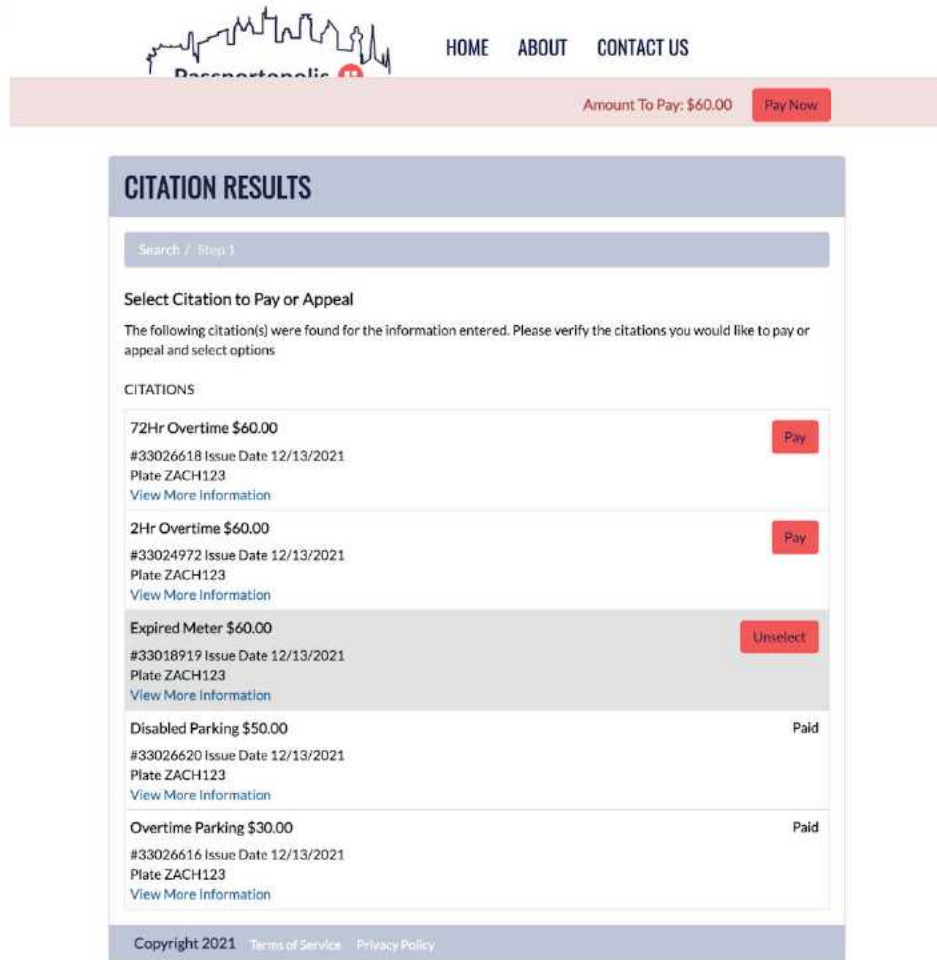
The screenshot shows the Passportopolis website interface. At the top left is the Passportopolis logo. To its right are navigation links: HOME, ABOUT, and CONTACT US. Below the navigation is a large section titled "FIND YOUR CITATION". This section contains three distinct search forms:

- IF YOU KNOW YOUR CITATION NUMBER, ENTER IT HERE:** A form with a text input field labeled "Citation Number" and a red "Search" button.
- TO SEE ALL OPEN CITATIONS FOR YOUR VEHICLE, ENTER YOUR LICENSE PLATE NUMBER AND STATE HERE:** A form with a "License Plate" input field (starting with "#"), a "Select State" dropdown menu (currently showing "North Carolina"), and a red "Search" button.
- TO SEE ALL OPEN CITATIONS FOR YOUR VEHICLE, ENTER YOUR VIN NUMBER HERE:** A form with a "VIN" input field (starting with "#") and a red "Search" button.

At the bottom of the page, there is a footer with the text: "Copyright 2021 Terms of Service Privacy Policy".

Online Payments - Find Your Citation. Violators can search by citation number, VIN, or license plate. The

customer portal will be branded with the Agency's colors/logo for consistency across operations.



The screenshot shows a web portal interface for citation results. At the top, there is a navigation bar with 'HOME', 'ABOUT', and 'CONTACT US' links. Below the navigation bar, a pink banner displays 'Amount To Pay: \$60.00' and a 'Pay Now' button. The main content area is titled 'CITATION RESULTS' and includes a search bar labeled 'Search / Step 1'. Underneath, the section 'Select Citation to Pay or Appeal' provides instructions: 'The following citation(s) were found for the information entered. Please verify the citations you would like to pay or appeal and select options'. A table lists the citations with their respective amounts and status:

CITATIONS	Status
72Hr Overtime \$60.00 #33026618 Issue Date 12/13/2021 Plate ZACH123 View More Information	Pay
2Hr Overtime \$60.00 #33024972 Issue Date 12/13/2021 Plate ZACH123 View More Information	Pay
Expired Meter \$60.00 #33018919 Issue Date 12/13/2021 Plate ZACH123 View More Information	Unselect
Disabled Parking \$50.00 #33026620 Issue Date 12/13/2021 Plate ZACH123 View More Information	Paid
Overtime Parking \$30.00 #33026616 Issue Date 12/13/2021 Plate ZACH123 View More Information	Paid

At the bottom of the page, there is a footer with 'Copyright 2021', 'Terms of Service', and 'Privacy Policy' links.

Online Payments - Citation Results. The portal will return all citations associated with the license plate. Based on the Agency's preferences, violators will be able to select one or multiple citations to pay.

STEP 2: PAYMENT DETAILS

Search / Step 1 / Step 2

Please complete all fields with your payment card details and then click 'Pay Now'

CITATIONS

#52960765	2Hr Overtime	\$30.00
12/9/2021	License Plate# ABC1234	
12:22:0		

[View More Information](#)

Violation Fine: \$30.00
 Online Payment Convenience Fee: \$3.00
 Total Amount: \$33.00

PAYMENT INFORMATION

First Name

Last Name

Address

Address 2

City


State

Zipcode

Email

Phone Number

Credit Card Number



Expiration Month/Year /

[Pay Now](#)

Online Payments - Payment Details. Violators will enter payment information which will be securely authorized for payment by Passport's PCI compliant system. Payments will update Passport's portal in real time.

- **Describe the collections process.**

Passport's parking enforcement software and equipment solution enables end-to-end parking management across all enforcement operations including the collections process.

- Officers in the field will be provided with Passport's comprehensive enforcement software that enables them to quickly identify non-compliant vehicles and electronically issue citations.
- Once a citation is issued, its information is securely transmitted into the portal in real time, available to both the violator for payment and to the Agency for tracking, reporting, and collections.
- After a parker is issued a citation, they become a violator, at which point they will proceed to the Agency-branded portal to pay or appeal the citation. Should the violator choose to appeal or request a hearing, the citation record will be flagged in Passport's portal as a

pending appeal awaiting investigation. The citation will also be suspended from any further collection or delinquency action (e.g., noticing, immobilization) until a decision is rendered.

- In order to maximize revenue collection on outstanding citations, there is no single part of the parking citation processing and collection process that is as important as registered owner name retrievals. Passport has an established partnership with NLETS to collect names and addresses. This program is designed to discourage repeat offenders and ultimately drive up collection rates.

Each component of Passport's solution is seamlessly integrated with the others, providing real-time data collection and retrieval. For secondary collections, Passport can work with the Agency to provide this service through Passport's preferred partner, Duncan. Please see Duncan's collections process below.



DELINQUENT COLLECTIONS

Duncan, through our Professional Account Management, LLC division, is a licensed collection agency with the ability to collect in all 50 states and the District of Columbia. For more than 35 years, Duncan has provided citation issuance solutions, citation management solutions, and delinquent collection services to a large number of government agencies and has demonstrated strength through a nationwide presence. Duncan currently provides comprehensive, results driven delinquent collection services to more than 200 municipal clients nationwide, and 100% of our collection work is government related. Through our years of experience, Duncan is keenly aware of the sensitivities involved in collecting government debt.

Collection Services Overview

Drawing on the extensive knowledge and experience of our company and our key subject matter experts, Duncan has designed a custom collection services program for the City that we believe will maximize short-term and long-term revenues. Our proposal goes beyond simple debt collections by aligning policies that impact customer service and collections, establishing and documenting business rules, and the delivery of high-quality services. Our strategies and techniques have been provided throughout the remainder of this section and include:

- **Analysis and Segmentation:** Duncan assesses the collectability of accounts based on a variety of debt characteristics, both upon assignment and on an ongoing basis. This approach gives us the flexibility to employ targeted initiatives to enhance revenues and is successful in collecting aged receivables.
- **Locating the Debtor:** Duncan recognizes the importance of current, accurate contact information. We mobilize best practice debtor identification tools and processes to ensure our collectors have the best available contact information.
 - **Multi-Tier, Proprietary Skip Trace Waterfall:** We employ a five-tier, national skip trace waterfall process, multiple times, to refresh and validate debtor contact information.
 - **DMV Registered Owner (RO) Acquisition:** We have unmatched expertise and capabilities in DMV RO acquisition through our proprietary DMV Reg Info services

- **Contacting the Debtor:** Our Omni-channel contact approach maximizes right-party customer engagement.
 - **Notice Dunning:** We employ a variety of notice styles and message content to suit different scenarios, and all notice layouts and text are approved by the client.
 - **Inbound/Outbound Call Management:** In addition to providing inbound call center support, we employ outbound calling early and often, using our predictive dialer to automate the process.
 - **Email and Text:** Pay-by-text and Pay-by-email offers another convenient way for customers to repay their debts through familiar communication channels.
- **Escalation:** When notices, outbound calls, text messaging, and email fail to prompt payment, Duncan offers escalation techniques, including civil debt collections through our local legal partners.

Collection Process and Methodology

Through our hundreds of engagements with leading government entities, we employ a proven collection methodology designed to deliver maximum collections while ensuring a positive public perception of the program. Using a straightforward model, we maximize efficiency by obtaining and using data to generate smarter collection campaigns, all in strict conformance with regulations such as the Fair Debt Collection Practices Act (FDCPA), the Telephone Consumer Protection Act (TCPA) and the Fair Credit Reporting Act (FCRA).



Duncan’s collection methodology. *Our unique collection strategy and honed processes optimize revenue results while meeting or exceeding customer service and compliance obligations.*

Account Placement Stage

Running on routine processes and regular timelines, we provide account placements and updates through a defined automated interface. These transactions generally represent updates on existing accounts, skip-traced addresses, telephone numbers, and registered owner information. For accounts already in the Flexible Automated Collection Systems (FACS) platform, these regular updates keep balances and statuses updated. In some cases, multiple individuals may be linked to one vehicle (e.g., registered owners, lessees, agents, operators, and family members). We handle these cases according to state rules.

Data Analysis Stage

Before we generate a first communication that initiates the collection process, we must complete key data analyses to ensure compliance with relevant laws and to optimize the collection process’s performance.

- **Automated Data Scrubbing:** Duncan’s automated data scrubbing process includes verifying the correct address and telephone number. Then, we seek new addresses or telephone information and append the data with the new information.
 - o **Identification of Bankrupt Accounts:** Duncan receives daily updates on new bankruptcies filed and updates to bankruptcy dispositions through discharge or dismissal. For accounts we identify as being owed by someone who has or is filing bankruptcy, we handle them according to bankruptcy rules and laws.
 - o **Initial Skip Tracing:** For each eligible account, Duncan completes a first-tier skip tracing routine to generate profile data which can be used to determine the optimal collection strategy for the account. While we conduct a more elaborate skip tracing process later in our collection lifecycle, the purpose of this initial skip tracing effort is more broadly focused; it considers a variety of factors, including the type and balance of the debt, the age of the debt, known facts about the debtor, and geographic and demographic factors.

Strategy Stage

To ensure we apply the best collection methods and tactics for each account, Duncan creates customized account analysis profiles. For accounts that have been scrubbed and skip traced, we then analyze them on a variety of metrics including debtor demographic, income information, age of account, prior collection efforts, and balance.

