

TRAFFIC & SAFETY CONTROL SYSTEM



Traffic & Safety Control Systems, Inc.

Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems



Request for Proposal:

Multi Space Meter System
Traverse City Parking Services
303 East State Street
Traverse City, Michigan 49684

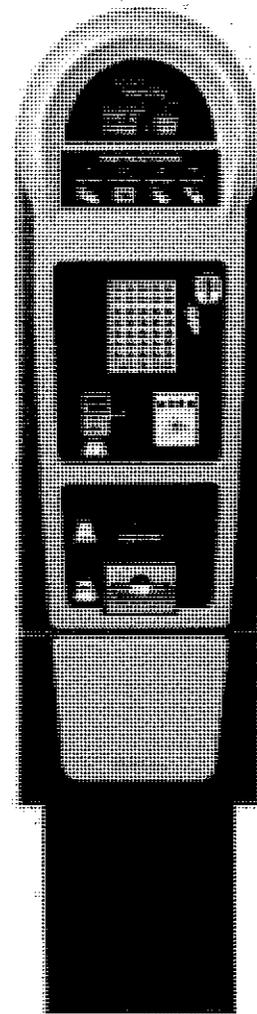
Submitted To:

Julie Dalton
Executive Assistant / Purchasing Agent
City of Traverse City
City Managers Office
400 Boardman Avenue, 2nd floor
Traverse City, MI 49684

Submitted By:

Traffic and Safety Control Systems, Inc.
48584 Downing,
Wixom, MI 48393
Telephone: (248) 348-0570
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Date: Tuesday, February 18, 2014



Traffic and Safety Control Systems, Inc.
Digital Payment Technology - Luke II Quote
Downtown Traverse City, MI

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www.trafficandsafety.com



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Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

Introductory Letter

February 28, 2014

RE: RFP for a Multi-Space Meter System
The City of Traverse City, MI

To Whom It May Concern:

Traffic and Safety Control Systems Inc. appreciates the opportunity to participate in the Request for Proposal process for Multi Space Meters for the City of Traverse City. We have performed a detailed analysis of the proposal documents and relevant specifications. Every aspect of the document has been taken into consideration and appropriate documentation and responses provided.

Upon completion of the staff review process, we welcome the opportunity for the selection committee to visit existing installation sites throughout the state of Michigan. Should any questions arise, please contact me. I am more than happy to provide any additional information you may need.

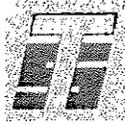
The enclosed proposal is valid for 90 days following February 28, 2014.

Thank you for your consideration in this process.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tom Neff', is written over a light blue horizontal line.

Tom Neff
Traffic and Safety
Sales Representative
248-756-7027
tomn@trafficandsafety.com

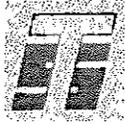


Traffic & Safety Control Systems, Inc.

Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

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Executive Summary

Traffic and Safety Controls Systems, Inc. is a full service provider of state of the art parking, revenue and building access control systems.

Located in Wixom, Michigan, Traffic and Safety has been supporting the parking equipment and building access industry throughout the state of Michigan since 1974.

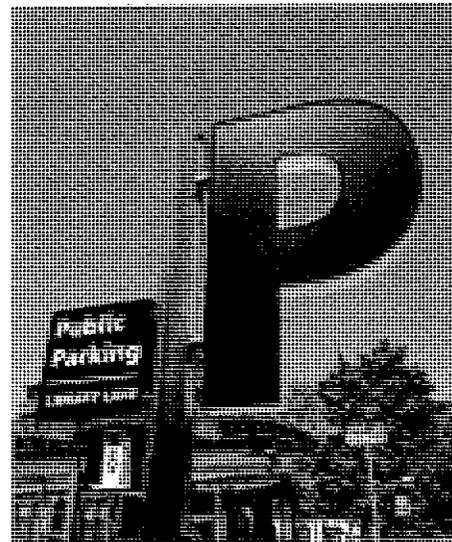
Family owned and operated, we take exceptional pride in providing the most reliable, easy to use, parking and security products on the market. Our goal is to help you improve your net operating cash flow and deliver timely response to your service needs. Our service technicians are factory trained, highly experienced and customer centric.

Traffic and Safety serves the state of Michigan, Northern Indiana, and Northwestern Ohio. We provide complete solutions with Digital Payment Technologies, Amano McGann, Transcore, Par-Kut, Delta Scientific, and Salient Systems.

Proposal:

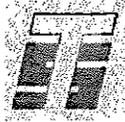
To satisfy the Multi Space Meter Request for Proposal, Traffic and Safety is pleased to present the Luke II Pay Station by Digital Payment Technology.

LUKE II is easy to use, has an attractive design, a full color LCD screen, a range of online services, multiple integration capabilities with third-party technologies, and the highest levels of data security in the industry. Luke Pay Stations offer a range of convenient payment options, such as coins, bills, credit cards, smart cards, value cards, campus cards, coupons, and even Pay-By-Phone.



When implemented to replace single space coin meters, operators typically realize increased revenue, increased customer compliance, and reduced operational costs. Consumers enjoy added convenience of diverse payment options & ease of use. LUKE II is a highly secure, flexible pay station suitable for on and off-street deployments.

DPT has built its solutions around an open system architecture that allows integration with multiple technology partners. A complete integration with leading space sensor, Pay-by-Phone, smart card, credit card processing, enforcement handhelds, and license plate recognition (LPR) platforms allows DPT to consolidate payment information in its PCI compliant Enterprise Management System (EMS). Reporting functions provide a quick and convenient way to produce transaction reports to assist enforcement, citation management, accounting or other applications.



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Improved Management Information

LUKE II provides comprehensive information and reports for enhanced management of your parking operations. Using either Ethernet, wireless modem, or Wi-Fi, LUKE II communicates with Digital Payment Technologies Enterprise Management System (EMS). EMS provides real-time credit card processing, real-time access to payment data on all pay stations in the system. The EMS reporting functions allow for real time reports. Daily, monthly, hourly, by space, by lot, area, etc. The Luke system had the ability to update rates and receipt headers/footers on each pay station remotely, and the capability to receive proactive notification of issues that include low paper, low voltage, and attempted vandalism.

Increased Payment Flexibility In addition to accepting coins, credit cards and bills, LUKE II can be configured to accept coupons, issue receipts, and communicate with other non-cash payment systems that include campus cards, cell phones, and POM- and PXT Payments-enabled (formerly Parcxmart) smart cards. Refer to Appendix A – Value Added Features for more on DPT’s flexible payment options and integrated services.

Best-in-Class Security

DPT was the first and is currently one of very few multi-space vendors to have its equipment third-party validated to meet the Payment Application Data Security Standard (PA-DSS) for credit card-enabled units. Being the first to meet these requirements is a good indication of DPT’s commitment to ensure its products meet these criteria in the future.

All of Digital Payment Technologies products, including LUKE II and EMS, are PCI certified. DPT is a leader in the parking industry to ensure they meet the strict data security guidelines as laid down by the Payment Card Industry (PCI) Data Security Standard. Confirmation of DPT’s status may be found here:

https://www.pcisecuritystandards.org/approved_companies_providers/validated_payment_applications.php?agree=true

You may need to type in Digital Payment Tech in the search box at the top of the page. This site shows PCI approved versions for Luke – notably the 6.4.3 version.

http://usa.visa.com/merchants/risk_management/cisp_payment_applications.html

This link brings you to the VISA website.

Clicking on “PCI SSC List of of PA-DSS Valid Payment Applications” Brings you to the PCI council site (same as above link)

Clicking on “Visas List of PABP Validated Payment Applications” Brings you to an Adobe document that shows DPT PCI certificates for version 6.2.



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LUKE II provides advanced physical and data security. For physical security, the LUKE II cabinet design is made from 12 gauge cold rolled steel or stainless steel with no pry points and six separate locking points to minimize theft and vandalism.

Industry-Leading Power Management System

LUKE II pay stations have been engineered to reduce power consumption by over 75 percent versus the LUKE I. This significant power reduction allows for greater performance, lower maintenance, and broader location flexibility in solar-powered on-street parking operations. In addition to the power reductions, Luke II units operate in a varied temperature range. The pay stations have two temperature sensors, one humidity sensor, two current sensors, and one voltage sensor. This provides operators with greater insight into the operation of the LUKE II units.

Open Architecture Integration with Third-Party Applications and Services

Integration with Pay-by-Cell technologies:

DPT, Parkmobile, Passport, Quick Pay, and Verrus Mobile Technologies have successfully partnered to integrate Pay-by-Cell parking and meter/back-office technology. Pay-by-Cell integration can provide capabilities that include:



- Allowing consumers to pay for parking by phone or at the meter.
- Text message reminders before parking expires, with option to Extend-By-Phone.
- Consolidating enforcement on a wireless device.

Pay-by-Phone data information is sent from the Pay-by-Phone provider to a centralized enforcement database using standard, secure Internet protocols. Integration also allows consumers to purchase parking via the Luke II pay station and then extend the parking time remotely via the Pay-by-Phone service.

Integration with leading enforcement handheld systems

The release of Digital API in 2007 is now resulting in even more third-party support as complementary technology manufacturers such as handheld enforcement vendors wirelessly collect Pay-by-Space data from the DPT pay stations. Two of the leading vendors include Complus Data Innovations and T2 Systems.



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Third-party technology support

DPT has proven support with the widest range of third-party technologies that include campus cards, credit card processors, and smart cards. Pay-by-License Plate – DPT and its Pay-by-Cell partners have integrated technologies to permit the transfer of license plate information from the Pay-by-Cell systems to the EMS so that license plate enforcement systems may query the data in real-time.

License plate recognition enforcement systems

DPT has integration capability with leading license plate recognition (LPR) system suppliers ELSAG, Genetec, and Tannery Creek Systems. Real-time integration between DPT and the LPR system allows instant reporting of valid “paid” and invalid “unpaid” plates. Refer to Appendix B – DPT System Architecture for a complete representation of DPT’s open architecture.



Distinctive Pay Station Design

LUKE II pay stations deliver a distinctive and visually pleasing design and exterior finish. The theme for LUKE’s mechanical design is “retro-inspired, contemporary.” The result is a look which is instantly recognizable as parking related, but with all the capabilities required for modern, on-street parking including an alphanumeric keypad, with tactile, audible, and visual feedback, and a standard full color 640 x 480 resolution screen. The keypad is simple and easy to use, even with gloves on.

Cost-Effective Equipment Maintenance

Luke II pay stations have been designed to allow for easy access to all internal components and minimal tools are required to remove or replace elements. In addition, all elements are modular and can be removed easily with replacement parts. All connectors are specific to the individual parts. This prevents incorrectly installing replacement parts. All these features contribute to low downtime and minimize the cost of ownership.



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Comprehensive Installation, Training, and Support

Traffic and Safety Control Systems will meet all requirements for installation and training. Traffic and Safety has factory certified staff to handle all installation and training requirements. In addition to the installation, training, and warranty service, DPT will offer 24/7 customer support to provide Traverse City with the best service offering in the industry.

DPT has a rapidly growing client base that includes cities, universities, parks and recreation facilities, transportation facilities, and private parking operators.



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Traffic and Safety Response to RPF : City of Traverse City Multi Space Meter System

In addition to Traffic and Safety's reputation as a dependable, reliable, and professional provider of parking equipment, Traffic and Safety also prides itself in its customer service. Included are references that will provide further evidence of Traffic and Safety's commitment to product quality, technical advancement, and superior customer service.

The LUKE II pay station was introduced in 2004 and is built upon the success and experience gained from the Intella-Pay pay stations deployed throughout North America for the last 14 years. LUKE II takes the key benefits of the Intella-Pay, that include ease of use, security and flexibility, and adds unmatched technical capabilities and improved flexibility, services, and features.

LUKE II municipal clients include:

Ann Arbor, MI	Galveston, TX	Ventura, CA
Flint, MI	Houston, TX	Riverside, CA
Ferndale, MI	Tampa, FL	Redwood City, CA
Lansing, MI	Milwaukee, WI	Glendale, CA
East Lansing, MI	Charlotte, NC	West Hollywood, CA.
	Fort Lauderdale, FL	

Over 40 universities have selected DPT pay stations as their preferred choice or parking technology. These universities include:

University of Michigan	University of Colorado	University of California
Indiana State University	University of Miami	University of California
Ball State University	Ohio State University	California State University
Texas A&M		Stanford



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Key components of the DPT solution

The LUKE II Pay Station
Back Office Support System (BOSS)
EMS online management system

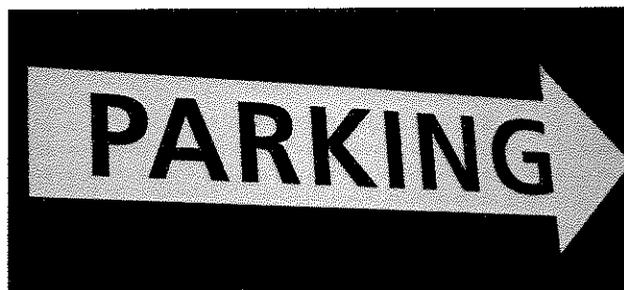
Each of these components will be briefly discussed. Additional details can be found in the product brochures contained in the appendices.

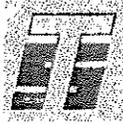
LUKE II Pay Station delivers a visually distinctive design and exterior finish that often enhances the streetscape. Several features and benefits of the pay station include: Instantly recognizable as a parking meter. Luke can be programmed to operate in several languages. Multiple payment methods are available including coin, bill, credit cards, smart cards, cell phone, coupons, and campus cards. Luke comes equipped with 3 different parking methods: Pay-and-Display, Pay-by-Space, and Pay-by-License Plate. Remote configuration and rate updates are easily executed. LCD full color screen to deliver information services such as local maps, special events, and advertising. Pay stations are designed to allow for quick easy collections. Comprehensive management reports are available for all payment transactions. Modular design allows for quick and easy maintenance, upgrades, and component replacement. Robust cabinet design to support the highest levels of physical security. PCI compliant and PA-DSS validated credit card data security.

More details on the LUKE pay station can be found within the RFP technical responses. Appendix C – LUKE Brochure.

BOSS Management Software is a key part of operations within the Luke II system. The BOSS software will allow Traverse City to: create multiple rate structures (hourly, daily, incremental, blended, special events, different vehicle types); create space-specific rates and reports; update rates, configuration settings, and ticket headers and footers remotely; operators can customize prompts in multiple languages; generate industry-leading reports for operations and accounting departments remotely and in real-time.

Refer to Appendix D – BOSS for additional details, features, and functionalities.



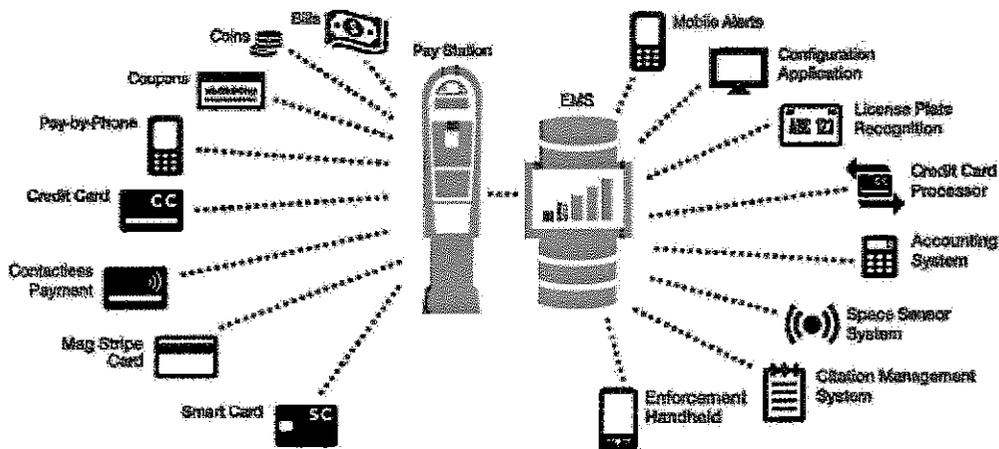


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Enterprise Management System delivers advanced Web-based real-time status of each Luke II pay station. EMS is an Internet-based portal that facilitates the networking of all pay stations in the system. Traverse City can manage its parking operations in real-time from any Internet-enabled computer. The EMS Server is located off-site and is accessible through the Internet from anywhere with internet access. Highlights of the EMS solution include: Real-time credit card processing. Real-time reporting. Real-time pay station status and alarms. Real-time text messages can be directed to any Web-enabled device (computer, PDA), cell phone, and pager. Add time capability in Pay-by-Space and Pay-and-Display environments. Digital API for third-party technology integration (that is, enforcement handheld devices and accounting systems)

Refer to Appendix E – EMS Brochure for an overview of the EMS functionalities.





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License Plate Recognition Enforcement Systems

DPT has collaborated with leading license plate recognition (LPR) system suppliers ELSAG, Genetec, and Tannery Creek Systems to build a real-time integration between DPT and each supplier's systems. A brief overview of each LPR parking enforcement partner follows:

ELSAG North America supports law enforcement public safety missions with the state-of-the-art Mobile Plate Hunter-900® Automatic License Plate Recognition (ALPR) technology. A network of fixed ALPR systems, which can be mounted to structures such as bridges and overpasses, as well as mobile ALPR systems, which are mounted to police vehicles, help keep a tight watch on cities, ports, borders, and other sensitive areas. The MPH-900 LPR technology is being used by hundreds of agencies all across the United States to assist with interdiction, capturing criminal intelligence data, and even with collecting unpaid taxes and fees. Unlike other ALPR systems, the MPH-900 uses digital camera technology which is able to capture a broader view surrounding the license plate. Its digital nature also allows for the most accurate plate recognition available, reading up to 3,600 plates per minute.

One of the most amazing features of the MPH-900 ALPR technology is its ability to help identify vehicles believed to be associated with an AMBER Alert when only a partial license plate number is all law enforcement has to work with. Advanced algorithms work quickly to fill in the missing characters, which can make all the difference in situations when every second counts. The MPH-900 ALPR allows you to protect sensitive areas with a virtual fence created by mapping the perimeter of the area through GPS coordinates. If the license plate of an unauthorized vehicle crosses into the restricted area, a law enforcement command centre will be notified instantaneously and local units can respond to the incident.

Genetec AutoVu advanced vehicle-mounted LPR solution facilitates parking enforcement by automatically collecting license plates, comparing them against selected databases, and alerting users of vehicles in violation. The AutoVu Sharp is an LPR device that functions over an IP network and precisely deciphers license plate numbers of moving and parked vehicles. AutoVu integrates positioning technology, a vehicle-mounted LPR system and a comprehensive management and reporting system to provide a complete parking enforcement solution for both on- and off-street parking.

With large buttons and simple touch-enabled functions, security authorities can seamlessly manage the system through AutoVu patroller's and back-office's user-friendly interfaces. In parking areas where vehicles are allowed to park for a specific duration of time, AutoVu electronically chalks vehicles by collecting license plate numbers of parked vehicles. During subsequent passes, AutoVu electronically chalks new



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vehicles and automatically flags vehicles that have remained parked in excess of the allowable limit, displaying recorded times and images of the vehicle, the license plate, and vehicle wheels (optional) from both passes.

To facilitate enforcement, operators can prompt the system to show a map indicating all areas where time limit has expired. The benefits of using AutoVu are: Automating the enforcement of various types of permits and time limit zones. Improving the collection of unpaid vehicle infractions through scofflaw hot list identification. Becoming more efficient at covering vast enforcement areas. Using data as evidence against infractions and optimizing route management. Strengthening safety and security by automatically detecting stolen vehicles or those belonging to felons.

Tannery Creek Systems autoChalk license plate recognition (LPR) is a laser assisted detection system for Pay-by-License Plate operations. Easy to use, and built for everyday use, autoChalk facilitates parking enforcement in any weather including cold snowy winters and intense summer heat. Tannery Creek's autoChalk LPR laser assisted detection system for Pay-by-License Plate is a proven vehicle mounted drive-by parking enforcement system for use with Pay-by-License Plate systems. Vehicles are scanned and their license plate data is compared to paid sessions that include license plate information, time, duration, and location (parking zone). Violating vehicles are ticketed. Easy to use touch screen menus and vehicle display facilitates enlargement of plates or other detail in the photos. The laser-equipped autoChalk system detects any vehicle in its scan. This feature enables detection of vehicles without a visible or legible license plate, for example, vehicles with rear only plates that are "nose out" with the plate on the other end of the vehicle and not visible to the cameras.

An optional handheld camera integrates into autoChalk and the operator can jump out to take photos of vehicles that have inaccessible plates. Plates not readable include snow covered, damaged or other factors, which can be entered manually into the vehicle-based computer system. Citations can be immediately issued using autoChalk's in-vehicle printer or through a standard enforcement handheld device such as T2 Systems or others. Tannery Creek's autoChalk uses tough machine vision cameras and sophisticated LPR to capture, analyze and process the license plate information. LPR is functional for both reflective and non-reflective plates. Photographs saved by autoChalk present the whole car (profile and license plate) and background (for example, buildings or signs) providing excellent visual context.





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Responses to Technical Specifications

Specific responses to each of the sections in the RFP may be found below.

Specifications from Traverse City listed in the RFP appear in **BLUE**.

Responses from DPT to specifications appear in **BLACK**.

Installation

The Bidder should provide shop drawings and complete descriptions of the meters and meter structural support posts.

COMPLIANT

Please refer to LUKE II manual.

Warranty

The bidder guarantees for a period of a minimum of (1) year from the date of shipment to repair and / or replace any part or modular component determined to be defective in material or workmanship under normal use and service at no additional cost.

COMPLIANT

A one year warranty covering parts and labor is included with every pay station.

Extended warranty options must be made available and outline within this proposal.

COMPLIANT

Labor Warranty 2nd Year: \$ 760.00 per year/per pay station

Parts Warranty 2nd Year: \$ 850.00 per year/per pay station

Software Warranty 2nd Year: \$ 280.00 per year/per pay station

Training

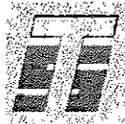
Bidder shall provide training on an individual location basis or in a group setting as approved by Traverse City Parking Services. The bidder shall provide additional training, if needed or as requested at prevailing rates.....

COMPLIANT

Training will cover, in depth, all areas of machine management. Including but not limited to: maintenance, collections, software and reporting functions, and programming. Traffic and Safety Control Systems will meet all requirements for installation and training. Traffic and Safety has factory certified staff to handle all installation and training requirements. Training sessions can be scheduled as needed. Training will consist of a maximum of (25) hours. Any additional training hours will be billed at \$95.00 per hour. Costs for the initial 25 hours of training are *included* in the costs of the system.

Spare Parts

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Bidders are asked to provide...dated Price Lists for ALL spare parts...Bidders shall confirm that they will stock parts...available within 48 hours of demand call.

COMPLIANT

The following chart outlines Luke II replacement parts and associated costs. Spare parts are stocked in our warehouse and are generally available well within the stated 48 hour timeframe. Some parts listed may not be required for specific configurations.

LUKE II SPARE PARTS

The spare parts list below is a high level estimate of components recommended by DPT for having an adequate supply of spare parts on hand. Up to date as of 02/28/14.

Number of Units Ordered

Part Number	Modules	1-25	26-50	51-250	251-500	List Price
110.0017	V5 Controller	1-2	2-3	2-3	4-6	\$3,250.00
500.0131	Coin Acceptor	1-2	2-3	3-6	4-11	\$655.00
500.0115	Card Reader	1-2	2-3	3-6	4-11	\$555.00
521.0026	U.S. Bill Validator	1-2	2-3	4-11	8-21	\$2,200.00
500.0111	Modem GSM	1-2	1-2	2-3	3-4	\$590.00
500.0121	Modem Wi-Fi	1-2	1-2	2-3	3-4	\$250.00
500.0065	Communications Antenna	1-2	1-2	2-3	3-4	\$110.00
115.0087	Color LCD Display	1-2	2-3	2-3	3-4	\$780.00
500.0116	2in Thermal Printer	1-2	2-3	4-11	8-21	\$1,420.00
630.0032	38-Key Alphanumeric Keypad	1-2	2-3	2-3	4-5	\$350.00
605.0003	33Ahr Battery	2-3	4-6	4-11	4-11	\$175.00
605.0004	18Ahr Battery	2-3	4-6	4-11	4-11	\$145.00

Wireless System

The proposal must include a preferred wireless communication system for the multi space meters.....Please indicate the budget for both wireless and WiFi. The preferred

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payment gateway provider and the preferred wireless carrier must be provided as well. Any software must meet PCI industry standards.....provide foreseeable software update costs for PCI.

COMPLIANT

Luke II can accommodate two types of wireless communications to gain connectivity. Cellular modems and Wi-Fi solutions are compatible. Cellular modems (either GSM or CDMA) are most widely used due to their ease of set-up and use, and their dedicated data line for each pay station. Examples of recommend wireless modems are: Sierra Wireless Raven XT, Sierra Wireless Raven X, or the Multi-Tech MTCBA-C1-N3. Since cell service coverage varies geographically, the wireless provider with the strongest local coverage is recommended. Typically, Verizon Wireless has proven to have the highest reliability. Data plans for the average application are about \$25.00 per modem per month.

Luke II is PCI compliant as well as the 3 modems described above. As the newer PCI requirements are released, updates may be required. The first year warranty covers all PCI software updates including labor.

After Sales Support

The bidder must provide access to 24/7 telephone support. The bidder must also outline what support options are made available with regard to online knowledge databases.

COMPLIANT

Traffic and Safety provides support 24/7/365. Normal Service Department hours are Monday through Friday from 8am-5pm. If service is requested outside of normal operating hours, overtime rates are applicable. Our service number is 1-810-217-0449. Digital Payment Technology has also designed an online knowledge database. Created by support professionals, it is constantly updated, expanded, and refined to ensure that you have access to the very latest information. Traverse City will also have access to our factory trained technicians with years of experience with Digital Payment Technology equipment.

Hardware

Cabinet and/or Pedestal

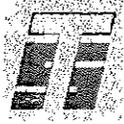
-Cabinet and/or Pedestal must be constructed of a highly durable metal able to withstand all environmental conditions, maintain security, and be resistant to vandalism.

COMPLIANT

The Luke II pay station outer cabinet and base are constructed using 12-gauge cold rolled steel that is protected with an anti-corrosion coating.

-Please Provide material/construction specifications with bid.

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COMPLIANT

The Luke II pay station outer cabinet and base are constructed using 12-gauge cold rolled steel that is protected with an anti-corrosion coating.

-Anchor bolts cannot be exposed outside the pedestal.

COMPLIANT

Anchor bolts are only accessible when the pay station is unlocked/open. These securing anchors are not visible from the exterior.

-Surface finish must be a powder-coating paint that is electrostatically charged and baked on

COMPLIANT

Digital Payment Technologies coats the exterior of all Luke II pay stations with a proven anti-corrosion Thermal Spray Coating (TSC). TSC has been used for years in the marine, bridge, and pipeline industries. This coating bonds to the pay station surface to create a robust and self-healing anti-corrosion barrier.

The Thermal Spray Coating process has gone through extensive long-term field exposure testing. The National Association of Corrosion Engineering (NACE) has published numerous articles highlighting the effectiveness and durability of Thermal Spray Coating against corrosion. Besides serving as an excellent anti-corrosion agent against environmental degradation, Thermal Spray Coating is also eco-friendly and offers minimal impact on the environment when compared to the other anti-corrosion treatments.

As testament to DPT's commitment to use this highly durable technology, DPT offers a **five-year anti-corrosion warranty** on its TSC-treated pay station cabinets.

-Pay station should be available in a range of customer colors upon request and with the option for customized decals.

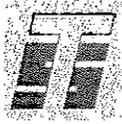
COMPLIANT

Additional pay station color choices and paint schemes are available. Customized decals can be specifically designed and produced according to the clients specifications.

-In general, the cabinet must have an aesthetically pleasing design that is easily recognizable as parking related.

COMPLIANT

Digital Payment Technologies has designed the exterior of the pay station to resemble a traditional single space meter. The design is straight forward and simple. This creates an unmistakable parking meter appearance that is aesthetically pleasing and lends to the streetscape. Parkers can easily recognize this pay station as meter / parking related station.



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-Indicate life expectancy of cabinet and/or pedestal.

The cabinet and pedestal of the Luke II is 12-gauge cold rolled steel protected with an anti-corrosion coating. The pay station comes with a **five-year anti-corrosion warranty** on its pay station cabinets. In the field, machines that are properly maintained last well over 7 years.

Physical Security and Lock

-High security locks with separate lock and key combinations for collection vaults and main door.

COMPLIANT

Digital Payment Technologies has designed two separately lockable compartments for the Luke II.

The upper cabinet has an individually keyed lock and contains only the electrical components. In the case where the machine hardware is in need of service, a maintenance worker with the upper cabinet key will be able to perform work on the pay stations components without having access to the pay stations currency.

The lower cabinet has an individually keyed lock and contains only the coin and cash vaults. In the case where the machine is collected, a collection officer with the lower cabinet key will only have access to the coin and cash vaults. The electrical components, located in the upper cabinet, remain secure. Further, both coin and cash vaults are locked once removed. This additional measure prevents the collection officer direct contact with the pay station currency. The coin and cash vault keys are often distributed to the accounting division only, preventing currency exposure to all except those who count and total the collection.

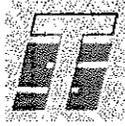
-Vandal-resistant with recessed hinges.