Contact Stage

Collection Communication Procedures and Capabilities

Duncan diligently communicates with consumers to optimize resolution of accounts while ensuring compliance with applicable laws and regulations. We understand consumers are more willing to resolve their situation if we communicate with them via their preferred channels.

We send an initial validation letter or email (IVL) when an account first transfers into Duncan’s collection department. If the IVL Nixies (i.e., is returned by the USPS as undeliverable) or bounces back (i.e., our email automation system determines the IVL cannot be delivered to the consumer’s email address on record), we assign the account to receive future notices in the alternate format. Once an IVL letter is delivered, we also send text message reminders. We can use reminders to secure payment or as a payment reminder.

Notice Approach and Strategy

Duncan’s noticing approach strategically targets debt segments according to sophisticated analytics defined during the Strategy Stage. Several types of communications make up the most common and effective written communications to debtors:

- First notice or IVL
- Graduated notices, which are typically second and third letters
- Notices delivered via email
- Outbound dialing to connect a live agent with the customer

Our time-tested communication messages are proven effective in communicating with debtors and helping them resolve accounts while complying with all federal and state collection laws.

Each communication contains: information about the delinquent debt, including details and an itemization of the outstanding debts; contact information in both English and Spanish; a toll-free telephone number; and the web address where online payments can be made.

USPS Address Correction Handling

When the USPS returns collection notices as undeliverable (Nixies), our collection notice service provider updates address information based on any forwarding address(es) provided by the USPS. Each night, our collection system receives automatic, electronic updates with these new addresses. The following day, normal collection resumes using this information. In the event we do not receive forwarding addresses, we employ alternative outreach methods described in the sections that follow. Prior to mailing any notice, our collection notice service provider updates address information from a USPS-provided National Change of Address database and runs the address information through two USPS-certified standardization software programs to ensure compliance with standard USPS address requirements. If the USPS-certified software cannot standardize an address (i.e., obtain a valid ZIP+4 and delivery point), we can send the address through Address Element Correction, a USPS service that can correct and standardize some address elements, creating an accurate, standardized address which we can then use to deliver notices.

Telephone Contact

In our experience, many debtors are more likely to respond to telephone contact than to written notices. For this reason, we begin a dialing campaign when we mail the account's first notice. While our goal is to help customers resolve their outstanding citations, Duncan emphasizes politeness, courteousness, and professionalism in each customer contact.

We design our telephone call scripts and protocols to help the debtor voluntarily resolve their obligation. We provide bilingual assistance debtors, accommodating both English- and Spanish-speaking customers. By communicating effectively with the City's non-English-speaking callers, we improve our ability to support these individuals and obtain claim information. We employ many bilingual agents and can establish a dedicated toll-free number that directs incoming calls to those agents as needed. We will recruit additional bilingual employees, if necessary, based on the City's needs.

If an agent receives a call from an individual who speaks a language other than English or Spanish, we use a translation service to communicate with the individual and resolve their situation. LanguageLine Solutions (LanguageLine) is our third-party live language translation partner, able to provide support for more than 240 languages. In these cases, our agent calls LanguageLine while on the phone with the debtor, requests a translator for the necessary language, and facilitates a three-way conference call among the agent, the caller, and the Language Line translator. Agents can access LanguageLine for both outgoing and incoming calls. Additionally, Duncan has access to text telephone (TTY) services to interact with hearing-impaired debtors during normal business hours.



Pay-by-Text Services

Estimates indicate Americans send nearly one billion text messages daily. Pay-by-text is a convenient and easy way for customers to repay their debts through a channel that is likely very familiar to them: SMS text. In turn, the City can enjoy benefits such as more satisfied customers and higher recovery rates. Our initial pay-by-text campaigns have been extremely successful, generating a response rate of nearly 27%, more than 13 times higher than phone-based campaign rates. We can send customers a text message with information about any outstanding balance. They can then choose how they would like to pay: by clicking an embedded link to our website or by calling us at the number where the text originated. If they do not want to receive future SMS messages about their debt, they can opt out by replying “STOP.” Once a customer opts out, we exclude their phone number from all future SMS campaigns unless they later agree to resume. Normal noticing and outbound dialing will continue until the debt is paid in full. Once we receive payment in full, we close the account.



Pay-by-text. Customers will receive text messages from an 800 number. The message will contain a URL directing them to Duncan’s collection agency payment site.

Duncan obtains all cell phone numbers through skip tracing and customer updates and does not send text messages to a single customer more than once per day. As such, this is not a robocalling system, and we fully comply with the TCPA. We ensure no personal identifiable information is included within the text or link, and customers must verify their license plate information to submit a payment.

Pay-by-Email Communication

We will obtain email addresses from third-party skip trace databases if they are not provided in a placement file. This additional investment enables us to deploy another viable, familiar communication tool by sending debt collection notifications via email. This has proven to be an effective communication channel, prompting an additional percentage of our clients’ customers to pay.

Email

Familiar opt out /
unsubscribe options

- All texts include "STOP" reply option to opt out
- All emails include "unsubscribe" link

Text

Sample email and text communications.

Call Center Support

Duncan provides call center agents to handle debtor inquiries, and we can draw from a large pool of trained staff members throughout our company to handle overflow calls during spikes in volume. Our advanced technology equips our agents with all the tools and capabilities available within our state-of-the-art telephone system. Our resources and industry experience enables us to handle an unlikely drop in staffing levels and/or unprecedented increases in call volumes due to special campaigns. Our detailed, in-place procedures, cross-trained staff, and our team of industry-expert management professionals ensure that we will meet our customers' needs in any situation.

We provide a toll-free service number and use the customer interaction center (CIC) platform of our interactive intelligence telephone system, which includes an IVR and automatic call distributor (ACD). Our system has proven versatile and flexible in deployments with parking programs nationwide. Our IVR system handles between 700,000 and 800,000 calls annually with an infrastructure capacity of nearly double those volumes. More than 50% of those calls are resolved automatically without needing agent intervention. In addition, our IVR system currently helps our clients' customers processes more than 400,000 payments annually.

Special Tactics Stage

Should our omnichannel collections approach fail to result in payment, Duncan employs a variety of advanced collections techniques and escalation tactics to compel debtors to resolve their obligations in a timely manner.

Enhanced Skip Tracing

Having the most current customer information is imperative to any successful collection program. Duncan uses an advanced, multitier skip tracing waterfall process that provides information such as the customer's address history, landline, mobile number, and email address, giving us the best chance to make contact and collect on delinquent accounts. After assessing contact success rates early in the account lifecycle, we structure the skip tracing process so that we initially employ the tools that are most cost effective likely to succeed.

To maximize debtor contact rates, our solution includes products and services from some of the most reputable firms in the data broker business, including the following:

- **Banko:** Banko offers bankruptcy databases, used to keep our clients' portfolio of accounts complete and up to date, optimizing the collection process. Banko's national bankruptcy database contains complete information on all U.S. bankruptcy filings, discharges, dismissals, and conversions.
- **Accurint:** Accurint is the most widely accepted locate-and-research tool available to government, law enforcement, and commercial customers. Its proprietary data-linking technology returns search results in seconds to the user's desktop.
- **National Change of Address Service (NCOA):** NCOA services are provided by private sector companies certified and licensed by the USPS. Weekly, the USPS provides updated change-of-address information to NCOA licensees. Licensees improve their mail deliverability thanks to NCOA's current, standardized five-digit ZIP codes, four-digit add-on codes, and two-digit delivery point coded addresses for individual, family, and business moves.
- **Transunion:** A national credit bureau repository of consumer information
- **CBC Innovis:** A national credit bureau repository of consumer information

Payments Stage

Once we contact a debtor, we can often negotiate payment or payment arrangements. Our goal is to ensure there are always convenient ways for motivated debtors to satisfy their debts to the City. Accordingly, Duncan offers secure IVR/phone payment options, options to pay online and on mobile devices, and the option to pay by mailing a check or money order. If we cannot secure payment in full, we will work with the debtor and the City to arrive at an acceptable resolution to the debt, usually in the form of a payment plan. In certain special circumstances, the City may opt to cancel or settle a debt or make some other arrangements with the debtor. Duncan will work with the City and participating agencies to determine options that best fit the debt and the City's business rules.

Settlement or Installment Plans

Currently, Duncan offers monthly installment payment plans to assist debtors in paying outstanding accounts if they are unable to pay the balance in full at one time. In today's challenging economy, the use of installment payment plans is an ideal tool to help customers satisfy their debt. If permitted, we

also can seek a settlement for larger balances on aged accounts. All installments and settlements are managed within financial and credit guidelines approved by the City.

Closing Stage

Duncan immediately ceases collection activity when any of the following events occurs:

- A debtor disputes the debt and the dispute is not contemplated within the City’s established business rules (in this case, we also consult the City to verify the validity of the debt and dispute)
- An account meets a predetermined status set by the City
- The City elects to cancel or recall an account for any reason
- The account is paid in full

We follow standards for closure specified by the City, and we can fully customize all status codes to align with the City’s accounting and auditing processes.

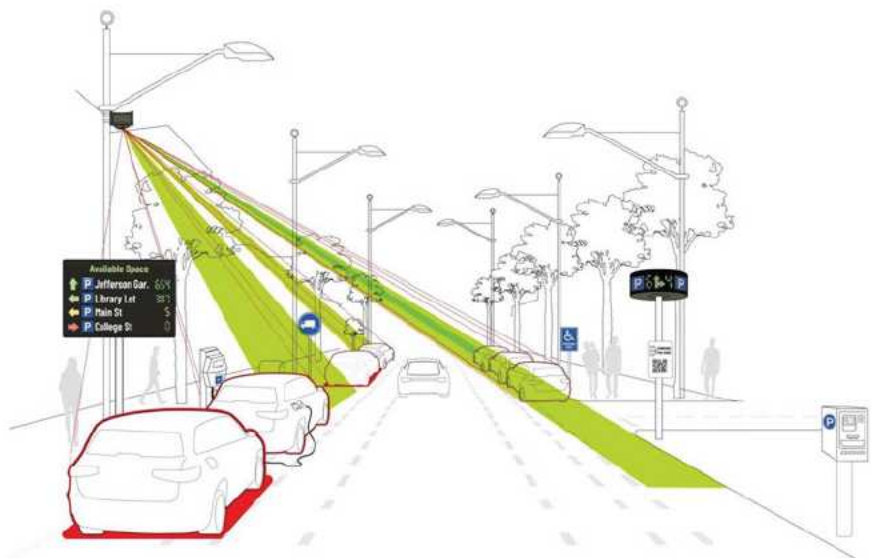
Occupancy mapping tools via Passport’s partner Cleverciti seamlessly align with Passport’s solution. As a leading parking guidance company, Cleverciti specializes in providing customized mobility solutions for municipalities and other entities.

Company Overview



Cleverciti is a leading-edge technology company focused on mobility and Smart City/Smart Parking solutions. Over the past decade we have painstakingly designed futureproof technology and implemented our solution in over 20 countries around the world with more than 200 installations. Our clients include municipalities, airports, universities, shopping centers, park & rides, and many others.