COMPLIANT

The Luke II pay-by-space meters have a secure cabinet enclosure. The pay stations are fabricated with 12-gauge cold rolled steel. All seams are welded and ground smooth. The locks are all flush-mounted, tamper-resistant, and include multiple locking points. The door hinges are recessed and are located inside of the enclosure.

Both cabinet doors on the Luke II are outfitted with security cylinder locks that have a unique telescopic pin tumbler mechanism with internal and external pins. This design, together with the locks patented plug, delivers anti-pick resistance. In addition, each lock's three-in-one cylinder design enables the simple changing of your lock and key combinations.

-Locks must be cut/coded specifically to Traverse City, MI.



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COMPLIANT

-No locks can be exposed beyond the flush mount of the cabinet.

COMPLIANT

-Recommended audible alarms in case of machine tampering.

COMPLIANT

-All pay station doors must be equipped with sensors that will send a notification, in real-time, to the back-office software alerting to doors being opened or closed.

COMPLIANT

-Cash Status, Audit Report, Stall Reports, and Revenue Reports must all be printable at the pay station without opening the cabinet door; password protection to reports is mandatory.

COMPLIANT

LCD Display

-The pay station must have a clearly visible LCD screen, which is easy to read in various lighting conditions. Color not required, but preferred.

COMPLIANT

Luke II come equipped with a full color backlit LCD display with 640 x 480 resolution. Display settings are available for low light environments and high glare environments. Using the BOSS software, these display modes can be remotely managed and set to change automatically according to the time of day.

-All instructions and rates are to be provided through the LCD display.

COMPLIANT

-The screen must be recessed and protected by a durable cover

COMPLIANT

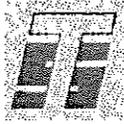
The full color LCD on the Luke II is protected by a Lexan polycarbonate sheet. Common usages include space and sports helmets, clear high-performance windshields and aircraft canopies, motor vehicle headlight lenses, and bullet-resistant windows.

-The screen must be vandal-resistant, weatherproof, and corrosion-resistant.

COMPLIANT

The screen is not exposed to the elements. Lexan protects the screen from all outside elements and environmental effects. The Lexan sheet is highly durable, weatherproof, and corrosion-resistant.

-The screen must be modular and easily unplugged and replaced with basic tools.



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COMPLIANT

The screen is modular in design and easily removed and replaced. The wire harness plug is specific to the screen. This creates additional simplicity as well as prevents incorrect installation.

-The LCD must have the ability to display at least five menu or rate options simultaneously.

COMPLIANT

-The LCD must be able to display a graphic and/or photograph or message for a user-defined amount of time when the pay station is turned on.

COMPLIANT

These settings are easily managed and adjusted remotely using the BOSS software.

-All prompts on the pay station must be user configurable.

COMPLIANT

Keypad

-The pay station must have a tactile feel keypad.

COMPLIANT

-When a key is pressed, an audible indication must be given to provide feedback to the consumer.

COMPLIANT

Audible key-beep function can be turned on or off upon request using BOSS.

-The keypad must be vandal-resistant, weatherproof, corrosion-resistant, and rated resistance to impact, shock and vibration.

COMPLIANT

-The keypad should be designed for exposed outdoor and environmental conditions.

COMPLIANT

The keypad is durable, heavy duty, and weatherproof.

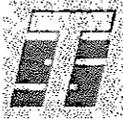
-The keypad must be modular and easily unplugged and removed with basic tools.

COMPLIANT

The keypad is modular in design and easily removed and replaced. The wire harness is specific to the keypad. This creates additional simplicity as well as prevents incorrect installation. No specialty tools are required to remove or install the keypad.

-The keypad will be used to turn the pay station on when it is in sleep mode.

COMPLIANT



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Coin Slot

-Coin slot shall accept all U.S. and Canadian coins through a single slot.
COMPLIANT

Coin Acceptor

-Must be capable of accepting nickels, dimes, quarters, and dollars (Susan B and Sacagawea)
COMPLIANT

-Pay station must have a coin escrow to allow consumers to cancel the transaction at any time and have funds returned.
COMPLIANT

-Must reject fraudulent and foreign coins immediately through a coin return area.
COMPLIANT

-Must be constructed to allow for easy removal with basic tools.
COMPLIANT

Cash Vault Compartments

-All denominations of coins and bills must be held in separate securely locked vaults designated for coins and bills.
COMPLIANT

-Both cash vaults must be able to be quickly and easily removed, and must have a separate keys to open them.
COMPLIANT

-The vaults must have a self-locking mechanism upon removal to ensure no access to the currency.
COMPLIANT

-Personnel without collection keys must not be able to remove vaults.
COMPLIANT

Bill Acceptor

-The bill acceptor must be housed separately from the bill stacker vault.
COMPLIANT



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-The bill acceptor must electronically accept U.S. \$1, \$5, \$10, \$20 bills or any combination thereof. The ability to determine what bills are accepted must be configurable in the back-office software and loaded onto the pay station manually or remotely through a wireless connection.

COMPLIANT

-The bill acceptor must be four-way and accept bills in any direction (face up or face down)

COMPLIANT

-The bill acceptor must have an acceptance rate of 98 percent for street quality bills. All rejected bills must be returned.

COMPLIANT

-The bill acceptor must be programmable for any new bank notes issued by the U.S. Mint.

COMPLIANT

-The bill acceptor must be modular and be easily unplugged and removed.

COMPLIANT

The bill acceptor is modular in design and easily removed, inspected or replaced. No tools are required to remove or install the bill acceptor.

-Must be able to clear bill jams without the use of special tools and without accessing the bill stacker vault.

COMPLIANT

No tools are needed to remove and inspect the bill acceptor. An access panel located on the acceptor, allows easy inspection or bill clearing.

Credit Card Reader and Operation

-The credit card (CC) reader must be flush-mounted with no part of the reader protruding outside the cabinet.

COMPLIANT

-The CC reader must only partially ingest the card thereby affording the consumer control of the card at all times.

COMPLIANT

-The CC reader must accept and process Visa, MasterCard, Amex, and Discover.

COMPLIANT



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-The CC reader must read Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811.

COMPLIANT

-The CC reader must read and write to chip-based smart cards conforming to ISO 7810 and 7816.

COMPLIANT

Transaction Process

-Bidder-supplied software should provide management control and reporting of credit card process via Internet.

COMPLIANT

-System should allow both offline and batch credit card processing and online real-time credit card processing.

COMPLIANT

-There should be a simple, one-step process to automatically transfer credit card data to the clearinghouse. No duplicate checks or transfer of data between files or spreadsheets should be required.

COMPLIANT

-The system must process and reconcile transactions with a PCI compliant credit card processor or gateway.

COMPLIANT

-The pay station must be PA-DSS validated.

COMPLIANT

All of Digital Payment Technologies products, including LUKE II and EMS, are PCI certified. DPT is a leader in the parking industry to ensure they meet the strict data security guidelines as laid down by the Payment Card Industry (PCI) Data Security Standard. Confirmation of DPT's status may be found here:

https://www.pcisecuritystandards.org/approved_companies_providers/validated_payment_applications.php?agree=true

You may need to type in Digital Payment Tech in the search box at the top of the page. This site shows PCI approved versions for Luke – notably the 6.4.3 version.

http://usa.visa.com/merchants/risk_management/cisp_payment_applications.html

This link brings you to the VISA website.

Clicking on "PCI SSC List of of PA-DSS Valid Payment Applications" Brings you to the PCI council site (some as above link)



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Clicking on “Visas List of PABP Validated Payment Applications” Brings you to an Adobe document that shows DPT PCI certificates for version 6.2.

-Credit Card/smart card transactions that are declined should automatically populate a file of bad cards/smart cards to prevent future acceptance of bad credit cards/smart cards.
COMPLIANT

-Bidder-supplied management software should allow for manual entry of cards into a bad credit card/smart card file. Bad credit cards/smart cards should be prevented from use in any payment machine in the network.
COMPLIANT

-Bidders supplying parking equipment must meet the Payment Card Industry (PCI) Compliance standards as Service Provider and Payment Application Data Security Standards (PA-DSS) for all hardware and software proposed. All bidders must provide verification confirming that they meet the latest standards.
COMPLIANT

Printer

-Heavy-duty printer head with minimal moving parts.
COMPLIANT

-Designed for high-resolution printing.
COMPLIANT

-Print life of over 20 million character lines.
COMPLIANT

DPT supports a thermal printer, which has a two-inch receipt width. This printer is built specifically for high-reliability outdoor kiosk applications. Print head and paper cut life are 50 kilometers of paper and 300,000 cuts (approximately 300,000 0.5-inch tickets), respectively. The print area is about 20 percent of standard print. The character lines are dependent on the font size being used.

-Printer offers alpha/numeric printing in various fonts and languages.
COMPLIANT

-The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.
COMPLIANT

-The printer must be modular and be easily unplugged and removed for easy servicing.
COMPLIANT



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The printer itself is secured by four Philips head screws. It is easily removed/installed. Two wires with standard plugs (one for power and one for data) are easily removed/connected.

-Payment machine should allow report and receipt printing in the field.
COMPLIANT

-Payment machine should have capacity of producing at least 2,500 tickets/reports prior to replacing a print roll.
COMPLIANT

Receipt Paper

-The tickets must be heat-, fade-, and curl-resistant, and must be capable of being left on a vehicle dashboard for extended periods of time.
COMPLIANT

-The paper roll must easily be removed and replaced.
COMPLIANT

Power Operation

-The pay station must operate with either an AC or solar recharging system.
COMPLIANT

-For the purposes of this RFP, we are seeking both options, preferably solar power.

-If a solar panel is provided, the solar panel must be low profile allowing it to maximize its exposure to direct sunlight.
COMPLIANT

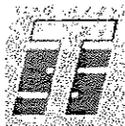
-Include pricing for both AC and solar options.

-The battery must be a minimum of a 12V 33Ah, sealed gel-cell.
COMPLIANT

-A battery voltage check system must be integrated into the pay station cabinet.
COMPLIANT

Real-time monitoring of battery voltage is displayed on EMS. History of battery voltage is also recorded and viewable.

-Describe the pay stations unique power management capabilities.



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The LUKE II multi-space pay station has been designed with a power management system to reduce power consumption and maximize reliability. This system reduces the amount of energy used by the pay station by up to 75 percent and eliminates capital expenditure and labor costs to replace discharged batteries while still maintaining all existing features. A sleep timer can be enabled to determine the duration of time the pay stations LCD screen stays on with full power. In sleep mode, the pay station energy is reduced by over 95 percent.

Electrical and Electronic Components

-All major components must be modular and be easily unplugged and removed with basic tools for easy servicing.

COMPLIANT

Temperature Specifications

- -20 degrees F (or lower) to +140 degrees F (-40 C to +60 C) in AC operated environments with an optional heater.

COMPLIANT

- -4 degrees F to +140 F (-40 C to +60 C) in non-AC environments; up to 95% relative humidity (non-condensing).

COMPLIANT

-Pay stations must provide option for heater that can operate on AC power for environmental conditions outside of the temperature range.

COMPLIANT

CPU/Black Box

-The CPU must be specifically designed for operation with the pay station.

COMPLIANT

-The CPU must be custom designed, built, and supported by the manufacturer.

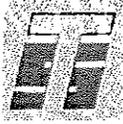
COMPLIANT

-The CPU must contain Flash memory that can record transactions to allow data to be preserved when power has been removed.

COMPLIANT

-The CPU must not require a battery backup to preserve memory.

COMPLIANT



Traffic & Safety Control Systems, Inc.

Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

-The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.

COMPLIANT

-The pay station must have a bad card maintenance list that can store card numbers for offline processing.

COMPLIANT

-To enable seamless additional application integration, the pay station operating system must be Microsoft Windows CE-based or another non-proprietary-based operating system.

COMPLIANT

-The pay station must be able to automatically adjust its internal clock for Daylight Savings Time changes.

COMPLIANT

The system does automatically adjust to Daylight Savings. Also, pay stations can be timed synced to an atomic clock or synced to Traverse Cities server time clock.

-The pay station must be able to be configurable to support multiple languages.

COMPLIANT

Online Communication

-The pay station must be able to support direct Ethernet connection without any additional hardware.

COMPLIANT

-For wireless communication, an optional choice of GSM/CDMA modem and Wi-Fi (802.11b/g) modem must be available.

COMPLIANT

-Central server system and the bidder's proposed pay stations must be able to work with the latest technologies in metro Wi-Fi technology.

COMPLIANT

-All quoted communications options must be backed with a reference of a proven existing field installation where the communication method has been shown to be reliable.

COMPLIANT

Please see REFERENCES section. Each listing describes the communications used for the system.



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Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

Software

Payment Options

-The pay station must support the following payment options

U.S. bills: The denominations accepted must be configurable for each pay station.

COMPLIANT

U.S. and Canadian coins: The denomination accepted must be configurable for each pay station

COMPLIANT

-Credit Cards: Type of credit cards accepted must be configurable for each pay station.

1. Please provide specs and costs for the pay station to support an RFID reader that accepts contactless payments such as Visa PayWave, MasterCard PayPass, and American ExpressPay Contactless credit cards to quickly, securely, and conveniently complete a parking transaction.

COMPLIANT

Contactless payment can be added to any unit for an additional \$

-Smart Cards: Must be configurable for each pay station.

COMPLIANT

Luke II has optional equipment that provides the ability for the parker to pay for parking, recharge smart card balance, and view the current balance of their smart card.

-Cell phone payment: The solution must have an option of paying for parking with cell phone in a Pay-by-Space development.

COMPLIANT

-The pay station must have the ability to allow for adding time to the existing time purchased in Pay-by-Space deployment.

COMPLIANT

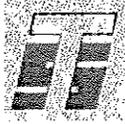
-The consumer must be able to pay for any space from any pay station provided the pay stations are online (communicating to the central server.)

COMPLIANT

Pay-by-Phone Integration

-The pay station must have an option to pay for parking with a cell phone in a Pay-by-Space or Pay-by-License Plate deployment. Bidder must identify which Pay-by-Phone partner it integrates with and the integration capabilities that such a partnership brings.

COMPLIANT



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DPT has partnered with Parkmobile, QuickPay and Passport Parking to offer mobile phone payment solutions in a Pay-by-Space or Pay-by-License Plate configuration.

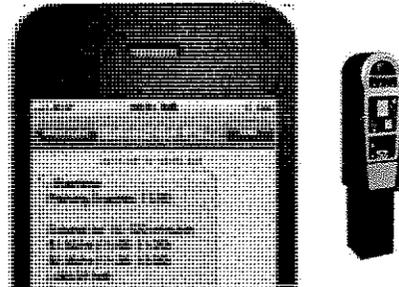
This makes it convenient and easy for consumers to optionally pay for parking and add time to their existing parking session at any pay station or through our pay-by-phone partners without needing to return to their vehicles. The integration also permits the ability for license plate information to be pushed from the third party apps to DPT's EMS system.

-The City of Traverse City Parking Services currently contracts with Parkmobile USA, Inc. for its cell phone payment provider.
DPT integrates with Parkmobile.

-If the initial payment was made at the pay station, the consumer must have the ability to add time through a cell phone.

COMPLIANT

DPT has introduced its own integrated unique and innovative feature to its Luke II pay station. Extend-by-Phone works when the parkers initial payment via credit card is conducted at the Luke II pay station. After the parker has swiped their card, a prompt for a phone number appears. When the parker enters their phone number, Extend-by-Phone sends text message reminders to the mobile phone, alerting consumers to their meter status.



This service also allows the parker to extend their current session by replying with the desired number of minutes for the extension. Parkmobile, QuickPay, Verrus, and Passport Parking also offer mobile extension payments in a Pay-by-Space or Pay-by-License Plate configuration. This provides an easy path for consumers to add time to their existing parking session using their cell phone.

-If the initial payment was made through the cell phone, the consumer must have the ability to add time at the pay station.

COMPLIANT

The Luke II add-time feature allows a parker to add time to their current parking session at any pay station for any parking space in the system. Add-time can be used to add-time to any current parking session regardless of how the initial payment was paid for. (Pay-by-Cell, cash on-machine, credit card on-machine.) The add-time feature is used at the machine to extend a current parking session.



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Parkmobile, QuickPay, Verrus, and Passport Parking also offer mobile extension payments in a Pay-by-Space or Pay-by-License Plate configuration. DPT is fully integrated with these services.

-If payment was made through the cell phone, the system must be able to notify the consumer through the cell phone prior to expiration of the parking time.

COMPLIANT

Extend-by-Phone works when the parker's initial payment via credit card is conducted at the Luke II pay station. After the parker has swiped their card, a prompt for a phone number appears. When the parker enters their phone number, Extend-by-Phone sends text message reminders to the mobile phone, alerting consumers to their meter status.

This service also allows the parker to extend their current session by replying with the desired number of minutes for the extension. Parkmobile, QuickPay, Verrus, and Passport Parking also offer mobile extension payments in a Pay-by-Space or Pay-by-License Plate configuration. This provides an easy path for consumers to add time to their existing parking session using their cell phone.

-For enforcement purposes, the enforcement officer must be able to print a report at a pay station for valid spaces paid for regardless if they were paid for at the pay station or by cell phone.

COMPLIANT

Extend-by-Phone

-Please detail specifics of product capabilities for this feature.

DPT has introduced its own integrated unique and innovative feature to its Luke II pay station. Extend-by-Phone works when the parker's initial payment via credit card is conducted at the Luke II pay station. After the parker has swiped their card, a prompt for a phone number appears. When the parker enters their phone number, Extend-by-Phone sends text message reminders to the mobile phone, alerting consumers to their meter status. This service also allows the parker to extend their current session by replying with the desired number of minutes for the extension.

Enforcement

-At the pay station, the enforcement officer must be able to:

Generate valid stall/space reports within the entered stall/space range regardless of how (pay station or cell phone) and at which machine the spaces were paid for.

COMPLIANT



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Generate an Expired Stall report within entered stall range that clearly displays the spaces that have not been paid.

COMPLIANT

-Traverse City Parking Services has a goal of integrating Pay-by-Space data at the pay station with our current enforcement system for consolidated reporting purposes. The bidder should identify at least one option where this integration capability can be provided today as well as additional options that might be available in the future.

COMPLIANT

DPT is integrated with T2 and can push or pull data with T2. DPT has an ongoing partnership with T2. Currently, T2 handhelds can be used in conjunction with DPT to relay real-time information. As T2 evolves, DPT works side-by-side to ensure that features for both systems are available and integrated.

-The central server system must be able to integrate with one or more of the leading mobile enforcement providers for real-time stall information. The bidder must outline all potential partners where integration exists today.

The release of Digital API in 2007 is now resulting in even more third-party support as complementary technology manufacturers such as handheld enforcement vendors wirelessly collect Pay-by-Space data from the DPT pay stations. Two of the leading vendors include Complus Data Innovations and T2 Systems. Because DPT has designed the proposed system with open architecture, additional integrations are continually developed.

Management Software Capabilities

-The management software must have the following capabilities:

1. Ability to set up unlimited amount of pay stations at unlimited amount of lots.

COMPLIANT

2. Password access at the pay station for collection and service personnel.

COMPLIANT

3. The ability to set sleep timer mode for the pay station.

COMPLIANT

4. Enable/disable additional time to be added to paid stall/spaces.

COMPLIANT

5. Ability to configure credit cards that will be accepted.

COMPLIANT



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Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

6. Ability to configure smart cards that will be accepted.

COMPLIANT

7. Ability to restrict payment types on a rate-by-rate basis.

COMPLIANT

8. Enable online “real-time” credit card authorization (with Ethernet connection or modem option).

COMPLIANT

9. Enable a “Store and Forward” mechanism to process credit cards that are accepted when online communications have been disrupted.

COMPLIANT

10. Allow customer messaging on introduction LCD screen.

COMPLIANT

11. Allow custom messaging on exit screen.

COMPLIANT

12. Allow custom messaging on printed receipt.

COMPLIANT

13. Allow for the remote upload of all rate and configuration parameters to the pay station via the central server at no charge.

COMPLIANT

Standard Rate Capabilities

-Please confirm that the equipment provided can address the following rates desired.

Standard rate capabilities must include:

1. Rates by the minuet, hour, day, week, and month

COMPLIANT

2. Special event pricing

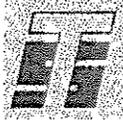
COMPLIANT

3. Different values can be assigned to different hourly increments (for example, first hour at \$2.00; each additional hour thereafter at \$1.00).

COMPLIANT

4. Progressive, regressive, flat, evening, early bird, and holiday rates.

COMPLIANT



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5. Programmable minimum and maximum time periods.

COMPLIANT

6. One-step uploads of bad credit card/smart card file.

COMPLIANT

7. Incremental rates with minimum increment being five minuets.

COMPLIANT

8. Ability to set a minimum credit card value for incremental rates.

COMPLIANT

9. Rate descriptions must be user configurable up to 20 characters in length.

COMPLIANT

Management Reports

-Bidder should provide samples of all reports to allow for evaluation of reporting features.

-The pay station must issue a report from the printer with the following information:

1. Machine Serial number

COMPLIANT

2. Date and time of collection

COMPLIANT

3. Date and time of previous collection

COMPLIANT

4. Total amount of money in collection

COMPLIANT

5. Total amount of bills by denomination

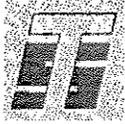
COMPLIANT

6. Total amount in coins

COMPLIANT

7. Total amount of credit card payments be credit card type

COMPLIANT



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8. Total number of tickets issued
COMPLIANT

9. Total amount of refunds issued
COMPLIANT

10. Total amount of change issued
NON-COMPLIANT

Luke II has the ability to refund coins inserted. Luke II does not offer change to consumers in the event of overpayment.

11. Pay station firmware version
COMPLIANT

12. Stall reports showing valid stalls, unpaid stalls, or paid since last stall report
COMPLIANT

-The pay station must issue a report with the history of the machine with the following information:

1. Audit details:
COMPLIANT

2. Date of the transactions with “from” and “to” parameters.
COMPLIANT

3. Total deposits
COMPLIANT

4. Total transactions
COMPLIANT

5. First transaction number
COMPLIANT

6. Last transaction number
COMPLIANT

-In the back-office software, reports must be able to be generated based on the following parameters:

1. Transaction Date
COMPLIANT

2. Transaction Time



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COMPLIANT

3. Payment Method

COMPLIANT

4. Rate

COMPLIANT

5. Pay Station Number

COMPLIANT

6. Credit card type

COMPLIANT

Remote Management

-Traverse City Parking Services would like the bidder to host remote management options. The capabilities provided through remote management must include the following:

Real-Time Reporting/Pay Station Configuration

-Real-time reporting:

1. The pay station must provide, as an option, the ability to generate all of the reports listed under “Reports” above through any computer with an internet connection using up-to-date real-time information.

COMPLIANT

-Remote pay station configuration:

1. The solution must allow for changes in the rate structure remotely from the office provided the pay stations are online.

COMPLIANT

2. The solution must allow for the other changes listed under “Management Software Capabilities” to be configured from a remote PC and capable of being uploaded to the pay station in real-time provided the pay station is online.

COMPLIANT

Real-Time Monitoring

-The pay station must provide, as an option, the ability to monitor the following parts and systems and communicate any malfunctions or supply requirements.

1. Critical alarms:



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-Alarm on
COMPLIANT

-Shutdown due to low battery power
COMPLIANT

-Shock from being bumped, tilted, or shaken
COMPLIANT

2. Major alarms:

-Coin jam
COMPLIANT

-Bill acceptor jam
COMPLIANT

-Bill acceptor unable to stack
COMPLIANT

-Battery voltage low
COMPLIANT

-Printer paper low
COMPLIANT

-Printer lever disengaged
COMPLIANT

-Printer paper out
COMPLIANT

3. Monitoring: Items without alarms that may be monitored on a secure Internet connection include:

-Number of coins
COMPLIANT

-Number of bills
COMPLIANT

-Battery voltage levels
COMPLIANT

-Solar charging condition – charging/not charging



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COMPLIANT

4. Real-Time Credit Card Authorization

-The pay station must provide, as an option, to have credit cards processed in real-time.

COMPLIANT

-The authorization number must be available in the back-office software to be used as criteria for the credit card transaction searches.

COMPLIANT

-The pay station must be configurable to accept or not accept credit card payment in the event that communication to the pay station becomes temporarily unavailable.

COMPLIANT

-Assuming adequate communication signals are in place, real-time credit card authorization must be completed within three seconds typically, and within 10 seconds maximum.

COMPLIANT

-For online credit card transaction, batch processing of the credit cards at the end of the day is not acceptable.

COMPLIANT

-Bidder should demonstrate adequate security of data through password protection and layered levels of privileges.

COMPLIANT

Future Capabilities

-The identification of features that will be available after the equipment is deployed may also be mentioned, but descriptions should clearly state when features will be available for deployment and any hardware upgrades associated with such upgrades.

COMPLIANT

As mentioned above, PCI compliance, integration partners, and innovative features are all a priority with the LUKE II pay station. DPT takes pride in continually improving their software and products. As new products, such the recommended software warranty, provides clients will always have access to any new software features down the road.



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Client References

Municipalities and State Entities

Ann Arbor Downtown Development Authority, MI

Joseph Morehouse, Deputy Executive Director, DDA

jmorehouse@a2dda.org

Tel: 734-997-1309

Fax: 734-997-1491

E-mail:

Installation Date: Spring 2009

Type of Pay Station: LUKE, solar-powered

Number of Pay Stations: 75

Payment Options: Credit cards, coins, Pay-by-Phone

Connection Type: CDMA

EMS Services: Reporting, real-time credit card processing, alarming

DPT was awarded a five-year contract through Traffic and Safety Inc. to supply LUKE pay stations for deployment throughout the Ann Arbor Downtown Development Authority, MI, in 2008. To date, there are 75 units deployed citywide, with a further 75 units per year growth to complete the five-year contract.

Ann Arbor's LUKE solar-powered on-street pay stations accept credit cards, coins, and Pay-by-Phone. The pay stations also offer on-screen payment instructions in multiple languages, as well as remote back-end system management through DPT's Internet-based EMS. EMS enables the city's officials to remotely update all pay stations, in real-time, with new rate and configuration information.

City of Houston, TX

Liliana L. Rambo, CAPP

Tel: 713-853-8276

Fax: 713-853-8913

Installation Date: September 2006

Type of Pay Station: LUKE, solar-powered and some AC-powered

Number of Pay Stations: 1,000

Payment Options: Credit cards, bills, coins

Connection Type: 802.11g Wi-Fi network

EMS Services: Reporting, real-time credit card processing, remote updates

DPT was awarded a three-year contract by Affiliated Computer Services, Inc. (ACS) to supply 750 LUKE pay stations for deployment throughout the City of Houston, TX, in September 2006. There is an option to supply a further 500 LUKES before the end of the contract to make up a city-wide total of 1,500 stations.

This project also represents the first municipal parking meter system in the U.S. that does not rely on a cellular network, but instead communicates exclusively using a dedicated 802.11b/g Wi-Fi network. The City of Houston will evaluate the performance of this Wi-



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Fi system to determine if it can be expanded to assist public safety and public service employees to improve the accuracy and timeliness of their duties.

At the conclusion of the trial, the LUKE pay station was rated the highest by both city officials and the public.

Houston’s LUKE solar-powered on-street pay stations accept credit cards, paper currency, coins, and Pay-by-Phone. The pay stations also offer on-screen payment instructions in multiple languages, as well as remote back-end system management through DPT’s Internet-based EMS. EMS enables City of Houston officials to remotely update all pay stations, in real-time, with new rate and configuration information.

The successful awarding of the contract caps a two-year evaluation period by the City of Houston to investigate general system integrators, on-street pay station manufacturers, and Wi-Fi network suppliers for its on-street parking system.

City of Ferndale, MI

Joseph Gacioch

jgacioch@ferndalemi.gov

Tel: (248) 546-2525

Installation Date: Fall 2012

Type of Pay Station: LUKE, solar-powered

Number of Pay Stations: 33

Payment Options: Credit cards, coins, bills, Pay-by-Phone

Connection Type: CDMA

EMS Services: Reporting, real-time credit card processing, alarming

City of Ferndale operates 33 LUKE II pay stations city wide. Applications include on-street, large and small parking lots. They institute Parkmobile and use the DPT integration to push all transactions to EMS. This allows the City of Ferndale to reference only one database for enforcement and reporting. As Ferndale’s parking grows, so has the LUKE II system. Ferndale has instituted several phases of expansion. Additional parking spaces have been added both on and off street and existing parking lots have been re arranged. The city has been able to move the LUKE II pay stations from location to location to best fit their construction and event needs.

Universities

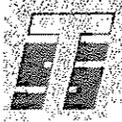
University of California at Santa Barbara, Santa Barbara, CA

Tana Lucido, Assistant to the Director of Transportation Tel: 805-893-8731

Fax: 805-893-3108

Installation Date: June 2003

Type of Pay Station: LUKE, AC- and solar-powered (switched from Intella-Pay to LUKE)



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Number of Pay Stations: 89

Payment Options: Credit cards, coins, bills, campus cards, coupons

Connection Type: Ethernet/Wi-Fi

EMS Services: Pay-by-Phone, add time at any pay station, real-time credit card processing, campus cards

UCSB currently operates 89 AC- and solar-powered pay stations on its campus with more than 26,000 transactions generated per month. The university has a networked system that encompasses over 6,000 parking spaces that allow consumers to pay for their space and add time to their current space from any location on campus. Methods of payment include cash (bills/coin), offline credit card, offline campus access card, coupons for the TAP program, and an integrated cell phone payment system.