Our solution optimizes parking search efficiency and asset utilization while reducing carbon emissions. We provide a complete end-to-end solution that helps address the challenges associated with available open space parking including on-street surface lots and garage rooftops. Our REST API is used to integrate garage data and consolidate a parking count guidance and wayfinding in one web-based user interface. This proven platform allows the customer to meet the objectives of the APGS by quickly guiding drivers to the most convenient available space.



closest to their destination and based on reliable data

Cleverciti - Platform Integration

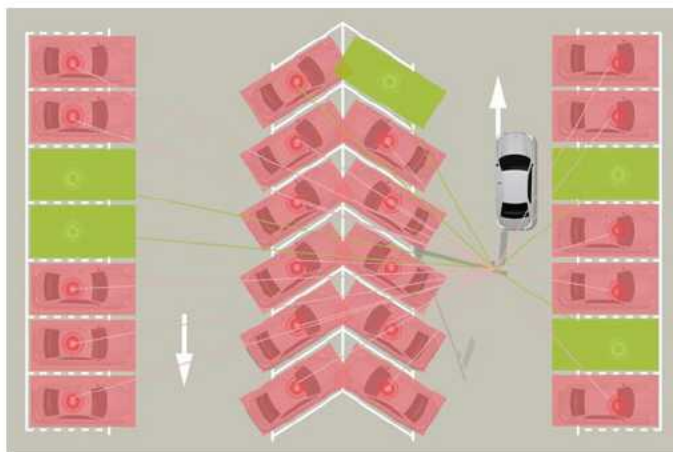
The Cleverciti solution will appear as a feature extension within Passport Platform and will:

- Empower end users seeking to create pricing policies via curb management technology
- Limit emissions, reduce safety hazards and ensure free-flowing city streets by decreasing congestion via wayfinding signage
- Integrate with other mobility data services to capture and present a real-time view of the complete parking environment (on-street spaces, off-street spaces and garage spaces).
- Provide real-time payment compliance by zone or space and compliance alerts.
- Provide real-time occupancy status within a zone, space and garage.

Products

The Cleverciti Sensor – Overhead AI Sensor System

The Cleverciti Sensor can cover up to 100 parking spaces and can be easily installed on existing infrastructure such as lampposts, buildings or masts. With a range of up to 220 degrees, the sensors measure the exact GPS position and size of open parking spaces. Purpose-built for parking operations, the sensors are fully compliant with privacy regulations—a image processing occurs 'at the edge' and only metadata leaves the sensors.



Cleverciti's Sensors are the only smart parking sensors that harness the power of sophisticated edge computing, artificial intelligence and deep learning to accurately identify parking space occupancy. Cleverciti's global sensor network uses deep learning to enable each sensor to

learn from the others, ensuring peak performance.

Many modern parking environments have unmarked spaces to maximize occupancy. Cleverciti Sensors precisely measure the available space between parked cars to determine if an available space exists—no markings required.

Cleverciti Circ360 Ultra – LED Displays

Transform parking search by providing real-time guidance to available spaces. With its unique circle design the Cleverciti Circ 360 Ultra® wraps around the existing amppost fitting in neatly with the streetscape—unobtrusively guiding visitors to the nearest parking. Cleverciti’s unique 360-degree display provides exact real-time space availability information for parking patrons to dynamically guide them to open spaces. The displays are easily installed on existing ampposts and signposts to virtually blend into the streetscape. Circ360’s intuitive communication platform dramatically decreases the time drivers spend searching for parking spaces thereby reducing emissions and environmental impact.



The Circ 360 Ultra guides drivers approaching from any angle. By mounting a Circ 360 Ultra at intersections or decision points vehicles are guided turn-by-turn to available parking spaces—whether on-street in a surface lot or a garage.

The Cleverciti Circ 360 Ultra interacts seamlessly with the larger Cleverciti Sign, Cleverciti Sensors and can also display third-party data. Together they form the perfect parking guidance system in any demanding environment reducing congestion and emissions while increasing parking revenues.

Cleverciti Sign

The Cleverciti Sign is a high resolution, fully Dynamic/Variable Messaging Sign (DMS or VMS) for all outdoor parking, on-street, and garage installations. Combining optimal viewing angles and brightness, it ensures the best legibility in all environments.

Cleverciti’s signs are part of a portfolio of guidance solutions that provide turn-by-turn guidance throughout a parking area or city. Signs are typically used at major decision points to provide guidance to multiple different parking areas, eliminating guesswork. Through real-time and reliable local guidance for drivers, parking search times can be



nearly eliminated, and total traffic in cities can be reduced dramatically.

The Cleverciti Sign interacts seamlessly with the Cleverciti Sensor and the Cleverciti Circ. Together they form the perfect parking guidance system in any demanding environment, reducing congestion and emissions while increasing parking revenues.

The Cleverciti Sign allows for on-the-fly adaptations to the guidance plan, garage name changes, special events messaging, or emergency alerts via the embedded PC systems and a wide range of connectivity options.



Cleverciti Cockpit

Get access to real-time parking data with the Cleverciti Cockpit to simplify operations and reduce parking complexity. The integrated smart parking management platform is a cost-effective solution to increase parking revenues and improve the overall driver experience.

Gain access to live control and occupancy data to enable better decision-making based on real facts. See real-time length of stay and overstays, identify infrequently used areas, and analyze trends to improve traffic flows and guide investment strategies. Identify changes in behavior before and after pricing changes to

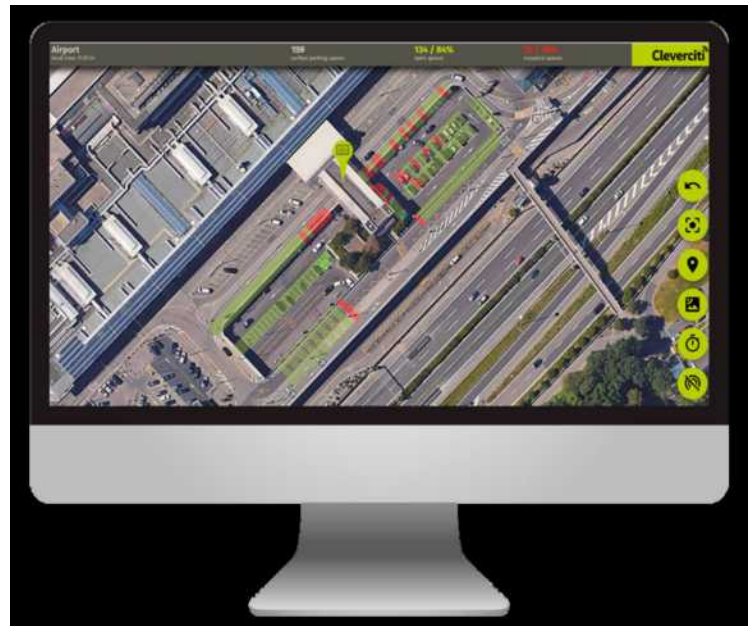


hone in on the optimal pricing for each time of day or day of the week.

The data collected in the Cockpit allows for full transparency into parking operations and financials.

Manage the Circ and Sign guidance displays, changing templates for special events or configuring settings such as time-based brightness. Customize the available parking spaces by categorizing, reserving or assigning them.

Integrate third-party solutions such as payment providers, parking search apps, or third-party garages via REST API. All data runs through the Cockpit and is available via API to ensure a seamless, connected system.



Cleverciti App

Add parking guidance to existing apps

With the Cleverciti App components, finding an available parking space doesn't have to be stressful anymore: navigate drivers to the most convenient space and display current parking availability as well as popular points of interest and pay with Passport Parking. Cleverciti recommends that instead of deploying a separate app for parking navigation, its mobile app features should be integrated into existing apps of a city, location or parking operator with user adoption. Adding parking features further increases adoption of the app and is easier for the user. In situations where no existing app is available, Cleverciti offers a standalone app which is white-labeled for the client.

Cleverciti's data can be integrated into existing mobile payment applications, allowing the driver to enjoy a seamless experience from finding a free parking space at the desired location to making the payment, all in the same application.



- Do you integrate with state DMVs and/or NLETS?**
 Passport maintains a direct integration with the **National Law Enforcement Telecommunications Service (NLETS)**, to obtain registered owner information from all DMV agencies across the United States. Passport will use its existing integration with NLETS to pull registered owner information for registered vehicles. After a violation is issued, Passport will immediately request the registered owner information from NLETS for inclusion in Passport’s portal. This registered owner information would then populate the delinquency notice that is sent to violators informing them of their outstanding citations.



- 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.**

Passport works with clients across the country and on all levels of government. Passport will continue to comply with state and county parking laws as applicable to the solutions it provides.

- Describe booting alerts and releases.**

To accommodate the Agency’s booting, towing, and impoundment procedures, Passport will provide its *“Boot and Tow”* module within its portal. Administrators will be able to export a complete list of scofflaw vehicles in several formats. Vehicles will be added/removed from the scofflaw list on a regular basis based on citation status such as newly issued and outstanding violations as well as paid/closed citations. Passport can also send a refreshed scofflaw list to third-party boot and tow companies each day ensuring all involved enforcement parties have updated information on scofflaw vehicles and can accurately enforce.

Administrators will also be able to search scofflaws by registered owner name, license plate number, boot/tow cross streets, make and model, or boot/tow number. This will return the scofflaw’s name, LPN, make, total outstanding fine, and the total number of associated violations. By clicking on an individual violator’s name, the administrator will see a complete list of all outstanding violations and can update a status to: *Booted, Towed, Boot-to-Tow, Impounded, Disposed, Released, and Outstanding*. Notes can be included when the status is updated to provide additional context behind a particular status. Passport recommends giving limited administrative access to Passport’s portal to boot and tow companies, allowing them to see which vehicles need to be booted or towed, their location, and the ability to update a status when the vehicle has been released.

When a scofflaw vehicle is located and is subsequently booted, towed, or boot-to-towed, this status will need to be updated within Passport’s portal. Passport can configure the system so that boot fees are automatically assigned to a vehicle in the form of a *“Boot Fee”* violation type when a scofflaw record is changed from Outstanding to Booted.

All activity within Passport’s Portal and OpsMan Mobile related to booted/towed vehicles is time stamped and includes the location where the boot/tow occurred, where the vehicle was towed to, and the date and time of release. Passport’s portal will provide the Agency with a full picture of the scofflaw vehicle violations and the resulting immobilization activity. Passport will work with the Agency during the implementation to ensure this module is configured to adhere to Agency guidelines.

- **Are citations editable after issuance. If so, please describe your audit trail capabilities.** Within the *Manage Citations* module, Agency staff will be able to manage each citation through the entirety of its life cycle. Administrators will use this module to search for single or multiple citations based on criteria selected by the user (e.g. citation number, LPN, owner name, issue date, and more). Via the *Bulk Actions* functionality, Agency staff will be able to perform many crucial processing functions including correcting data errors, posting payments, processing appeals, updating citations, adding citation notes, adjusting fine amounts, and mailing violation letters. By clicking into individual citation records, Agency staff will have additional actions available to them, including *Edit Citation*. This allows a user to edit a previously issued citation or warning. *Edit Citation* can only be accessed via the Citation Detail drop down menu for the specific citation, which will open over that page.

Access to Passport's portal requires a valid username and password which enables an audit trail record of all processing actions within the system. Passport tracks all activity associated with a violation record within the backend portal, from issuance to final disposition. This empowers Agency administrators to audit both the status of any violation record in real time and view its associated history. Citation activity will be attributed to the initiating User ID, and actions are recorded as trail items on the violation record for transparency and accountability. Each audit trail item is marked with the date and time of the processing action as well as which user performed the action (see screenshot below).

In addition to the Citation Trail, users can also run Passport's **Audit Log Report**, which provides a record-by-record summary of key actions performed in Passport's portal by individual User ID. Audited actions include manual issuance, violation updates and adjustments, voids, payments, suspensions, and appeal and hearing decisions. Date and time stamps are provided for each listing.

- **Provide a sample of standard and custom reports. These may be redacted upon request.** All citations issued by the enforcement software (OpsMan Mobile) will feed into the backend portal for tracking and reporting. **Passport offers tools to help supervisors oversee PEO activity in the field as well as a comprehensive reporting stack to view trends and track performance across the entire enforcement platform including issuance, payments, appeals, correspondence, and more.** The portal's reporting capabilities and unique data visualization tools can help the Agency to analyze the parking environment and make data-driven decisions based on daily, monthly, and even yearly trends.

Passport’s portal comes preloaded with dozens of reports to help the Agency track and monitor performance in its enforcement operations. Passport has highlighted some of its most useful reports below that its client base utilizes regularly. These are a snapshot of the reports that will be available to the Agency to track parking violation and enforcement activity and analyze ways to drive parking compliance, while still collecting revenue.

ENFORCEMENT REPORTS

Officer Performance Reports

These reports can be pulled daily, weekly, monthly, or from a set date range defined by the user. These highlighted reports can be used by enforcement supervisors and managers to evaluate the performance of individual officers.