UCSB undertook extensive research to evaluate alternatives for parking management technology. The finalists included Lexis, Guardian Technologies, Parkeon/Schlumberger and DPT. DPT was eventually selected as it was the only company that could integrate with the existing parking system and was able to customize its software to meet all the needs of the university (for example, campus cards and cell phone payment system). UCSB is currently adding more machines and migrating from the EMS monthly software solution to the hosted EMS model to eliminate the monthly reoccurring fees.

California State University, Long Beach, CA

Brian Dunaway, Planner/Estimator/Scheduler

Tel: 562-522-6132

Alan Moore, Assistant Director of Parking and Transportation

Tel: 562-619-8847

Installation Date: January 2005

Type of Pay Station: SHELBY, solar-powered

Number of Pay Stations: 29

Payment Options: Credit cards, coins, bills, change dispenser, campus cards

Connection Type: Wi-Fi

EMS Services: Real-time credit card processing, campus cards, real-time reporting, real-time updates

CSU Long Beach has to date installed 29 SHELBY pay stations on its campus. The university went through an RFP process and DPT was selected based its product functionalities and capabilities. CSU Long Beach pay stations communicate on the university's internal campus Wi-Fi backbone. The pay stations accept payment in credit card real-time, coins, and bills, and dispense change in a replenishing format. The university also has its own on-site server that runs all the real-time EMS features described in the RFP response.



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Project Timeline

Please refer to the below details on the estimated Project Timeline:

TIME REQUIRED	PROJECT TASK
Immediately following awarding of contract	<p>PROJECT PREPARATION ACTIVITIES. Project Manager is assigned to work with Traverse City. Initial activities would include:</p> <p>Gather contact information for all individuals who will be involved in the installation and training.</p> <p>Coordinate all site preparation activities with the City of Traverse City.</p> <p>Provide Traverse City with forms for establishing merchant account information required for real-time credit card processing.</p> <p>Facilitate testing and implementation of any network connectivity that may be part of the proposed solution.</p> <p>Work with the City to deploy effective signage to assist the consumer with understanding and using the new parking meter system.</p> <p>Assist Traverse City with developing and implementing an effective public relations strategy to ensure successful completion of the project.</p> <p>Offer Traverse City guidance in creating a Web site that provides information on the new parking meter system and a Q&A section to engage the public on the progress of the project and gauge public feedback.</p>
6 – 8 weeks	MANUFACTURING OF PAY STATIONS (incorporates lead time required to handle potential manufacturing backorders)
3 – 5 days	SHIPMENT AND DELIVERY OF PAY STATIONS
Two to three days	INSTALLATION AND TESTING OF PAY STATIONS
Two days after units are installed	<p>TRAINING. During training, the outline of key activities will include:</p> <p>Software Review</p> <p>Installing software</p> <p>Backing up data</p> <p>Review BOSS menu structure</p> <p>Setup</p> <p>User access profiles</p> <p>Configuration/Payment setup</p> <p>Machine setup</p> <p>Pay-by-License Plate/Pay-and-Display/Pay-by-Space</p> <p>Rate setup</p> <p>Reporting</p>



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TIME REQUIRED	PROJECT TASK
	Transaction reports EMS Reviewing EMS features Accessing the application Setting up users and notifications Entering service mode Reports at the pay station BOSS Data Key operation Enforcement Loading new rates Obtaining transaction data Hardware Review Keys and locks Keypad Coin acceptor Powering 802.11b/g or GSM/GPRS wireless connectivity Printer Operations Collecting money Maintenance Changing paper Cleaning printer Cleaning coin acceptor Cleaning credit card reader
Four weeks	POST-INSTALLATION REVIEW. Feedback from staff and parking customers will be assessed and addressed. Evaluation of signage, operations, and machine placement will be revisited.
Ongoing	Once the City of Traverse City is confident it can operate the system effectively on its own, further support is offered through the Traffic and Safety Service Department. Available 24/7/365.

With this project timeline in place, the timeframe from awarding the contract to having the multi-space pay stations installed and operational would be approximately 60 days.



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Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

February 28, 2014

The City of Traverse City
400 Boardman Avenue, 2nd floor
Traverse City, MI 49684

Attn: Julie Dalton, Purchasing Agent

Dear Ms. Dalton,

Pursuant to The City of Traverse City RFP: Multi Space Meter System, the following is our quotation to provide and install new Digital Payment Technology LUKE II pay stations for The City of Traverse City.

The following pricing is for LUKE II pay stations featuring:

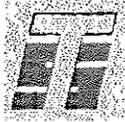
AC Power with Coin Acceptance, Coin Escrow, Bill Acceptance, Credit Card Acceptance, and cellular modem (AT&T GSM).

# of Pay Stations	Total With Cellular Modems	Total With WiFi
1	\$12,705.00	\$12,425.00
2	\$25,243.00	\$24,683.00
3	\$37,781.00	\$36,941.00
4	\$50,319.00	\$49,199.00
5	\$62,859.00	\$61,457.00
6	\$75,395.00	\$73,715.00
7	\$87,933.00	\$85,973.00
8	\$100,471.00	\$98,231.00
9	\$113,009.00	\$110,489.00
10	\$125,547.00	\$122,747.00
11	\$138,085.00	\$135,005.00
12	\$150,623.00	\$147,263.00

*Add \$670.00 per unit for Contactless Payment

The following pricing is for LUKE II pay stations featuring:

48584 Downing · Wixom, MI 48393-3501 · (248) 348-0570 · FAX (248) 348-6505 www.trafficandsafety.com
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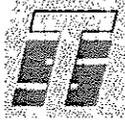
Solar Power with Coin Acceptance, Coin Escrow, Bill Acceptance, Credit Card Acceptance, and cellular modem (AT&T GSM).

# of Pay Stations	Total With Cellular Modems	Total With WiFi
1	\$13,637.00	\$13,357.00
2	\$27,107.00	\$26,547.00
3	\$40,577.00	\$39,737.00
4	\$54,047.00	\$52,926.00
5	\$67,517.00	\$66,117.00
6	\$80,987.00	\$79,307.00
7	\$94,457.00	\$92,497.00
8	\$107,927.00	\$105,687.00
9	\$121,397.00	\$118,877.00
10	\$134,867.00	\$132,067.00
11	\$148,337.00	\$145,447.00
12	\$161,807.00	\$158,447.00

*Add \$670.00 per unit for Contactless Payment

Installation to include the following:

1. Mount pay station.
2. Pull necessary control wires and terminate all wires.
3. Final tune-in and checkout of control systems.
4. One-year warranty covering all parts necessary to repair or replace defective parts due to normal wear and tear. Acts of God, vandalism, or misuse is not covered.
5. Training will consist of a maximum of (25) hours either on the job site or at our shop. All hours in excess of this amount will be invoiced at \$95.00 per hour.



Traffic & Safety Control Systems, Inc.

Request for Proposal – Traverse City Parking Services – Multi Space Meter Systems

Notes:

1. **Monthly Fees for EMS are \$70.00/Month for EMS and \$20.00/Month for Data.**
2. All concrete islands and/or mounting pads shall be provided and installed by others.
3. Others shall do site preparation according to layout drawings supplied by Traffic & Safety if applicable.
4. Terms are net 10 days, F.O.B. Wixom, MI, 6% sales tax will be added if applicable. A 1-½% per month finance charge will be added to all invoices older than 30 days.
5. CAUTION: This equipment is for automobiles only. Clearly marked alternate paths must be provided for motorcycles, bicycles, and pedestrians.
6. Training is specifically noted and included in the cost of installation. All additional hours will be invoiced as a separate item.

Please let me know if I may be of further service to you. I look forward to hearing from you in the near future.

Thank you,

Tom Neff
Traffic and Safety
Sales Representative

248-756-7027
tomn@trafficandsafety.com



Multi-Space Pay Station

Public and private parking operators are realizing the benefits of multi-space pay stations: increased revenue, reduced operational costs, and superior customer service, to name just a few. Consumers also enjoy the added convenience, diverse payment options, and ease of use provided by pay stations. LUKE II is a highly secure, flexible pay station suitable for on- and off-street deployments. LUKE II fulfills customer service expectations and delivers superior performance and significant contributions to operators' top and bottom line.

LUKE II Features for Consumers

- Range of convenient payment options, such as coins, bills, credit cards, smart cards, value cards, campus cards, coupons, and Pay-by-Phone
- Contactless payments for rapid parking transactions
- Extend-by-Phone service provides expiry reminders and the ability to add time via mobile phone
- Large color screen that is easy to read
- Prompts in multiple languages
- Ability to pay for parking or add time using any pay station in the system
- Coin escrow refunds consumers' money upon a cancelled transaction
- 38-key full alphanumeric keypad for easy license plate entry
- Easily recognizable design identifies machine as a parking pay station

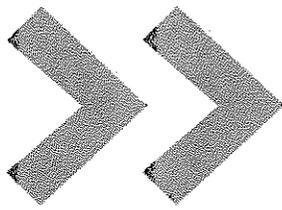


**Watch
The Video**

[http://youtu.be/
g_SHe7Mz2ik](http://youtu.be/g_SHe7Mz2ik)

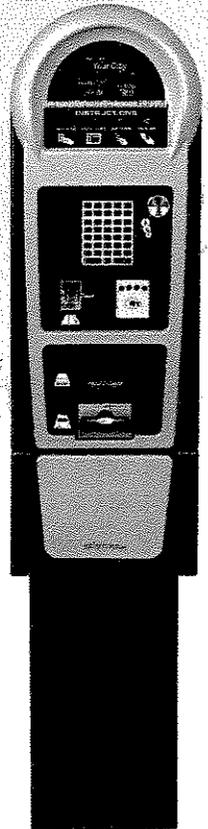
LUKE II Features for Parking Operators

- Separate maintenance and collections compartments for enhanced security
- Theft-resistant design to protect coins, bills, and internal components
- Enhanced locking mechanism and electronic lock support for added security
- PCI compliant and PA-DSS validated system ensures credit card data security
- Pay-and-Display, Pay-by-Space, and Pay-by-License Plate on the same pay station
- Remote configuration of rates and policies saves time and money
- Integration with leading parking technology partners for a complete solution
- Flexible rate structures and diverse payment options can increase revenue
- Reduced maintenance and collections costs
- Real-time credit card processing to reduce processing fees and eliminate bad debt
- Real-time reporting and alarming
- Complete audit trail and rich analytics



Integrated Parking Management

Parking is more than just pay stations, and Digital Payment Technologies (DPT) believes that complete and integrated parking management yields superior results. To that end, DPT has built its solutions around an open system architecture that allows integration with complementary best-in-class technology partners. A complete integration with leading space sensor, Pay-by-Phone, smart card, credit card processing, enforcement handheld, and license plate recognition (LPR) platforms allows DPT to consolidate payment information in its PCI compliant Enterprise Management System (EMS) back-end in order to conveniently present it to enforcement, citation management, accounting or other applications.



LUKE II Specifications

- Cabinet: 12-gauge cold rolled steel protected with an anti-corrosion coating
- Payment Options: Coins, bills, credit cards, contactless payments, smart cards, value cards, campus cards, coupons, Pay-by-Phone. Coin escrow optional
- Card Reader: Cards are not ingested – no moving parts. Reads Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811. Reads and writes to chip-based smart cards conforming to ISO 7810 and 7816
- Bill Stacker: 1,000-bill capacity (US only)
- Printer: 2" receipt width
- Display: Color backlit LCD with 640 x 480 resolution
- Keypad: 38-key alphanumeric with tactile buttons
- Locks: Can be re-keyed twice without removal of lock cylinder. Electronic locks optional
- Access: Separate compartments for maintenance and collections
- Communications Options: GSM/GPRS, CDMA, Ethernet
- Environmental Requirements: -40°F to +140°F (-40°C to +60°C)* Relative humidity: up to 95%
- Power: 120 V AC. Slimline solar panel optional
- Operational Modes: Pay-and-Display, Pay-by-Space, Pay-by-License Plate
- Multilingual Support: Up to four languages using roman or non-roman characters
- Audible Alarm: Senses shock and vibration
- Color: Charcoal gray. Additional colors optional
- Standards: UL/CSA approved, ADA compliant, PCI compliant, PA-DSS validated

Standard	Premium				
					
Charcoal Gray	Jet Black	Pebble Gray	Racing Green	Marine Blue	Citrus Yellow

*using separately purchased heater/insulator option. Low end of range is -4°F (-20°C) ambient without heater/insulator option

Digital API



Better Integrate Your Systems and Devices

Managing parking operations using a variety of technologies has always been a challenge. Work processes are inefficient, information is scattered, and reports don't always show the big picture. Digital Payment Technologies (DPT) recognizes these challenges and has developed Digital API, a powerful and flexible solution using its dynamic Enterprise Management System (EMS).

Why Digital API?

DPT has developed a suite of Application Programming Interfaces (APIs) specific to EMS to help you manage your parking operations cohesively. As a result, DPT is able to increase the value of your parking data, provide you with the tools to build custom applications, and simplify how you manage information from various parking technologies..

Benefits of Digital API

- Improved information flow to streamline parking operations
- Greater integration between back-office systems and devices
- Simplified development of custom applications
- Real-time access to information

The potential uses for Digital API are limitless as almost any Internet-enabled system has the ability to integrate with them.

Applications for Digital API

Enforcement

Deliver space and license plate data from EMS to enforcement devices in real-time to improve the quality of citations and efficiency of enforcement operations. These devices can range from handheld ticket writers to vehicle-mounted license plate recognition (LPR) systems.

Maintenance

Allow maintenance personnel to use Internet-enabled handheld devices to assist them with troubleshooting pay station issues.

Accounting

Consolidate financial data from various parking technologies to a primary accounting system.

Pay Station Monitoring

Display the status of DPT pay stations in applications other than EMS.

Space Monitoring

Integrate with space sensors to deliver automated applications that can proactively adjust parking rates and/or automatically notify enforcement personnel of vehicles requiring citations.

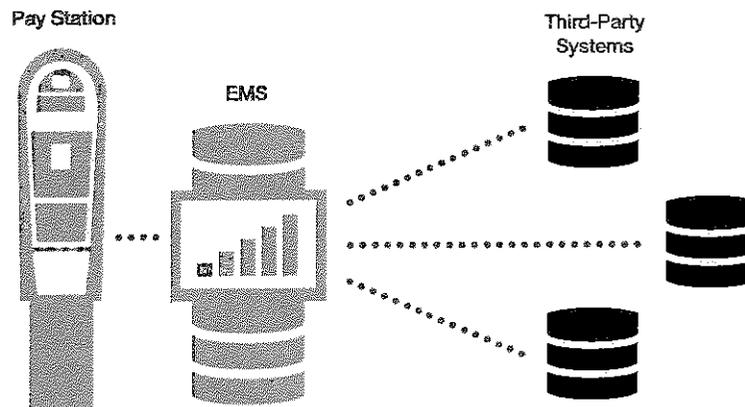
How Digital API Works

Digital API is available over the Internet using a standardized XML messaging system, which is used to encode all communications to EMS. A client or third-party technology would invoke a request by sending an XML message and then waiting for the corresponding XML response. This exchange of

information is encrypted using Secure Socket Layer (SSL) and could include data such as space information or license plate number, purchase and expiry times, current pay station status, transaction details, and any alarms that have been triggered.

A common application of this technology is a handheld enforcement device that retrieves space expiry times from EMS in real-time. This application eliminates the need to manually print reports from the pay stations. Another example is integrating with an LPR system, which allows enforcement personnel to retrieve license plate information as they drive for up-to-the-minute accurate data.

Digital API allows for a higher degree of integration with third-party software such as enforcement, accounting, and monitoring systems. Developing an open platform for integration means accessibility to a wealth of information and functionality available in EMS. Proprietary systems used by municipal governments, educational institutions, and private operators are now able to share information as if they were designed to work together from the start.



BOSS



Pay Station Configuration Made Easy

The power to quickly and easily configure your multi-space pay stations is at your finger tips. The BackOffice Support System (BOSS) from Digital Payment Technologies (DPT) is a software application designed to configure all operating aspects of your pay station and is available with every DPT parking machine. BOSS enables you to configure and adjust rates, payment and display options, and unit configuration as often as you like. Updating your network of pay stations is easy. You can use the supplied BOSS Data Key or the Internet via DPT's Web-based Enterprise Management System (EMS).

Configuration

Each pay station can be configured to meet your specific needs. Settings for each pay station include:

- Introduction screen
- Operational mode (Pay-by-License Plate, Pay-by-Space, Pay-and-Display)
- Language support
- Accepted payment types
- Accepted currency denominations
- Extend-by-Phone support
- Receipt headers and footers

Rates

The pay station supports a range of rate types providing you with complete flexibility for your operation. All rates can be previewed before updating the pay station. Supported rate types include:

- Hourly
- Daily
- Incremental
- Monthly
- Blended
- Scheduled
- Valid For

- Expires At
- Holiday

BOSS also offers a Restricted Rate that can be used to inform consumers when and why the pay station(s) is not in operation due to street maintenance or special events.

Coupons

Coupons can be enabled in BOSS to provide discounted parking for individuals or groups. Consumers likely to benefit most from using coupons are:

- Patrons of local merchants
- Event attendees
- Special guests
- Carpool pass-holders

Languages

DPT pay stations support both Roman and non-Roman characters. Pre-configured languages can display on the pay station screen. Most pre-configured languages can also print on receipts. Supported languages include:

- English
- French
- Spanish
- Vietnamese
- Simplified Chinese

All on-screen prompts and receipt fields can be modified using BOSS to meet your specific language needs.

Offline Credit Card Processing

All DPT systems are PCI compliant and PA-DSS validated for the secure processing of both online and offline credit card transactions. BOSS facilitates the offline processing of credit card transactions by manually downloading transactions from the pay station and then processing them.

Offline Reporting

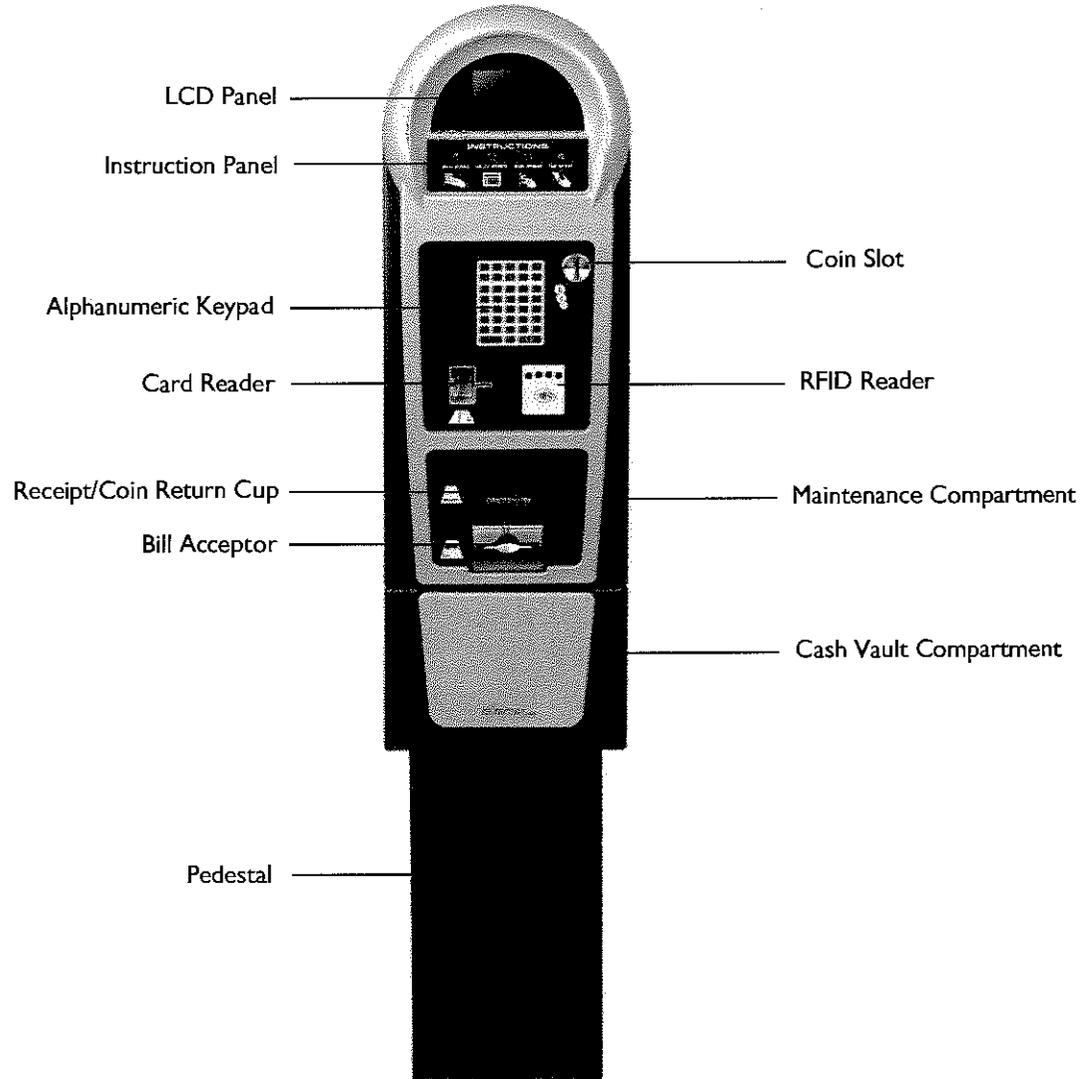
Numerous reports can be generated using BOSS by first downloading pay station transaction data. BOSS can generate the following reports:

- Transaction Report
- Audit Report
- Cash Report
- Rate Report
- Custom Card Report
- Online Configuration

Online Configuration

Pay stations can be configured and have their rates adjusted in real-time using BOSS when connected to DPT's Online Management System (EMS). Alone BOSS allows you to manually upload configuration and rate changes to your pay stations using the supplied BOSS data key.

FULL MANUAL ON THUMB DRIVE



Parts	Description
Alarm	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Senses shock, vibration, and status of maintenance and cash vault doors (open/closed) • Sends alarm notifications to EMS if unit is equipped for real-time communication • Can wake the LUKE II from sleep mode
Battery	<ul style="list-style-type: none"> • Housed in the maintenance compartment • 12V 33Ah SLA battery • Additional 12V 18Ah battery for optional solar power operations

Parts	Description
Bill Acceptor	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Accepts in four directions • Easily removable to clear bill jams without accessing bill stacker in cash vault • Accepts any combination of \$1, \$2, \$5, \$10, \$20, and \$50 in American and Canadian currency • Software configurable
Bill Stacker	<ul style="list-style-type: none"> • Housed in the cash vault compartment • Separate key required to open bill stacker • Easily removed and inserted via handle • Supports clear plastic sleeve to house reports generated at the pay station • 1,000-note locked stacker • Sends notification to EMS when inserted or removed
Cabinet	<ul style="list-style-type: none"> • Internally recessed hinges provide enhanced security • Maintenance and cash vault compartment locking mechanisms support standard mechanical locks or optional Medeco Nexgen electronic locks
Coin Acceptor	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Accepts up to 12 different coins • Returns rejected coins or slugs immediately • Differentiates coins using two optical sensors and by examining diameter, width, and metal content
Coin Canister	<ul style="list-style-type: none"> • Housed in the cash vault compartment • Manufactured from stainless steel, offering robust security • Securely locked lid to prevent unauthorized access to cash during collection. Separate key required to open canister • Self-closing lid prevents external retrieval of coins • Supports up to 1,600 U.S. quarters (i.e. \$400) • Easily removed and inserted via handle • Clear plastic sleeve to house reports generated at the pay station • Sends notification to EMS when inserted or removed

Parts	Description
Coin Escrow Unit (Optional)	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Returns coins into ticket cup upon cancelled transaction • Supports up to 28 coins of any denomination
Coin Shutter (Optional)	<ul style="list-style-type: none"> • Software-controlled – opens only when pay station is ready to accept payment. Closed in all other operational modes that do not require coin payment • Prevents water and debris ingress into the pay station
Credit/Smart Card Reader	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Reads Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811 • Reads and writes to chip-based smart cards conforming to ISO 7810 and 7816 • Cards are not ingested – no moving parts to fail • Is modular, unplugs easily, and can be replaced in less than two minutes • Flush-mounted with no part of the reader protruding outside the cabinet
Display	<ul style="list-style-type: none"> • 640 x 480 resolution • 16-bit color (65,536 colors)
Keypad	<p>Alphanumeric:</p> <ul style="list-style-type: none"> • 12-key or 38-key keypad for enhanced usability • Simple and easy to use for Pay-and-Display, Pay-by-Space, and Pay-by-License Plate entry • Provides tactile, audible, and visual feedback through keypad and screen menus
Receipt Printer/Paper	<ul style="list-style-type: none"> • Housed in the maintenance compartment • Standard – two-inch width for receipt (Pay-and-Display and Pay-by-License Plate) • Paper is 100 percent recyclable • Thermal coating is made from water-soluble ingredients • Paper can be pre-printed with customized messages on back and front • Receipt resistant to heat, fading, and curling and can be left on a vehicle dashboard for a period of time

Parts	Description
RFID Reader (Optional)	<ul style="list-style-type: none">• Mounted on the inside of the maintenance compartment door• Supports near-field communications (NFC) via enabled phones and contactless credit cards such as Visa PayWave and MasterCard PayPass• LED lights indicate successful reading of the card

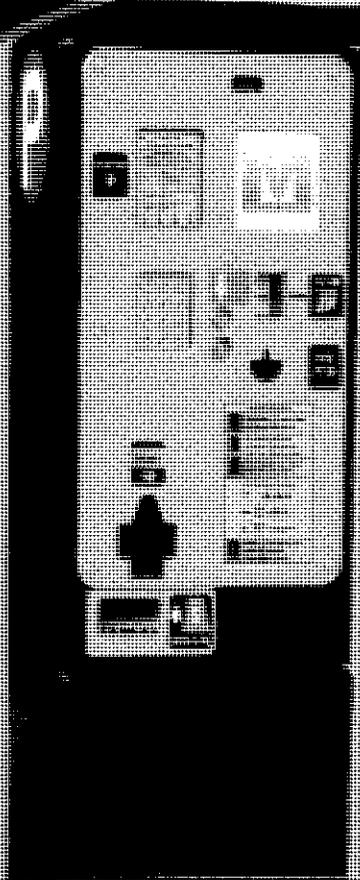
Additional Documentation

DPT's pay stations work in tandem with two best-in-class backend software management systems – the Enterprise Management System (EMS), an Internet-based portal that facilitates the networking of all pay stations so that clients can manage their parking operations in real-time from any Internet-enabled computer, and the BackOffice Support System (BOSS), a Windows-based software program that allows operators to configure all operating aspects of their LUKE II pay station.

To understand and operate both these software programs in conjunction with your LUKE II, refer to the *Enterprise Management System (EMS) User Guide* and the *BackOffice Support System (BOSS) User Guide*.

JJ MacKAY CANADA

Response to RFP For Multi-Space Meter System



For the City of Traverse City, Michigan

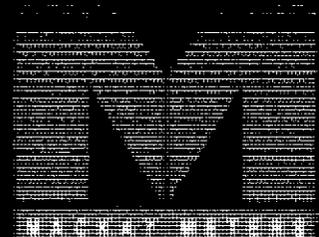
COPY #1

Submitted by: Mr. Victor Perry
Mackay Meters, Inc.

1342 Abercrombie Road, New Glasgow, NS B2M 5E3

Tel: (418) 639-1322 Ext 429 Toll Free (800) 265-5718 Ext. 429

February 28, 2014



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A. COVER LETTER

A.1 INTRODUCTION

Mackay Meters, Inc. (Mackay) is pleased to present our resources to provide the City of Traverse City (City) with our Mackay Guardian™ Multi-Entry Pay-by-Space car stations in combination with our cutting edge web-based Sentinel™ Meter Management System back office software. A winning combination Traverse City can rely on.

All of us at Mackay are proud of our 74 year history and record of providing our customers with the most modern, reliable, easy to use, and highly effective parking systems available. We are equally proud of the long working history and partnership we have enjoyed with Traverse City over many years.

In our response, we present a parking solution that addresses the goals and aspirations described in the City's Request for Proposal. With more than 500,000 fully electronic parking meter mechanisms and multi-space pay stations in service in over 40-countries worldwide, Mackay has built a respected reputation for designing and manufacturing innovative parking products with world-class technology. We work closely with all our clients to understand their current and future needs and desires resulting in a parking solution they can depend on.

The MacKay Guardian™ Multi Elite pay station supports various payment options including coins, credit cards, smart cards, and bills. MacKay has also developed working relationships with many of the cell phone parking payment services operating today. Our hosted, industry-leading Sentinel™ Meter Management System (MMS) is an extremely intuitive maintenance and reporting tool. It also has the unique ability to offer a dashboard view of all parking operations including maintenance tickets, financial reporting, event scheduling, rate management and third party reconciliation. Sentinel will make a significant impact on the way you conduct your present and future parking operations.

Additionally, MacKay Meters has the unique ability to offer a wide range of both credit card enabled Single-Space meters, our Solo, and Multi-Space pay stations; all from the same manufacturer and all monitored using Sentinel™ MMS. All pricing offered in this response is valid for 90 days from submission.

All MacKay parking equipment is manufactured by MacKay, and is designed to adhere to today's stringent PCI, PADSS security, ISO 9001:2008 Manufacturing, and ADA usage and design components standards. The City's parking operations staff will be thoroughly trained on all aspects of the system's functionality.

Service is provided from our local Michigan representative, Central Business Systems located in Lansing, support is also provided from our Toronto branch office, and Technical support is provided through our toll-free telephone technical support line.