Officer Performance Reports	
Report	Description
Daily & Monthly Issuance Report	Show all violations issued by time and officer to see the officer’s patrol day (first, last, gaps, etc.)
Daily & Monthly Workload Report	Provides a day-by-day or month-by-month breakout of the number of violations issued and the associated amounts due per officer. Specific officers can be queried as well.
Officer Workload Chart	Generates data on officer productivity to visualize and analyze gaps in production or scheduling. The report tracks each violation that is issued per PEO by issuance time (with ability to view up to 12 PEOs at once). Users can hover over data points in officer performance and see additional details on the activity.
Officer Activity Chart	Displays an activity graph for a selected officer that plots specific officer activity counts against time (violations issued, chalking marks, officer reports, etc.).
Officer Boot Report	Lists the number of boots an officer deployed based on a date range.
Officer Report	Provides an officer-by-officer summary of the date and time of their last login to the issuance application and last violation issued. The issuance application version number is also listed to ensure officers are using the latest version of the app.
Custom Report	Flexible report with a comprehensive filter list to allow users to drill down into query specifics.
Ticket Density	Displays a visual of the areas where the officers have issued citations through a heat map.
Live Officer Tracking*	Provides real-time insight into PEO routes via map.

*Screenshot of report is included on the following pages.

Passport's *Live Officer Tracking Report* that provides real-time insight into PEO routes. The map displays the location of logged in users and the colored lines show each officers' historical routes (based on filtered hours). The Agency will have the ability to filter by officers, date, and time which help identify common trends when dealing with their field operations. For example, a time frame slider is present at the bottom of the screen and set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected. (The time frame must start at the start at 12 AM.)

Officer tracking not only provides trend analysis in-the-field but can be used as a security tool to ensure officers are safe and on their correct routes. Comprehensive reports can be downloaded and reviewed with parking enforcement officers for quality assurance purposes. This report enables Agency supervisors to easily visualize and proactively optimize officer routes to yield the most positive enforcement results.

Issuance & Patrol Reports

These reports will be used by senior enforcement managers in assessing overall enforcement performance, trends, etc. These include total daily and monthly issuance totals, month and year-to-date issuance by violation type, and appeals/dismissals by violation code.

Violation & Patrol Reports	
Report	Description
Unpaid Report	Provides a listing of all unpaid violations based on a set date range.
Paid Report	Provides a listing of all paid violations based on a set date range.
Citation Report*	Provides comprehensive details regarding citations that were issued with nearly 100 data points included. Each row of the report presents a citation issued.
Zone Report	Provides a grouping of enforcement activity summary by zones configured by the Agency.
Violations by the Numbers	Supplies a high-level monthly break-out of the number of violation payments and the revenue amount of violations payments.
Chalking Mark Report	Provides information on chalking marks initiated from the OpsMan Mobile enforcement software.
Violations by Location Report	Provides a location-by-location summary of violation information.
Handwritten Ticket Report	Lists all violations manually input into the system, with information including the issue date/time, issuing officer, date and time of manual entry, and data-entering user.
Not Ticketed Locations Report	Provides a listing of locations that have not been ticketed in the selected date range, allowing managers to identify gaps in patrol coverage.
Violation Type Report	Provides key summary information for each violation type including violations issued, total amount due, % of total based on date range, officer, and violation type filters.
Registration Lookup Report	Provides details on registration lookups including lookup date and lookup response date.
Registration Hold Report	Details registration holds, including when the hold was placed and/or lifted from the registration.

Scofflaw Report

Provides details on LPNs that have been included on a scofflaw list including total amount outstanding and total citation count.

Passport's *Citation Report* provides a wealth of data surrounding the citations that were issued. Users can apply 45+ filters to customize the data view and can see all captured fields in the system, including custom fields. The report is easily downloadable to CSV where the Agency can further filter and format the report. Please see an example image of this report below.

Accounting & Fiscal Reports

These reports are mainly daily detail reports to support financial controls, ensuring that all financial transactions are captured and processed properly. This includes reports on payments that are balanced with the Agency's merchant account as well as cashiering reports used to close out cashiers and total payment activity at cashier locations.

Accounting & Fiscal Reports	
Report	Description
Citation Payments Report*	Lists all violation payments made within a defined date range. Filters include: payment type, partial payments, and batch payments.
Citation Adjustments Report	Lists all violations that received an adjustment to its price, including adjustment date/time, violation number, type of adjustment, adjustment amount, and initiating user.
Citation Batch Payments	Provides a summary of the cashiering batches per cashier that enables drilling down into each batch for individual violation information.
Merchant Report	Provides a daily summary of all funds processed through a merchant account, including violation payments and refunds.
Reversals/Refunds Report	Provides a listing of the violation payments that were reversed or refunded.
Zone Funds Report	Details key financial information on a zone-by-zone basis.
Ticket Aging Reports	Provides aging information and can also be broken out in a variety of ways to highlight trends in sub-groups of issuance.
Delinquent Citation Reporting	Provides a variety of reports for the Agency, including all partners, and collections vendors including total cases assigned; number of cases collected; dollars collected - total and as a percentage of assignment; aging of assignments; and average days to collection.

Passport's *Citation Payment Report* allows users to view all payments processed within a set date range. Users can filter on several parameters to drill down on a particular period or type of payment. Please see an example image of this report below.

Appeal & Adjudication Reports

These reports allow administrators and Agency adjudicators to see patterns in the review of appeals and related appeal decisions. Clients have used these reports to serve as a court docket (Appeal & Hearing Report) and reports can be run on citations pending and post-appeal to monitor the violations awaiting a hearing and to keep a thumb on appeal processes. Most reports can be filtered by a variety of parameters (e.g., date, officer, violation type, appeal status, etc.) to understand common claim types in a way that can effect change in the way customer service is provided to citizens.

Appeal & Adjudication Reports	
Report	Description
Appeal Source & Decision Report	Provides a listing of adjudication decisions with the ability to query for specific adjudication reasons and a specific violation number.
Citation Appeal Report*	Pulls a listing of all appeal and hearing requests, with information including violation issue date, violation number, violation type, license plate number, location information, and whether an appeal or hearing request.

Appeal Letter Report	Details a listing of notices sent based on appeals, with information including violation number, letter type, appeal decision, appeal status, appeal date, letter sent date and a link to view the specific letter.
Resolved Appeals Report	Provides a listing of already resolved appeals with a sort feature for the issue date, appeal date and violation type.

Users can run Passport's *Citation Appeal Report* on citations pending and post-appeal to monitor the violations awaiting an appeal decision and/or to keep a thumb on appeal processes. This report can be filtered by several parameters including date, appeal reason, and appeal status.

In addition to the reports listed above, users will be able to export the *Process Appeals* screen for active appeals/hearing requests. This displays a detailed listing of all appeal and hearing requests, with information including violation issue date, violation number, violation type, license plate number, location information, and whether an appeal or hearing request.

Passport is constantly iterating and updating its products, including the reporting functions in Passport's portal and will work with the Agency to ensure its reporting needs are met.

CUSTOM REPORTS

With respect to report customization, Passport's reporting functionality is configurable based on a large range of filters. Applying these filters will allow the Agency to generate reports specific to its needs. For example, Passport's *Citation Report* offers 45+ filters to drill-down on a particular set of citations that were issued. Users will be able to customize the onscreen view of a report by hovering over the column they would like to edit and clicking the gear for the drop-down menu. They can also drag the columns to minimize or expand a view. Reports can also be configured to include certain fields that are captured across the system, allowing the Agency to track and recognize trends across different data points and parameters. Should the Agency require a data view not available through the system, Passport's Product Support team will work to build custom reports, within reason.

REPORT DISTRIBUTION

Passport's next-generation reporting capabilities are focused on delivering reliable and insightful data generated by a community's interactions with Passport products. This data helps Passport's clients optimize decisions that impact their operations and their communities' quality of life.

Passport offers a variety of viewing, export, and distribution capabilities from the portal including:

- View reports and data visualizations
- Download data in PDF and CSV formats
- Send data via email in PDF, ZIP/CSV, and PNG formats
- Schedule data to be delivered via email on a recurring (minute, hourly, daily, weekly, and monthly) basis in PDF, ZIP/CSV, and PNG formats

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.

For the Zebra ZQ320 printers, Passport offers three levels of paper: Blank paper, Polythermal Blank Paper, and Custom Pre-Printed Paper. The Blank Paper allows for single-sided printing and is not waterproof, so it also requires an envelope. This paper also does not offer pre-perforation for set citation sizes. Each roll can print approximately 75 citations per roll.

The polythermal paper is Appvion PolyTherm synthetic base paper that is water and environmentally resistant. The PolyTherm line of paper is Appvion's most durable product and replaces the need for an envelope when leaving a citation. Appvion is FSC Chain of Custody certified for their support of responsible forest management. When used in the Zebra printer, each PolyTherm roll allows for single-sided printing, is 100% waterproof, and can print approximately 75 citations per roll.

Passport's highest level of paper is its Custom Pre-Printed paper. The paper is also Appvion PolyTherm paper and, as such, does not require an envelope when issuing a citation. Unlike the blank PolyTherm, however, the custom paper can accommodate double sided printing and is perforated for exact citation size. This paper will be customized with the Agency's watermark or logo to add more assurance to the violator in the validity of the citation.

Regardless of the paper used, Passport will customize the front of the citation to include the Agency's name, the payment website, the values that need to be printed, the layout, barcodes, the number of photos that need to be printed, and other stylistic requirements. If using the customized pre-printed paper, the Agency may also choose to customize the back of the citation, including information related to payment options and the appeals process.

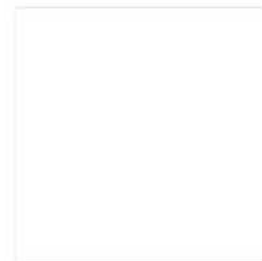
CITATION

PASSPORTOPOLIS

CITATION # : 34208291
 FINE : \$0.00
 PLATE # : GREGTEST

VIOLATION : WARNING PERMIT
 ISSUE DATE : 01/20/2022 AT 3:41 PM
 PLATE STATE : NORTH CAROLINA
 ZONE : CITY CENTER
 VEH MAKE : ACURA
 VEH COLOR : BLACK
 BLOCK : 100
 OFFICER :

PAY BY \$0.00



**PAY ONLINE
 TODAY**

passportopolis.rmcpay.com

Additional Questions

- **Provide an example implementation schedule and/or timeframe.**

The implementation of Passport’s parking enforcement software and equipment solution will be driven by the Solutions Implementation team. Solutions Implementation consists of Solutions Engineering and Client Implementations, these teams are integral in delivering an effective and successful solution for the Agency.

Prior to implementation, Passport’s Sales and Solutions Engineering teams will gather and document information on the Agency’s environment to ensure a seamless deployment. Solutions Engineering will work closely with Agency stakeholders to build a Solutions Design Workbook (SDW) and the Scope of Work (SOW). The details of the requested solution and its features will be expressly documented and agreed upon between both parties within the SOW. The signed SOW and completed SDW will be used as the foundation for the implementation design and process.

Upon contract execution, the Client Implementations team will schedule a kick off call and begin implementation. The Client Implementations team has skilled Project Managers who not only understand Passport’s parking enforcement software and equipment solution but also have extensive experience in project management. Along with a dedicated Project Manager, The Agency’s implementation team will also include an Implementation Consultant. The Implementation Consultant will manage all technical aspects of the implementation including configuration, integrations, data migration and testing. These individuals are committed to the success of the Agency’s solution and will address any items – expected or unexpected -- with professionalism and collaboration.

Passport has a scalable and repeatable implementation process that has successfully launched Passport’s parking enforcement software and equipment solution for more than 300+ clients. Passport also maintains active integrations with relevant software providers in the parking, enforcement, and transportation industries as well as the major merchant processors -- allowing for dynamic and flexible solutions.

Key milestones, deliverables, and the parties responsible for them throughout the implementation process are detailed below.