Customer service is the foundation of MacKay and we will continue to ensure our equipment exceeds your highest expectations, as we have in the past, with Traverse City. Our Guardian Elite Pay-by-Space pay stations combined with our Sentinel Meter Management Software will provide Traverse City and its residents with many years of highly reliable, easy to use, and cost-effective service. Thank you for the opportunity to submit our proposal. We look forward to a positive outcome and working closely, once again, with Traverse City in implementing this project and continuing our long and mutually beneficial relationship. Should you have further questions in regards to the contents of this proposal, please don't hesitate to contact us.

Sincerely yours,

Victor Perry, Project Manager
MacKay Meters, Inc.
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James MacKay, VP Sales (Authorized Representative)
MacKay Meters, Inc.
(902) 752-5124 ext. 295
James.mackay@mackaymeters.com



II. EXPERIENCE AND REFERENCES

II.1 DESCRIPTION OF THE PROPOSER

J.J. MacKay Canada Limited (individually or collectively referred to as "MacKay") is a recognized world leader in the parking control business. Incorporated in 1960, MacKay has gained global recognition by providing our customers with innovative products.

MacKay Meters, Inc., a wholly owned subsidiary of J.J. MacKay Canada Limited, was incorporated in September of 1996 in the State of Florida, USA. MacKay Meters, Inc. is the distributor of the MacKay product line throughout the United States.

MackKay is headquartered in New Glasgow, Nova Scotia, Canada, with its Research and Product Development office in Halifax, Nova Scotia, Canada. Sales and service offices are located in Scarborough, Ontario, St-Jean-sur-Richelieu, Quebec, and Sunrise, Florida.

The MackKay product line includes:

- The MackKay Guardian™ Multi Elite multi-space parking control machines.
- Single-space parking meters featuring the MackKay Guardian™ X Series mechanisms and the new MackKay Guardian™ Solo wireless credit card meter.
- Single-space parking meter housings, locks and decorative posts.
- Various third party ancillary parking control equipment including handheld computers; gates, vehicle boots or clamps; and other miscellaneous products.

MackKay sells its product line through its regional sales and service offices, its subsidiary companies and a worldwide distributor network. MackKay has more than 500,000 fully electronic parking meter mechanisms in service worldwide and over 1300 pay stations.

Most recently, MackKay was chosen to provide the City of San Francisco with 300 pay-by-space pay stations which are the same model that is being proposed in this response.

MackKay was the first single-space parking meter Company in the world to be ISO 9001:2000 certified and has had this prestigious quality assurance recognition since 1995. MackKay is now ISO 9001:2008 certified.

MackKay employs approximately 80 staff in 5 locations across North America and works with several distributor companies who provide sales and on-site support of MackKay products.

B.2 REFERENCES

The following references are for MacKay Guardian Multi series installs:

- 1) Village of Lake George, NY
P.O. Box 791 Old Post Road
Lake George, NY 12845
Contact: Debra McKinney
Phone: 518-668-5771 ext 24
Email: lgvmckin@nycap.rr.com
- 2) Village of Lake Placid, NY
Address: 2693 Main Street
Lake Placid, New York, 12946.
Contact: Mayor Craig H. Randall
Phone: 518-523-2597
Email: mayor@lpCity.org
- 3) Cornell University
Cornell Transportation and Mail Services,
311 Palm Road
Ithaca, NY 14850
Contact: Bartt Smith
Phone: 607-254-8291
Email: bas4@cornell.edu
- 4) Village of Coopersville
22 Main Street, P.O. Box 346
Coopersville, NY 13326
Contact: Teri L. Barown
Phone: 607-547-2411
Email: vcoopercity@stny.rr.com
- 5) City of Providence, RI
Contact: Leo Perrotta
Phone: 401-286-1892
- 6) City of Pleasantville, NY
Contact: Robert Travis
Phone: 914-769-3883
- 7) Brattleboro, VT
Contact: Carol Coulombe
Phone: 802-257-2305 x 178

B.3 PROPOSED TIMETABLE

Acknowledgement and agreement to the following schedule, and timely fulfillment of any pre-installation and/or installation work to be completed by the City will help ensure there are no delays in the delivery and installation of the contemplated system. MacKay will be pleased to negotiate a delivery schedule that would be mutually agreeable to both parties.

Deadline for Proposals	Feb 28 th , 2014
Award to Vendor	Purchase order issued and any required agreements signed – City's timetable
Preparation of order details	Approx 7 days after contract signing or PO issued
Delivery of product to the City	Approx 4 - 6 weeks from receipt of all client specifications and agreements
Installation and Training complete	Approx 2 to 4 days after delivery of machines



C. TECHNICAL REQUIREMENTS - PRODUCT

C.1 INTRODUCTION

Mackay Meters is proposing the Mackay Guardian™ M200 EPR that will accept cash, bills, credit cards, non-pin debit cards and optionally smart cards. The pay stations will be AC powered as required by the City. The machine will use wireless communication for cellular, real-time credit card approvals and for communications with the back end software. Additionally, the M200 EPR also supports an Ethernet connection for hard-wired real-time communications if the City chooses.

C.2 COMPLIANCE TABLE

The following compliance table outlines how the Multi Elite and the vendor meet the requested specifications outlined in the bid. Where the equipment or vendor differs, or more detail is required, a note is added in red below the specification describing the differences.

Hardware		
Cabinet and/or Pedestal	Comply	Notes
Cabinet and/or pedestal must be constructed of a highly durable metal able to withstand all environmental conditions, maintain security, and be resistant to vandalism.	✓	
Please provide material/construction specifications with bid.	✓	
Anchor bolts cannot be exposed outside the pedestal.	✓	
Surface finish must be a powder-coating paint that is electrostatically charged and baked on	✓	
Pay station should be available in a range of custom colors upon request and with the option for customized decals.	✓	
In general, the cabinet must have an aesthetically pleasing design that is easily recognizable as parking related.	✓	
Indicate life expectancy of cabinet and/or pedestal.	✓	
Physical Security and Lock	Comply	Notes
High security locks with separate lock and key combinations for collection vaults and main door.	✓	
Vandal-resistant with recessed hinges.	✓	
Locks must be cut/coded specifically to Traverse City, MI.	✓	
No locks can be exposed beyond the flush mount of the cabinet.	✓	
Recommended audible alarms in case of machine tampering.	x	✓
Alarms are only sent to the customer via text or email. No audible alarm.		
All pay station doors must be equipped with sensors that will send a notification, in real-time, to the back-office software alerting to doors being opened or closed.	✓	
Cash Status, Audit Report, Stall Reports, and Revenue Reports must all be printable at the pay station without opening the cabinet door; password protection to reports is mandatory.	✓	✓
Comply with all with the exception of Revenue Reports - these are available through our back office software Sentinel.		
LCD Display	Comply	Notes
The pay station must have a clearly visible LCD screen, which is easy to read in various lighting conditions. Color not required, but preferred.	✓	
All instructions and rates are to be provided through the LCD display.	✓	
The screen must be recessed and protected by a durable cover.	✓	
The screen must be vandal-resistant, weatherproof, and corrosion-resistant.	✓	

The screen must be modular and easily unplugged and replaced with basic tools for easy servicing.	✓	
The LCD must have the ability to display at least five menu or rate options simultaneously.	✓	
The LCD must be able to display a graphic and/or photograph or message for a user-defined amount of time when the pay station is turned on.	✓	
All prompts on the pay station must be user configurable.	✓	
Keypad	Comply	Notes
The pay station must have a tactile feel keypad.	✓	
When a key is pressed, an audible indication must be given to provide feedback to the consumer.	✓	
The keypad must be vandal-resistant, weatherproof, corrosion-resistant, and rated for resistance to impact, shock, and vibration.	✓	
The keypad should be designed for exposed outdoor and environmental conditions.	✓	
The keypad must be modular and be easily unplugged and removed with basic tools for easy servicing.	✓	
The keypad will be used to turn the pay station on when it is in sleep mode.	✓	
Coin Slot	Comply	Notes
Coin slot shall accept all U.S. and Canadian coins through a single slot.	✓	
Coin Acceptor	Comply	Notes
Must be capable of accepting nickels, dimes, quarters, and dollars (both Susan B. Anthony and Sacagawea).	✓	
Pay station must have a coin escrow to allow consumers to cancel the transaction at any time and have funds returned.	✓	
Must reject fraudulent and foreign coins immediately through a coin return area.	✓	
Must be constructed to allow for easy removal with basic tools.	✓	
Cash Vault Compartments	Comply	Notes
All denominations of coins and bills must be held in separate securely locked vaults designated for coins and bills.	✓	
Both cash vaults must be able to be quickly and easily removed, and must have a separate keys to open them.	✓	
The vaults must have a self-locking mechanism upon removal to ensure no access to the currency.	✓	✓
MacKay will equip all Traverse City's Guardian Elite machines with the superior ABLOY Lock & Key system. Every ABLOY Key has a highly unique key combination that is virtually impossible to duplicate. No other lock system can match ABLOY for the secure access to our Main Door and heavy duty Vault system.		
Personnel without collection keys must not be able to remove vaults.	✓	
Bill Acceptor	Comply	Notes
The bill acceptor must be housed separately from the bill stacker vault.	✓	

The bill acceptor must electronically accept U.S. \$1, \$5, \$10, \$20 bills or any combination thereof. The ability to determine what bills are accepted must be configurable in the back-office software and loaded onto the pay station manually or remotely through a wireless connection.	✓	
The bill acceptor must be four-way and accept bills in any direction (face up or face down).	✓	
The bill acceptor must have an acceptance rate of 98 percent for street quality bills. All rejected bills must be returned.	✓	
The bill acceptor must be programmable for any new bank notes issued by the U.S. Mint.	✓	
The bill acceptor must be modular and be easily unplugged and removed for easy servicing.	✓	
Must be able to clear bill jams without the use of special tools and without accessing the bill stacker vault.	✓	
Credit Card Reader and Operation	Comply	Notes
The credit card (CC) reader must be flush-mounted with no part of the reader protruding outside the cabinet.	✓	
The CC reader must only partially ingest the card thereby affording the consumer control of the card at all times.	✓	
The CC reader must accept and process Visa, MasterCard, Amex, and Discover.	✓	
The CC reader must be modular and be easily unplugged and removed with basic tools for easy servicing.	✓	
The CC reader must read Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811.	✓	✓
The credit card reader reads Track 2 only		
The CC reader must read and write to chip-based smart cards conforming to ISO 7810 and 7816.	✓	
Transaction Process	Comply	Notes
Bidder-supplied software should provide management control and reporting of credit card process via Internet.	✓	
System should allow both offline batch credit card processing and online real-time credit card processing.	✓	
There should be a simple, one-step process to automatically transfer credit card data to the clearinghouse. No duplicate checks or transfer of data between files or spreadsheets should be required.	✓	
The system must process and reconcile transactions with a PCI compliant credit card processor or gateway.	✓	
The pay station must be PA-DSS validated.	✓	
Credit card/smart card transactions that are declined should automatically populate a file of bad credit cards/smart cards to prevent future acceptance of bad credit cards/smart cards.	x	✓
All credit cards will be authorized in real time to reduce the added labor of maintaining an unnecessary blacklist and to ensure correct authorization from the merchant processor.		

Bidder-supplied management software should allow for manual entry of cards into a bad credit card/smart card file. Bad credit cards/smart cards should be prevented from use in any payment machine in the network.	x	✓
All credit cards will be authorized in real time to reduce the added labor of maintaining an unnecessary blacklist and to ensure correct authorization from the merchant processor.		
Bidders supplying parking equipment must meet the Payment Card Industry (PCI) Compliance standards as Service Provider and Payment Application Data Security Standards (PA-DSS) for all hardware and software proposed. All bidders must provide verification confirming that they meet the latest standards.	✓	
Printer	Comply	Notes
Heavy-duty printer head with minimal moving parts.	✓	
Designed for high-resolution printing.	✓	
Print life of over 20 million character lines.	✓	
Printer offers alpha/numeric printing in various fonts and languages.	✓	
The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.	✓	
The printer must be modular and be easily unplugged and removed for easy servicing.	✓	
Payment machine should allow report and receipt printing in the field.	✓	
Payment machine should have capacity of producing at least 2,500 tickets/reports prior to replacing a print roll.	✓	
Receipt Paper	Comply	Notes
The tickets must be heat-, fade-, and curl-resistant, and must be capable of being left on a vehicle dashboard for extended periods of time.	✓	
The paper roll must easily be removed and replaced.	✓	
Power Operation	Comply	Notes
The pay station must operate with either an AC or solar recharging system.	✓	
For purposes of this RFP, we are seeking both options, preferably solar power.	✓	
Please provide pricing for both options.	✓	
If a solar panel is provided, the solar panel must be low profile allowing it to maximize its exposure to direct sunlight.	✓	
Include pricing for both AC and solar options.	✓	
The battery must be a minimum of a 12V 33Ah, sealed gel-cell.	✓	✓
The MacKay Guardian Multi Elite operates from a non-proprietary, commercially available heavy-duty, high performance, rechargeable, 12V sealed lead-acid battery. Easier to obtain and maintain.		
A battery voltage check system must be integrated into the pay station cabinet.	✓	
Describe the pay station's unique power management capabilities.	✓	
Electrical and Electronic Components	Comply	Notes
All major components must be modular and be easily unplugged and removed with basic tools for easy servicing.	✓	

Temperature Specifications	Comply	Notes
-20°F (or lower) to +140 °F (-40 °C to +60 °C) in AC operated environments with an optional heater.	✓	
-4 °F to +140 °F (-20 °C to +60 °C) in non-AC environments; up to 95% relative humidity (non-condensing)	✓	
Pay stations must provide option for heater that can operate on AC power for environmental conditions outside of this temperature range.	✓	
CPU/Black Box	Comply	Notes
The CPU must be specifically designed for operation with the pay station.	✓	
The CPU must be custom designed, built, and supported by the manufacturer.	✓	
The CPU must contain Flash memory that can record transactions to allow data to be preserved when power has been removed.	✓	
The CPU must not require a battery backup to preserve memory.	✓	
The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.	✓	
The pay station must have a bad card maintenance list that can store card numbers for offline processing.	x	✓
All credit cards will be authorized in real time to reduce the added labor of maintaining an unnecessary blacklist and to ensure correct authorization from the merchant processor.		
To enable seamless additional application integration, the pay station operating system must be Microsoft Windows CE-based or another non-proprietary-based operating system.	✓	
The pay station must be able to automatically adjust its internal clock for Daylight Savings Time changes.	✓	
The pay station must be able to be configurable to support multiple languages.	✓	
Online Communication	Comply	Notes
The pay station must be able to support direct Ethernet connection without any additional hardware.	✓	
For wireless communication, an optional choice of GSM/CDMA modem and Wi-Fi (802.11 big) modem must be available.	✓	
Central server system and the bidder's proposed pay stations must be able to work with the latest technologies in metro Wi-Fi technology.	✓	
All quoted communications options must be backed with a reference of a proven existing field installation where the communication method has been shown to be reliable.	✓	
Software		
Payment Options	Comply	Notes
The pay station must support the following payment options:		
U.S. bills: The denominations accepted must be configurable for each pay station.	✓	
U.S. and Canadian coins: The denomination accepted must be configurable for each pay station.	✓	