**If Applicable*

Implementation Phases	Key Milestones	Parties Involved	Deliverables
Pre-Implementation			
Discovery	<ul style="list-style-type: none"> • Complete Scope of Work (SOW) • Complete Solutions Design Workbook (SDW) • Validate milestones and deliverables 	<ul style="list-style-type: none"> • Client • Solutions Engineer • Sales 	<ul style="list-style-type: none"> • SOW • SDW

Implementation			
Configuration	<ul style="list-style-type: none"> • Kick-Off Meeting • Review of solution • Build-out of enforcement environment • Creation of Customer Portal • Ordering of hardware • Import of legacy data* 	<ul style="list-style-type: none"> • Client • Project Manager • Implementation Consultant • Client Success 	<ul style="list-style-type: none"> • Project Plan • Customer Portal • Merchant Processing Application* • NLETS form* • Letter templates* • Citation template* • Paper & bluetooth printers
Testing / Training	<ul style="list-style-type: none"> • Testing of enforcement environment • Training 	<ul style="list-style-type: none"> • Client • Project Manager • Implementation Consultant 	<ul style="list-style-type: none"> • How-to Guides • Recorded training sessions
Launch	<ul style="list-style-type: none"> • Signing of System Setup Approval Form • Hand-off to Client Success & Support Services 	<ul style="list-style-type: none"> • Client • Project Manager • Client Success 	<ul style="list-style-type: none"> • System Setup Approval Form • Hand-Off meeting
Post-Implementation			
Post-Launch	<ul style="list-style-type: none"> • Quarterly reviews to ensure Agency satisfaction • Ongoing change management reviews and updates • New software release updates deployed to Agency at no additional cost 	<ul style="list-style-type: none"> • Project Manager • Client Success 	<ul style="list-style-type: none"> • Action plans • Release notes • Standard upgrades

Throughout the implementation process, the Agency's dedicated Project Manager will communicate weekly with Agency stakeholders, providing status updates and working in partnership with the Agency to address any item(s) that occur. The project lifecycle will be managed by the Project Manager and Implementation Consultant, via SmartSheets. This will serve as the main source-of-truth for tracking project tasks, meeting minutes, change requests, Agency feedback logs, etc. and will be used by Passport to maintain consistency and ensure that all expectations are being met.

EXAMPLE PROJECT TIMELINE



**Please note all timelines are subject to change based on project complexity and agreed upon changes to scope.*

During the implementation process, the Agency's Client Success Manager will also be monitoring the project so as to be ready to take over after launch. The Client Success Manager, along with Support Services, will be the main contacts for the Agency from the point of launch through the entirety of the contract.

- Is your system compatible with all public agencies or is different software required for cities vs. universities vs. Transit Agencies etc.**
Passport's system is compatible with all public agencies.
- 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.**
Passport's enforcement software and equipment solution does require the use of handheld issuance devices. Passport highly recommends the use of Zebra's TC26 touch computer and ZQ320 Bluetooth printer in the Agency's citation issuance program. Passport will supply this hardware to the Agency as an authorized reseller and will provide its *Mobile Citation Service Plan*, as described above.

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

Passport’s enforcement software and equipment solution is not a white label solution. However, the customer portal for citation payments and appeals will be branded with the Agency’s colors/logo for consistency across operations.

The Agency’s branded customer portal will also include ‘About’ and ‘Contact Us’ tabs that will assist violators as they interact with the webpage. The Agency can include a Parking Enforcement Division contact that can field non-technical questions related to customer support. Passport can also configure one of these tabs to include or link to an FAQ page that answers common questions and complaints related to parking citation payments and appeals. The Agency will have full discretion on FAQ content and the questions that are addressed, and may add any information that is helpful to customer portal processes.

- **Describe your integration process with these software types. List partnership companies. If you charge for integrations please list costs on pricing tab.**

- **Permits**
- **Pay By Cell**
- **Single and Multi Space Meters**
- **License Plate Recognition**
- **Curb Management**
- **National law enforcement databases**
- **DMV**
- **NLETS**
- **Booting/Towing**
- **Collections**
- **Event Systems**
- **Other**

As Passport grows as a company, so does the reach of its capabilities within its clients’ parking and mobility operations. Passport currently integrates with 35+ software providers across the parking and transportation industry. Through these integrations, Passport’s enforcement software will securely receive all transaction data in real time from the third-party vendors operating in the Agency’s parking environment, including physical pay stations and mobile parking apps, as transactions are initiated. This will allow enforcement officers to clearly verify which vehicles have paid for parking and accurately issue citations as a result of noncompliance.

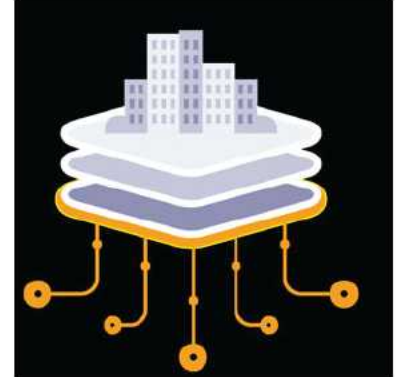
Passport also maintains enforcement integrations that will enable the Agency to monitor faster and more efficiently (e.g., Genetec - for license plate recognition technology), streamline vehicle immobilization processes (e.g., Barnacle - for smart boot devices), and identify violators following issuance for noticing and other communication efforts (e.g., NLETS - for registered owner data retrieval). Below, Passport has provided an abbreviated list of vendors it integrates with including meter providers, pay station providers, LPR vendors, and more.

Active Technology Integrations		
IPS	Genetec	Duncan/Civic Smart
Flowbird (Parkeon/CALE)	T2/Digital	POM
MacKay Meters	ParkMobile	Offstreet
NLETS	Barnacle	TLO

OPEN APIS

Passport utilizes Application Programming Interfaces (APIs) to connect its platform with other systems in its clients' parking environments. An API is defined as a set of definitions and protocols for building and integrating application software with external, third-party systems. **Simply put, an API is a software intermediary that allows two separate systems to communicate with each other.**

As a company, Passport published its own set of APIs that the Agency's vendors can use to connect to Passport's platform. These APIs are publicly documented at <https://developer.passportinc.com>, for those vendors to use. Passport proactively developed these APIs to better connect the different systems operating within its clients parking environments. Passport consistently intakes feedback from its clients to adjust and sharpen the exchange of information between Passport and external technologies, to better serve the wants and needs of the cities who are using the data shared across these systems.



Passport's APIs are highly standardized and publicly documented to ensure it is providing the highest visibility possible into operations. This approach not only makes it simple for the Agency to connect different systems within its parking environment with minimal effort, but it also empowers the Agency to keep up with ever-evolving technology. Passport's initial development of these APIs have laid the groundwork that the Agency will be able to build off to connect the different technologies operating within its parking and transportation ecosystem. As new technologies are introduced and current systems evolve, the means by which to connect them will remain the same. Passport's open APIs put the framework in place for the Agency to adapt the mobility solutions it provides to citizens, while still securely sharing data across systems to understand the overall environment.

Depending on the type of data the Agency wishes to share with other systems, or the challenges for which it is trying to solve, the Agency can leverage multiple APIs that Passport has published to share information. Below are two of Passport's primary API setups that the Agency's vendors could integrate with to connect to Passport's enforcement and citation management system, provided they can conform to Passport's industry standard authentication model.

Parking Rights API

This API supports monitoring integrations that allow enforcement officers to determine whether a vehicle has a "right" to be parked in a particular zone for a period of time. The concept of a parking right is the determination of whether a vehicle is eligible (or has the "right") to park in a given location. These rights can be granted through a variety of mechanisms, including payments via parking apps, meters/pay stations, parking permits, and more. When plugged into these APIs, enforcement officers can receive parking right data associated with either zones, vehicles, or space numbers. Passport utilizes these APIs to connect its enforcement platform with several of the vendors listed above (e.g., Flowbird pay stations, IPS meters, etc.) and these could be leveraged to connect with any other third-party mobile parking provider the Agency desires.

Immobilization API

After an LPN has received enough violations to warrant immobilization, this API provides a way to register an immobilization device (e.g. windshield clamp) that has been applied to a vehicle, which would ultimately require all outstanding citations to be paid in order to remove it. This API provides a standard interface to return back the total outstanding citation fees associated with an immobilized vehicle. Passport currently uses this API to integrate with Barnacle, AutoReturn, and

RISETEK — and the same API could be leveraged to support other smart boot immobilization technology the Agency is interested in using.

TAB 7 – PRICING

Please submit price list electronically via our online Bonfire portal (pricing can be submitted as Discount off MSRP, cost plus, etc). Products, services, warranties, etc. should be included in price list. Prices submitted will be used to establish the extent of a respondent's products and services (Tab 5) that are available and also establish pricing per item.

Price lists must contain the following:

- Product name and part number (include both manufacturer part number and respondent part number if different from manufacturers).
- Description
- Vendor's List Price
- Percent Discount to NCPA participating entities

Not To Exceed Pricing

- NCPA requests pricing be submitted as “not to exceed pricing” for any participating entity.
- The awarded vendor can adjust submitted pricing lower but cannot exceed original pricing submitted for solicitation.
- NCPA requests that vendor honor lower pricing for similar size and scope purchases to other members.

Please see Passport's price list submitted in a separate document.

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.

In addition to the solutions being offered to the Agency, Passport has supplementary services that may be of interest.

Passport Parking

Passport Parking is a leading-edge mobile pay parking solution that scales uniquely for a diverse array of client needs. While customers experience a seamless digital parking transaction, the Agency is provided with Passport's portal -- a robust back end system for real-time parking management.

With the Passport Parking application, customers will be able to:

- **Register** for an account in less than 1 minute with progressive profiling. By collecting the minimal amount of data needed (valid email/phone number and payment info), customers are registered and ready to park in no time!
- Add **account information** including multiple vehicles, payment options, and profile details.
- **Initiate** parking sessions and easily **extend** those sessions while only incurring a single charge for customers and a single merchant processing fee for the Agency. This saves the Agency money on merchant processing & gateway costs and only charges customers the convenience fee one time, something only Passport Parking can do!

- **Save time** through shortcut features that recognize customer parking patterns and leverage GPS location to streamline the user experience.
- Receive a **receipt** for each session detailing charges and access their full parking history from the app account page.
- **Access support** through an in-app FAQ page as well as a “*Contact Us*” option to submit a help request to Passport’s Product Support team.

Through Passport’s back-end portal, Agency staff will be able to:

- Access Passport’s mobile pay parking solution and **unlock** an ecosystem of other mobile and digital payment options.
- Accommodate multiple, complex **rate structures** and restrictions by leveraging Passport’s Product Support team’s expertise and have complete discretion over these configurations.
- Utilize parking data **reports and visual dashboards** for analysis and decision-making.
- Work with Agency merchants to **validate** parking and promote local business.
- **Monitor** parking activity in real time and verify session statuses for customer service and enforcement purposes.
- **Define system access** based on a person’s roles and responsibilities.

To promote this solution, Passport’s award-winning marketing team will work closely with the Agency to develop a streamlined public education plan to drive app awareness and increase utilization.

Passport’s signage is designed to be uniform and does not include any specific branding. Rather than promoting its own brand or the brand of any specific app, Passport has made signage as simple as possible for the Agency’s customers. Passport’s signage simply directs customers to the parkingapp.com website which will show them a list of all available parking payment options. This approach instills parking legitimacy to customers, future-proofs for the addition of other mobile pay parking options, and makes the identification of parking easier for Agency customers.

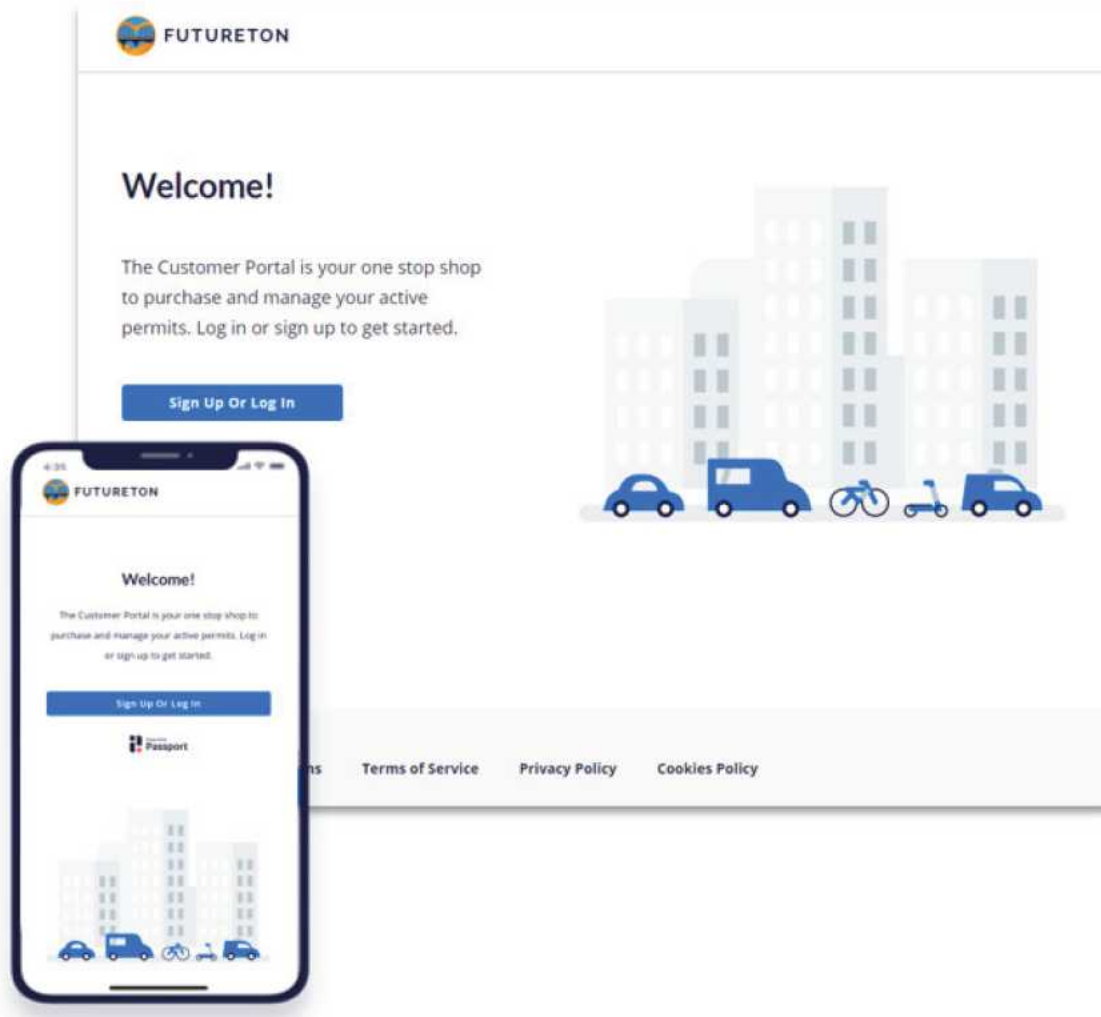
With Passport Parking, the Agency will be able to provide its citizens and visitors with a user-friendly and highly successful mobile pay parking application. The app provides the framework to create a simplified and seamless experience for customers, resulting in greater parking compliance as well as the increased likelihood of using the app to park again.

Passport Digital Permits

In a continued effort to assist in enforcing the curb and managing parking across cities, Passport's solutions include an end-to-end digital permitting solution, powered by the Passport Operating System. Passport Digital Permits includes a simple and secure online Customer Portal for permit purchases and renewals as well as a back end Client Portal to manage the entire permitting environment including adjusting permitting rates, approving applications, reconciling accounts, reporting, and automatically mailing renewal notices. Passport's permitting solution successfully supports over 200 permitting locations, demonstrating Passport's ability to accommodate and scale to meet the needs of many diverse clients. Regardless of the complexity of the environment, the application process will remain intuitive for the user and all data will be easily accessible and manipulable for the Agency's exact needs.

CUSTOMER PORTAL

Passport's digital permitting solution allows applicants to apply and pay for permits online through a Agency-branded portal. Here, permit applicants create an account, provide all necessary information, upload any required verification documents, and pay for their permit(s). The Customer Portal is PCI-DSS Level-1 certified, ensuring permit payments are processed with the utmost security. Once payment is submitted, all information will flow in real time to the back end Client Portal where administrators can approve, deny, or request more information to process the application.



Using the Customer Portal, permit applicants can benefit from the following features.

- Customers can manage their entire permit account at any time from the Customer Portal. Once logged in, they will have a view of all current permits with the options to renew, manage, change, or add a new permit.
- Digital permits are associated with customer LPNs instead of physical hang tags or decals, which eliminates the need to remember to display a permit or interact with physical inventory.
- Customers can access “Applications in Progress” within their account, meaning they can start and stop the application process and pick up right where they left off.
- The Customer Portal can implement address-based residential eligibility verification which would only display permits available to that application based on their specific address, ensuring proper permits are purchased.

CLIENT PORTAL

Passport’s digital permitting solution offers extensive configuration to meet the Agency’s permitting needs and reflect the community using its permitted facilities. Within the Client Portal, the Agency’s staff can establish permit types (e.g. customer, staff, visitor), cycles (e.g. monthly, annual), zones, pricing, and any prerequisites or limits to purchasing permits. Permit configurations are defined and executed during implementation with the option for later edits by a main administrator, as needed.

As permit applications are received via the Customer Portal, all information will flow in real-time to the Client Portal where administrators can use the “Permit Approval Queue” to manage all new permit applications and renewals for all permit types. Passport provides the tools necessary for the seamless management of a nuanced Agency permitting program including but not limited to the highlighted features

below:

- The Agency can implement a variety of eligibility requirements and prerequisites that must be met in order to purchase a permit. These can include proof of residence or employment status. Applicants would then be required to upload documentation for their application to be submitted.
- Limits can be enacted to limit the number of permits issued according to specific parameters, such as in a particular permit type, cycle, or zone. Once a limit is reached, all subsequent applicants will be added to a waitlist. Waitlists can be set up to automatically add and remove applicants, as appropriate.
- Passport Digital Permits makes it simple for the Agency to override rate pricing in accordance with demand. Once a permit is set up in accordance with Agency specifications, Passport can override the price in specific zones, which allows the Agency to keep a single permit type but adjust the pricing in areas with higher demand.
- In addition to permits purchased online, the Client Portal features a cashiering module that allows Agency administrators to keep record of payments received for permits received in-person or via mail.
- Passport enables a seamless transition from the Agency's previous permit management provider. On the Customer Portal, customers have the option to "Link a Permit," where they enter a Agency-provided link, which pulls in the information from their existing permit with that vendor.

After permits are issued, the Agency will have access to full reporting on the permitting environment. Passport designed its digital permitting reporting to address most permitting situations, enabling the Agency to accurately draw insights on its permitted parking environment. There are a number of reports that allow Agency staff to report on system data, with the option to apply additional filters to drill-down on granular permit details. Additionally, when the Agency opts to use Passport Enforcement, all active permit data is transferred in real-time to the enforcement software following issuance. This means officers will be able to accurately verify whether a vehicle has an active permit as they monitor permitted locations across the Agency.

Managed Services

Passport understands the importance of a robust managed services system, which is why Passport's preferred managed services partner is **Duncan Solutions**. If awarded, Duncan Solutions would be the managed services provider with their advanced system designed to effectively deliver services to meet the highest standards. Please see an overview of Duncan's managed services below.



MANAGED SERVICES OVERVIEW

Duncan has more than 35 years of experience helping government agencies of all sizes deliver parking management solutions. Our service offering including data entry, lockbox mail payment processing, correspondence processing, call center services, permit processing and fulfillment, various administrative processing and handling services, DMV registered owner acquisition, and delinquent collections.

Our experience, customer service, and compliance standards have proven effective, and annually we process more than 6 million citations, 30 million DMV lookups, and 350,000 permits. We have recovered more than \$425 million in revenue for our clients.

Duncan prides itself on taking a holistic approach to parking management, realizing that world-class program results cannot be achieved without focusing on every program aspect. With our decades of experience working in this niche field, we have established end-to-end parking solutions for some of the leading municipalities across the country.

Key Advantages

- Duncan is **distinguished by decades** of vehicle-related violation processing experience
- Each year we **process more than \$425 million in revenue** for our 200 government clients, **process 6 million citations**, and manage 350,000 permits
- We obtain registered owner data from all 51 DMVs and Canadian provinces** (where permissible) and offer an industry-leading 90% nationwide hit rate
- Our **seasoned team** provides innovative and high-performance citation processing solutions
- Annually, we **mail more than 12 million notices**, **answer more than 700,000 calls**, and **place 20 million outbound calls**

Key features of our solution include:

 SECURE AND PCI- COMPLIANT	 DMV INTERFACE	 NOTICE GENERATION AND MAILING	 MANUAL CITATION ENTRY	 MOBILE ENFORCEMENT TECHNOLOGY	 CUSTOMER SERVICE
 CUSTOMIZABLE MANAGEMENT REPORTING	 DOCUMENT IMAGING AND WORKFLOW MANAGEMENT	 VEHICLE IMMOBILIZATION AND LICENSE PLATE RECOGNITION INTEGRATION	 ADJUDICATION SUPPORT	 PERMIT ISSUANCE AND MANAGEMENT	 DELINQUENT COLLECTIONS

Duncan's end-to-end parking solutions.

Duncan is recognized as a leader in the parking citation processing industry as we are a true end-to-end parking management solutions provider. This broad base of expertise means we have a deep understanding of violation processing systems, enforcement challenges, and ancillary solutions that affect the lifecycle of parking violations. We also have company-wide expertise in managing and handling the nuances related to vehicle-based debt processing and collection, which resonates in each of our services offerings.

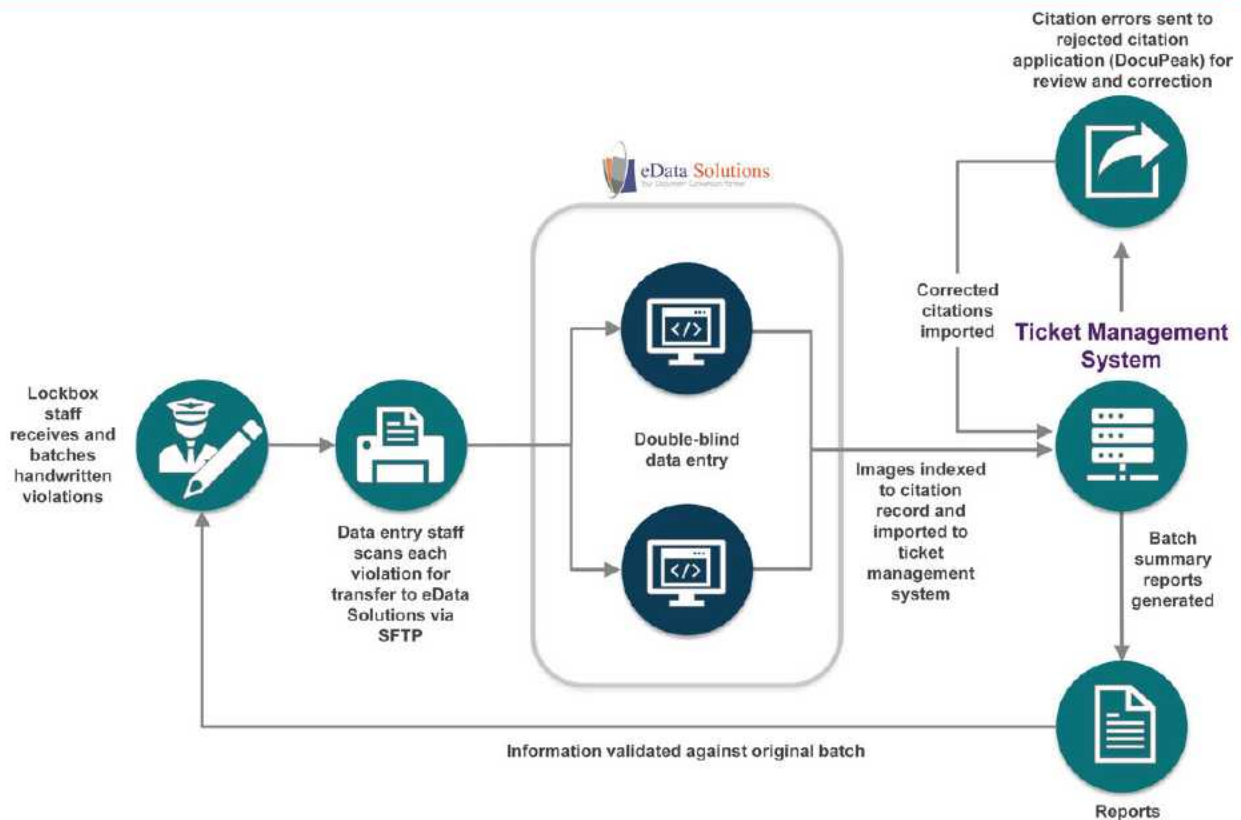
DATA ENTRY SERVICES

While most parking citations are issued via electronic handheld devices, Duncan recognizes that this method is not always possible nor financially viable. For this reason, we also process handwritten citations and ensure they are accurately entered to the automated citation processing system.

Our approach to entering data from handwritten citations is unique because data entry for those citations is from images rather than from paper documents. This solution enables us to deliver the following benefits to our clients:

- Increased control over documents
- More efficient processing of documents that may require exception processing
- Greater access and improved responsiveness to copies of manual citations
- Reduced storage requirements for paper documents (if desired)

An additional benefit to imaging manual citations is that, when a manual citation is required for adjudication, the electronic image remains stored in the Citation Management System for future reference. Our document-imaging process allows for daily entry through our integrated document imaging solution for manual citations, illustrated below.



Manual citation processing flow. *Duncan’s image-based processing workflow for manual citation receipt and data entry delivers faster, more accurate data entry while increasing overall process control.*

Our process for imaging and data entering manual citations is presented at a high level in the table below.

Manual Citation Imaging Process	
Step 1	Our staff batches handwritten citations, entering necessary information on batch forms.
Step 2	Staff transfers citation images to third-party provider.
Step 3	Provider receives and logs records.
Step 4	Document imaging clerks prepare batches by completing a batch header document with batch information.
Step 5	Document scans are imported into the workflow system.

Manual Citation Imaging Process	
Step 6	Image workflow application performs an automated image cleanup process. This process crops borders, cleans up random noise, de-skews images, etc.
Step 7	Document imaging clerk removes scanned documents and stages for document storage according to the City's document retention guidelines.
Step 8	Imaging system totals are reviewed against batch header totals to ensure that all items received and placed in a batch were properly scanned into our image workflow application.
Step 9	Manual citations are data entered from image (every field double blind entered) and uploaded to the Citation Management System as data and images. *Citation errors are entered into the Rejected Citation workflow application for review and correction by the City. This includes citations that can't be corrected and are then dismissed.

MANUAL CITATION IMAGE PROCESSING

As soon as the manual citation batches are received by our provider, the delivery is immediately logged. All citations are then counted, and the count of citations received is entered into a log. Immediately after the batches of citations are scanned, they are imported into our image processing subsystem. Manual citation images are indexed by citation number for easy access. This system manages the citation images through the rest of the data entry process and ultimately to the Citation Management System. Features of our image-based data entry approach include:

- **Optical Character Recognition (OCR) and capture of standard fields** such as citation number, reducing the number of fields that must be keyed by operators and thereby increasing processing time.
- **Double-blind data entry** ensures that all key fields are keyed by two operators, ensuring high levels of accuracy.
- **Configurable, detailed, and sophisticated edit checks reduce data entry errors and ensure the accuracy of the data entered.** Data edit routines are used to verify that the data entered meets the field-specific, data type requirements (i.e., the entry of an alpha character in the Issuance Date field would trigger an error message). When possible, the data entered is also validated against agency-specific tables to prevent entry of invalid data (i.e., the entry of a violation type that is not found on the City's list of acceptable violations would trigger an error message). All data entered must pass the data entry edits and any applicable table edits before a citation is posted to the system.

Individual and batch citation content is validated for such items as:

- Checking for valid combinations of alpha or numeric data for particular fields
- Crosscheck edit of batch numbers and batch counts
- Other edits and cross-edits as required to meet City requirements

Items identified as containing incorrect or illegible data are flagged and routed in the workflow system for further research and statistical reporting. Detailed system reports allow Duncan to ensure that all items are accounted for and moved through the system within the requisite timelines. For citations that are successfully entered, the system updates the Citation Management System with both the

citation data and corresponding image for immediate access to system users for subsequent action. In addition, the system provides daily reconciliation reporting to ensure all citations were successfully entered to the system. After citations are successfully entered, the citation processing system operators can modify the citation disposition or status depending on the prevailing circumstances.

LOCKBOX PAYMENT PROCESSING

Duncan’s lockbox processing approach uses high volume payment processing technology to accurately process payments, capture images, and make images available to the City.

Duncan operates payment processing facilities in both our Horseheads, NY and Gardena, CA offices. These operations are managed by a skilled staff with significant expertise in processing citation payments as well as handling correspondence. Their knowledge and experience greatly reduce the number of payment exception items. To perform these tasks, we rely on check processing technology that achieves a high rate of accuracy and enables the imaging and storage of all payment items received.

The high-speed check processing equipment ensures accuracy and enables all payment items received to be imaged and stored for future review if needed. Duncan’s approach to processing all mail payments ensures they are accurately posted to the database on the day of receipt.

Payments received by mail and courier are entered to Citation Management System by Duncan lockbox clerks. The overall payment processing workflow is shown in the following graphic.



Lockbox payment process. Duncan’s payment processing workflow uses automation and captures document images to maximize process efficiency and accuracy. Mail payments are scanned and reflected in the system the following day.

Duncan will ensure all payments are processed in accordance with the timeline outlined below:

- All mail will be opened daily, and all payments deposited into the City's bank and posted to the Citation Management System on the same day received.
- A scanned image of the envelope (including its postmark date), remittance advice, and the front and back of check will be viewable by City staff (and restricted by user class if requested) by the posting date. All data and images are retained based on City retention requirements for data archives.
- All imaged payment documents are searchable by citation number, check number, posting date, and other fields.
- If mail processed by lockbox contains material other than payment documents (e.g., appeal documents), Citation Management System will be updated with a note indicating the postmark date and the type(s) of documents received. These documents also will be scanned and viewable in system within 48 hours of receipt.

SECURITY OF PHYSICAL LOCKBOX

Duncan's lockbox facilities and P.O. box meet the City's lockbox security requirements. When processing mail payments, Duncan uses a secured lockbox facility with state-of-the-art surveillance equipment for 24/7 video recording and monitoring by authorized Duncan staff. Our facility is protected by secured locked doors with user-specific access provided through an electronic lock key system to the lockbox processing room. This approach enables Duncan to effectively control access to the facility and lockbox processing room, while also being able to track who entered the facility and when. We will make security video available to the City for audit purposes, upon request. Once processed, all physical funds are securely stored in a safe until being transferred to the City's designated financial institution. Should the City desire funds can be submitted directly to the City's account electronically.

CORRESPONDENCE PROCESSING

In addition to payment processing, Duncan's inbound mail center (lockbox) is designed to handle a variety of inbound exception and special processing scenarios such as:

- Items containing a combination of payment and correspondence. In most cases, payments are submitted with correspondence when a citizen is trying to meet a documentation requirement while submitting the required administrative service fees. Duncan's process allows for these payments to be batched separately and for the correspondence to be sent through to the workflow application in a unique queue. This approach ensures that payments are posted prior to the correspondence team reviewing the correspondence and that the citation is reviewed accurately, with the payment taken into consideration.
- Payments with no source documents, such as a citation or notice number are assigned to a research clerk. The clerk will try to identify the citation or plate the payment should be applied to by attempting to match name and address on the check to a plate record in the system. If a match cannot be made, the funds will be posted to a skeletal payment record and deposited accordingly. A letter will be mailed to the name and address on the check with an explanation of the information required to complete the transaction. The letter will ask the citizen for the citation number to which

the payment should be posted. Once this information is received, an adjustment is made to the payment and applied to the correct, newly identified citation.

- For check payments where the legal written amount differs from the numeric amount, Duncan's processing clerk will hand-key the legal written amount on the check into the system, following commonly accepted banking rules.

CALL CENTER SERVICES AND INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

A toll-free number is provided for parking and collections related matters. . Duncan's toll-free customer service line has highly trained and skilled staff available to answer inquiries from 8 a.m. 5 p.m. ET Monday through Friday and a 24/7 IVR system that provides information for routine inquiries and a variety of FAQ options that can be customized at the City's request. In addition, our customer service staff are trained on California-specific scripts and business rules to ensure the highest quality customer service is provided.

Language Capabilities

Duncan's solution is designed to accommodate English speaking customers as well as Spanish speaking customers. The ability to communicate effectively with the City's non-English-speaking callers improves the ability to support the needs of these individuals and obtain claim information. Duncan employs bilingual agents and can establish a dedicated toll-free number that directs incoming calls to those agents. Additional bilingual employees can be recruited, if necessary, based on the City's project needs.

Our call center currently maintains the means to speak with non-English speaking citizens. Because the most frequent non-English calls received are from Spanish-speakers, Duncan ensures that we have several Spanish-speaking employees available to take calls at all times. The Duncan call center is front-ended by a 24x7 interactive voice response system that is available in English and Spanish. If a caller selects the menu option for service in Spanish, they are guided through the Spanish version of the system. If, during normal business hours, that caller opts to speak to a live customer service representative, that call is routed to the Spanish speaking queue within the call center and will be answered by a Spanish speaking representative. Duncan maintains a large group of bi-lingual customer service staff, ensuring Spanish speaking representatives are available at all times during the day.

To accommodate speakers of other languages, should the City desire, Duncan can contract with Language Line, a worldwide leader in interpretive services. With Language Line, Duncan can communicate clearly with customers, in more than 170 languages within a matter of seconds. These services are available 24 hours-a-day, seven days-a-week. Based on current call activity approximately six calls per month would benefit from this additional service.

Recorded Phone Calls

Duncan's telephony system automatically records and stores all inbound calls. These call records are stored on local servers and can be located and replayed easily using the call management system. Recorded calls can be retrieved by citation number, date/time of call, source telephone number or CSR.

Additionally, Duncan call center management staff monitors CSR's performance and telephone etiquette to ensure professionalism and adherence to procedures. Call monitoring is scheduled by management to ensure that every CSR is monitored at least twice each month. Call monitoring is followed by debriefing meetings. In these meetings, call center management discuss the CSRs performance on the call, make recommendations for improvement, and develop a retraining plan if necessary. We are committed to delivering the highest level of service and, as such, take the call monitoring/quality assurance process very seriously.

The objective of the call monitoring program is to ensure compliance with federal and state laws, regulations, and ordinances, and with City contract requirements and business rules. Duncan executes this by performing representative monitoring, call recording, and system documentation reviews.

Call recordings are monitored randomly during all shifts. Calls are reviewed for quality and compliance by our Customer Service Manager, the Quality Assurance Manager, and the Compliance Monitoring Specialist team. The Compliance Monitoring team holds biweekly compliance calibration listening sessions with the Vice President of Operations, Customer Service Management, Supervisors, and other members of Operations and Compliance to review a selection of calls and discuss aspects related to quality, compliance, policies, and contractual requirements. These sessions serve as a continuous opportunity for Operations and Compliance Management to ensure we maintain an exceptional and consistently compliant customer service experience.

Operations

Operational Supervisors complete a checklist while monitoring a representative to evaluate how the representative handled a call (e.g., acted professionally, appropriately resolved the customers reason for calling, accurately documented the system, and complied with federal and state laws and regulations, contract requirements and business rules).

Compliance Monitoring Specialist Team

Quality Assurance Managers review the Compliance Monitoring Specialist team's monitoring reports and listen to calls where potential infractions have been identified. If an infraction is found, specific action is taken to resolve the issue, which might include:

- Personalized training with management or the training department
- Percentage deduction of incentive compensation
- Progressive disciplinary action, up to and including termination

Retaining Recordings

Duncan retains recorded calls for a minimum of three years, unless a longer retention period is specified by a client contract, regulatory, federal, or state guidelines, or by the Legal or Operations departments. For example, in jurisdictions that define call recordings as "records" with a record retention period of five years, Duncan will maintain call recordings for at least that period.

Accessing Recordings

- When necessary, recordings can be accessed for business purposes, including compliance and quality monitoring, training, technical maintenance of the recording system, and/or other purposes as approved by our Compliance and Legal departments
- Under no circumstances will recordings be emailed or saved to any systemically backed-up network drive, desktop, or any other location without permission from the Quality Assurance Manager, Operations Manager, Contract Program Manager, and/or Legal

Call Rate Reporting

Our system automatically tracks all key performance indicators including incoming calls, IVR processed calls, operator processed calls, disconnects, all trunks busy, average call wait time, average call talk time, long abandons, short abandons, etc. The system supports reporting on any of these key performance indicators and report output can be customized to meet the City’s requirements. An example of a stand monthly report is as follows:

Client Name [Redacted]

Date: 2/1/2022 to 2/10/2022

Call Date	OUTBOUND					INBOUND									
	Dials	Connects	RPC	PTP		Calls	Answers	RPC	FTP	ABA Rate	SLA %	ASA	Talk Time	AHT	ABA Time
2/1/2022	0	0	0	0	0	160	148	118	80	7.5%	25.7%	01:04	05:06	06:30	00:58
2/3/2022	578	0	0	0	0	144	138	102	47	4.2%	23.9%	01:13	05:02	06:05	03:02
2/3/2022	777	0	0	0	0	154	100	89	46	4.4%	17.4%	01:30	05:48	06:58	01:27
2/4/2022	0	0	0	0	0	101	95	80	44	5.9%	20.0%	01:12	04:33	05:36	01:17
2/5/2022	0	0	0	0	0	0	0	0	0	0.0%	0.0%	00:00	00:00	00:00	00:00
2/6/2022	0	0	0	0	0	0	0	0	0	0.0%	0.0%	00:00	00:00	00:00	00:00
2/7/2022	0	0	0	0	0	112	119	100	62	9.8%	21.1%	00:54	05:58	07:04	01:46
2/8/2022	0	0	0	0	0	97	91	77	37	6.2%	24.2%	01:11	05:18	06:16	01:38
2/9/2022	585	0	0	0	0	83	78	60	39	12.0%	12.3%	01:16	05:47	06:50	01:03
2/10/2022	1,305	0	0	0	0	101	86	74	41	14.9%	22.1%	01:12	05:16	06:06	01:31
Total	3,345	0	0	0	0	932	859	700	376	7.9%	22.8%	01:11	05:20	06:24	01:31

Call Statistics Report. *Duncan’s Call Center statistics report provides daily insight on key performance indicators for both inbound and outbound traffic*

PERMIT PROCESSING AND FULFILLMENT

As an optional service, Duncan can provide permit fulfillment services for types that require physical distribution including the Annual Placard and Resident Decal permits. This service includes:

- Permit application review in accordance with City preferred eligibility requirements
- Application outcome entry, including a reason for denial in such scenarios
- Physical permit preparation assignment, preparation, and distribution (mailing) within 48 hours of electronic payment receipt

At the same time, the request is entered into the workflow queue for Permit Processing where Duncan-designated staff reviews the request and views submitted documentation. If the request is denied, the applicant is sent an email with the reason for the denial. If approved, an email with payment instructions is sent to the requestor. When payment is received, the permit request moves to the fulfillment workflow.

The basics of the fulfillment process are entry of the issued permit number and mailing of the permit to the customer. If the permit module is configured so the system assigns the permit number, then the permit number will be automatically filled. More commonly, the user needs to enter the permit number from a pre-printed permit. This is easily completed via direct data entry to the permit number field or via scanning of a bar code printed on the permit. If direct data-entry is used, we recommend the screen be configured to require the number be entered twice and validated.

When the permit numbers for an order have been entered and the user selects Update and Print, the system will print a customized cover letter/sheet with the customer's address properly placed to allow it to display through a window envelope. The permit(s) and cover sheet/letter can then be inserted in the envelope and forwarded for mailing.

DMV REGISTRATION RETRIEVAL

Duncan's proven, high quality DMV RO retrieval services are used by more than 600 government agencies, and we process more than 30 million DMV RO transactions annually for our clients. We take more steps, use more sources, and make more attempts to obtain RO information than any other provider in the industry, generating some of the highest hit rates and revenue recovery rates for parking programs nationwide. Over the years, we have developed proprietary interfaces and relationships with state DMVs to identify, pursue, and maximize revenue owed by violators.

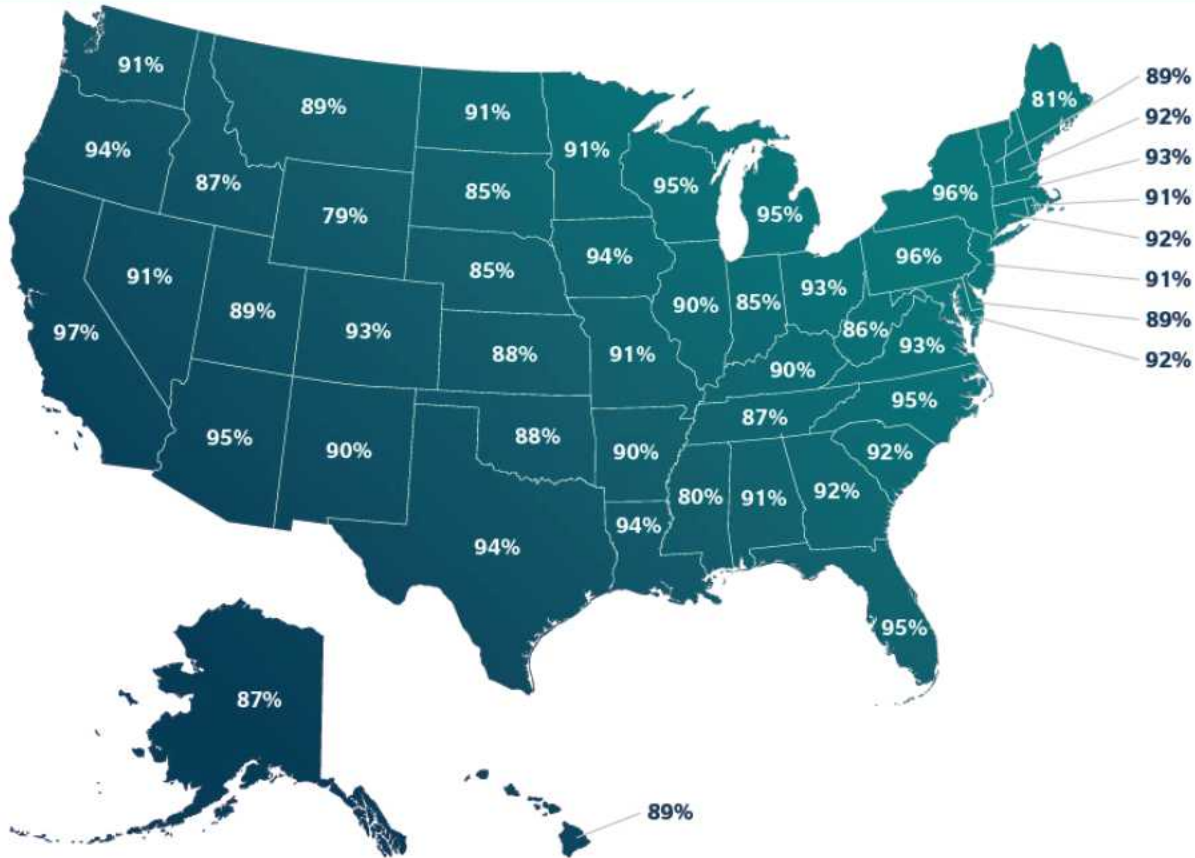
Key characteristics of our comprehensive DMV RO solution include:

Duncan maintains an impressive 90% national average DMV hit rate.

- Proven performance of DMV RO acquisition for similar clients
- Ability to retrieve vehicle RO information from every state DMV, the District of Columbia, and Canadian provinces, where permissible
- Fast and efficient method to electronically submit license plates for RO retrieval in batch mode
- Cost-effective, easy, and rapid RO retrieval with no charge for records where data isn't returned
- Flexible subscriptions allow for online batch submission of requests and full integration with processing system(s); and
- Optimal "hit rates" from a proven industry leader.

Through direct interfaces with DMVs and strategic partnerships with third-party providers such as the National Law Enforcement Telecommunications System (Nlets), we request registered owner data for every citation. For more than 35 years, Duncan has worked with DMVs nationwide to quickly obtain accurate and current registered owner name and address information. Over the years, we have

developed proprietary interfaces and relationships with state DMVs to identify, pursue, and maximize revenue owed by violators. **As a result, we have maintained an impressive 90% national average DMV hit rate.**



Duncan’s national hit rates. Nationally, Duncan maintains exceptional hit rates thanks to our strategic relationships with Nlets, state DMVs, and third-party providers.

NLETS INFORMATION ACCESS

The National Law Enforcement Telecommunications System (Nlets), owned by the states, is a 501(c)(3) not-for-profit organization created by principal state law enforcement agencies more than 50 years ago. The user population includes all states and territories, every Federal agency with a justice component, and selected international agencies, all cooperatively exchanging data. The types of data being exchanged vary from motor vehicle and drivers’ data, states’ criminal justice hubs, and states’ criminal history records. More than 250 million messages are transacted monthly, and more than three billion are transacted annually.



The mission of Nlets is to provide, within a secure environment, an international justice telecommunications capability and information services that will benefit to the highest degree the safety, security, and preservation of human life and the protection of property. Nlets assists national and international governmental agencies and other organizations with similar missions that enforce or aid in enforcing local, state, or international laws or ordinances.

Nlets directly connects to the DMVs. Duncan uses the Nlets interface in combination with direct DMV access and other DMV data sources. As with many DMVs, unexpected Nlets downtime or system-related issues that can prevent access to registered owner data. Nlets access provides our clients with a primary, secondary, or tertiary method to acquire DMV data. For instance, if there were access difficulties at the Nevada DMV, we could redirect the requests originally staged for direct access to the DMV to go to Nlets, providing uninterrupted service to our clients.

For Duncan to access Nlets or states' databases, the City will be required to complete, receive approval of, and maintain the paperwork required for each of these agencies. This is an area where Duncan is deeply experienced. We will continue to assist the City throughout the approval and subsequent renewal processes to prevent any service interruptions and ensure high and stable revenue recovery.

TAB 9 – REQUIRED DOCUMENTS

Federal Funds Certifications

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.

RECEIVED

Doug Rogers, CRO - 
November 17, 2022


Clean Air and Water Act & Debarment Notice

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.

RECEIVED

Doug Rogers, CRO - 
November 17, 2022

Contractors Requirements

CONTRACTOR REQUIREMENTS

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 statutes 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.



Doug Rogers, CRO - 
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Required Clauses for Federal Assistance by FTA

REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

- a) Maintain 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) Permit 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) Non-discrimination. 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) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
 - a. Race, Color, Creed, National Origin, Sex. 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 *et seq.*, 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) **Sanctions of Non-Compliance.** 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) **Non-Discrimination Assurances.** 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) **Prompt Payment.** 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) **DBE Program.** 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 be made.


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 be 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.

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Doug Rogers, CRO - 
November 17, 2022

Federal Required Signatures

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 Passport Labs, Inc.

Address 128 South Tryon Street, Suite 1000

City/State/Zip Charlotte, NC 28202

Authorized Signature 

Date November 17, 2022

Antitrust Certification Statements Texas Government Code § 2155.005

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 Passport Labs, Inc.

Address 128 South Tryon Street, Suite 1000

City/State/Zip Charlotte, NC 28202

Telephone Number 704-837-8066

Fax Number 888-804-1783

Email Address rp@passportinc.com

Printed Name Doug Rogers

Title Chief Revenue Officer

Authorized Signature 

State Notice Addendum

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>

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November 17, 2022