Credit cards: Type of credit cards accepted must be configurable for each pay station.	✓	
1. Please provide specs and cost for the pay station to support an RFID reader that accepts contactless payments such as Visa PayWave, MasterCard PayPass, and American Express ExpressPay contactless credit cards to quickly, securely, and conveniently complete a parking transaction.	✓	
Smart cards: Must be configurable for each pay station:	✓	
Cell phone payment: The solution must have an option of paying for parking with cell phone in a Pay-by-Space deployment.	✓	
The pay station must have the ability to allow for adding time to the existing time purchased in Pay-by-Space deployment.	✓	
The consumer must be able to pay for any space from any pay station provided the pay stations are online (communicating to the central server).	✓	
Pay-by-Phone Integration	Comply	Notes
The pay station must have an option to pay for parking with a cell phone in a Pay-by-Space or Pay-by-License Plate deployment. Bidder must identify which Pay-by-Phone partner it integrates with and the integration capabilities that such a partnership brings.	✓	✓
MacKay has a working relationship with ParkMobile and PayByPhone (Verrus)		
The City of Traverse City Parking Services currently contracts with ParkMobile USA, Inc. for its cell phone payment provider.	✓	
If the initial payment was made at the pay station, the consumer must have the ability to add time through the cell phone.	✓	
If the initial payment was made through the cell phone, the consumer must have the ability to add time at the pay station.	✓	
If payment was made through the cell phone, the system must be able to notify the consumer through the cell phone prior to expiration of the parking time.	✓	✓
Parkmobile functionality – not MacKay		
For enforcement purposes, the enforcement officer must be able to print a report at a pay station for valid spaces paid for regardless if they were paid for at the pay station or by cell phone.	x	✓
Not currently supported. MacKay currently pushes the transaction information through Sentinel to ParkMobile's enforcement server. That should be the single point of reference for the enforcement officer in a pay by space/pay by cell setup.		
Extend-by-Phone	Comply	Notes
Please detail specifics of product capabilities for this feature.	✓	
Enforcement	Comply	Notes
At the pay station, the enforcement officer must be able to:		
Generate valid stall/space reports within the entered stall/space range regardless of how (pay station or cell phone) and at which machine the spaces were paid for.	x	✓
Enforcement reports are available at the paystation however cell phone payment enforcement is not available on the printed report. It is only		

available on ParkMobile's reports access through a handheld, tablet or PC.		
Generate an Expired Stall report within entered stall range that clearly displays the spaces that have not been paid.	✓	
Traverse City Parking Services has a goal of integrating Pay-by-Space data at the pay station with our current enforcement system for consolidated reporting purposes. The bidder should identify at least one option where this integration capability can be provided today as well as additional options that might be available in future.	✓	✓
MacKay's Sentinel Meter Management System allows for the real time exporting of enforcement data to third party applications. MacKay uses standardized data formats that make it easier to integrate. If the third party application is receptive to enforcement data flow, then integration is possible. There are typically setup fees associated with integrating third party applications and that would need to be quoted separately.		
The central server system must be able to integrate with one or more of the leading mobile enforcement providers for real-time stall information. The bidder must outline all potential partners where integration exists today.	✓	
Currently, MacKay has created an integrated enforcement solution		
Management Software Capabilities	Comply	Notes
The management software must have the following capabilities:		
1. Ability to set up unlimited amount of pay stations at unlimited amount of lots (depending only on available computer memory).	✓	
2. Password access at the pay station for collection and service personnel.	✓	
3. The ability to set sleep timer mode for the pay station.	✓	
4. Enable/disable additional time to be added to paid stall/spaces.	✓	
5. Ability to configure credit cards that will be accepted.	✓	
6. Ability to configure smart cards that will be accepted.	✓	
7. Ability to restrict payment types on a rate-by-rate basis.	✓	
8. Enable online "real-time" credit card authorization (with Ethernet connection or modem option).	✓	
9. Enable a "Store and Forward" mechanism to process credit cards that are accepted when online communications have been disrupted.	✓	
10. Allow custom messaging on introduction LCD screen.	✓	
11. Allow custom messaging on exit screen.	✓	
12. Allow custom messaging on printed receipt.	✓	
13. Allow for the remote upload of all rate and configuration parameters to the pay station via the central server at no charge.	✓	
Standard Rate Capabilities	Comply	Notes
Please confirm that the equipment provided can address the following rates desired. Standard rate capabilities must include:		
1. Rates by the minute, hour, day, week, and month.	✓	
2. Special event pricing.	✓	
3. Different values can be assigned to different hourly increments (for example, first hour at \$2.00; each additional hour thereafter at \$1.00).	✓	

4. Progressive, regressive, flat, evening, early bird, and holiday rates.	✓	
5. Programmable minimum and maximum time periods.	✓	
6. One-step uploads of bad credit card/smart card file.	x	✓
All credit cards will be authorized in real time to reduce the added labor of maintaining an unnecessary blacklist and to ensure correct authorization from the merchant processor.		
7. Incremental rates with minimum increment being five minutes.	✓	
8. Ability to set a minimum credit card value for incremental rates.	✓	
9. Rate descriptions must be user configurable up to 20 characters in length.	✓	
Management Reports	Comply	Notes
Bidder should provide samples of all reports to allow for evaluation of reporting features.	✓	
The pay station must issue a report from the printer with the following information:		
1. Machine serial number	✓	
2. Date and time of collection	✓	
3. Date and time of previous collection	✓	
4. Total amount of money in the collection	✓	
5. Total amount of bills by denomination	✓	✓
Total amount of bills; not by denomination		
6. Total amount in coins	✓	
7. Total amount of credit card payments by credit card type	✓	
8. Total number of tickets issued	✓	
9. Total amount of refunds issued	x	✓
Refunds are not provided on the MacKay Guardian Multi Elite		
10. Total amount of change issued	x	✓
Change is not given on the MacKay Guardian Multi Elite		
11. Pay station firmware version		
12. Stall reports showing valid stalls, unpaid stalls, or paid since last stall report	✓	
The pay station must issue a report with the history of the machine with the following information:		
1. Audit details:	✓	
2. Date of the transactions with "from" and "to" parameters	✓	
3. Total deposits	✓	
4. Total transactions	✓	
5. First transaction number	✓	
6. Last transaction number	✓	
In the back-office software, reports must be able to be generated based on the following parameters:		
1. Transaction Date	✓	
2. Transaction Time	✓	

3. Payment Method	✓	
4. Rate	✓	
5. Pay Station Number	✓	
6. Credit card type	✓	
Remote Management	Comply	Notes
Traverse City Parking Services would like the bidder to host remote management options. The capabilities provided through remote management must include the following:	✓	
Real-Time Reporting/Pay Station Configuration		
Real-time reporting:	Comply	Notes
1. The pay station must provide, as an option, the ability to generate all of the reports as listed under "Reports" above through any computer with an Internet connection using up-to-date real-time information.	✓	
Remote pay station configuration:		
1. The solution must allow for changes in the rate structure remotely from the office provided the pay stations are online.	✓	
2. The solution must allow for other changes listed under "Management Software Capabilities" to be configured from a remote PC and capable of being uploaded to the pay station in real-time provided the pay station is online.	✓	
Real-Time Monitoring	Comply	Notes
The pay station must provide, as an option, the ability to monitor the following parts and systems and communicate any malfunctions or supply requirements.		
1. Critical alarms:		
• Alarm on	✓	
• Shutdown due to low battery power	✓	
• Shock from being bumped, tilted, or shaken	✓	
2. Major alarms:		
• Coin jam	✓	
• Bill acceptor jam	✓	
• Bill acceptor unable to stack	✓	
• Battery voltage low	✓	
• Printer paper low	✓	
• Printer lever disengaged	✓	
• Printer paper out	✓	
3. Monitoring: Items without alarms that may be monitored on a secure Internet connection include:		
• Number of coins	✓	
• Number of bills	✓	
• Battery voltage levels	✓	
• Solar charging condition - charging/not charging	✓	

4. Real-Time Credit Card Authorization		
• The pay station must provide, as an option, to have credit cards processed in real-time.	✓	
• The authorization number must be available in the back-office software to be used as criteria for credit card transaction searches.	✓	
• The pay station must be configurable to accept or not accept credit card payment in the event that the communication to the pay station becomes temporarily unavailable.	✓	
• Assuming adequate communication signals are in place, real-time credit card authorization must be completed within three seconds typically, and within 10 seconds maximum.	✓	
• For online credit card transactions, batch processing of the credit cards at the end of the day is not acceptable.	✓	
• Bidder should demonstrate adequate security of data through password protection and layered levels of privileges.	✓	
Future Capabilities	Comply	Notes
The identification of features that will be available after the equipment is deployed may also be mentioned, but descriptions should clearly state when features will be available for deployment and any hardware upgrades associated with such upgrades.	✓	

C.3 MACKAY GUARDIAN™ MULTI ELITE PAY STATION

MacKay is offering to supply our MacKay Guardian™ Multi Elite machine configured in Pay-by-Space mode though the City can choose to configure the meters in an alternate mode. The Multi Elite is recognized by our customers and their patrons, to be the most user friendly multi-space machine in the market place. The Multi Elite has a modular architecture which means that every Multi Elite is customizable to meet individual operator needs and allow for future expansion.

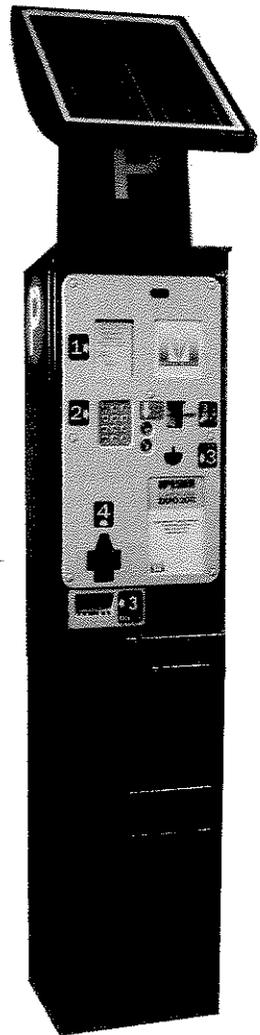
The Multi Elite allows for tailor-made parking programs and possible system modes include:

Pay and Display: In this mode, a customer purchases parking time and receives a printed ticket indicating the ticket expiry time, which is then placed and displayed on the paying customer's car dashboard.

Pay by Space: In this mode, a customer enters a space number into the meter corresponding to the location of their parked vehicle, and then makes payment appropriate to their desired parking time. The space manager in the Multi Elite or in a remote space manager server keeps track of paid and expired spaces. There is no need to return to one's vehicle.

Pay by Plate: In this mode, a customer enters their license plate number into the meter. The space manager keeps track of paid and expired plates. Enforcement officers can check at the Multi Elite or online at a secure enforcement database for paid license plate numbers.

Figure 1 – MacKay Guardian™ Multi Elite in Pay by Space mode with 20 watt solar panel



C.3.1 Pay By Space

The MacKay Guardian™ Multi Elite in Pay by Space mode supports three levels of pay by space operation. Stand-alone pay by space, Local area pay by space and Wide area pay by space. The main differences between the three levels are the enforcement options support, where the “space manager” is located, the size or number of machines associated with a given “network” of machines, and finally the distance or remoteness of each machine from the space manager.

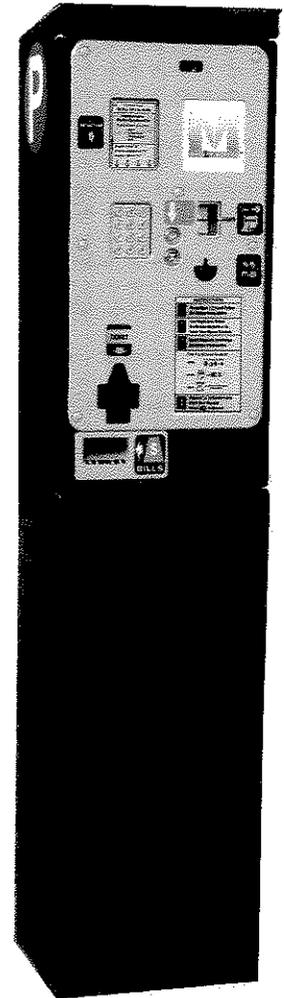
Figure 2 – MacKay Guardian™ Multi Elite in Pay by Space mode with AC power

Stand-alone pay-by-space as the name implies is a single machine that manages a local group of parking spaces, and it is not linked to any other machines or enforcement system network. The machine has its own embedded “space manager” to track paid / unpaid spaces.

Enforcement is carried out by first requesting at the machine through the external keypad, a printed list of either all expired spaces, all paid spaces, or a range of either and then from that list the enforcement officer can confirm if a car is absent or still present in a given space as presented on the printout, and issue a citation as appropriate. The printout is date/time stamped and provides additional source proof that a given parking space was expired.

While it can be successfully argued that a single stand alone machine is also a “Local area” pay-by-space, this second level of pay by space operation generally refers to two or more machines that are interconnected on a “local network”. One of the machines in the local pay by space network is set-up as the space manager, and all other machines are “slaves” to that space manager. The size of the network is typically defined by the number of spaces in the local area as well as the physical cable or distance from each machine. In a local pay by space network you have the option to set up the network so it’s possible to pay for any space at any machine or to restrict sale of certain spaces to certain machines.

As with the stand alone pay-by-space level, in local area pay by space operation, enforcement is carried out by first requesting at any machine on the network through the external keypad, a printed list of either all expired spaces, all paid spaces, or a range of either and then from that list the enforcement officer can confirm if a car is absent or still present in a given space as presented on the printout, and issue a citation as appropriate. The request for enforcement information is always handled by the machine set up as the space manager.



Wide-area pay by space utilizes a back-end space/enforcement manager. The on-street machines are not networked to each other but instead each has the means to connect to and communicate with the space manager. As with the local pay by space operation you can optionally configure the system so that it is or is not possible to pay for time and “top up” or add time to a given space from any other machine in the system. Local enforcement printouts are also possible at any machine in the system, and the remote space manager will send the requested information.

The MacKay wide area pay by space manager can also support requests for space status that originate from other sources such as small wireless PDAs, browser capable cell phones or citation system handhelds. These handhelds can allow the enforcement officer to check the status of any space, quickly and easily. The enforcement officer simply has to log into the Sentinel™ Meter Management System using a secure ID and password and can then view the status of all the spaces; paid or expired. A mobile version of Sentinel™ is formatted for smaller screens and less graphics to reduce airtime.

C.3.2 Installation

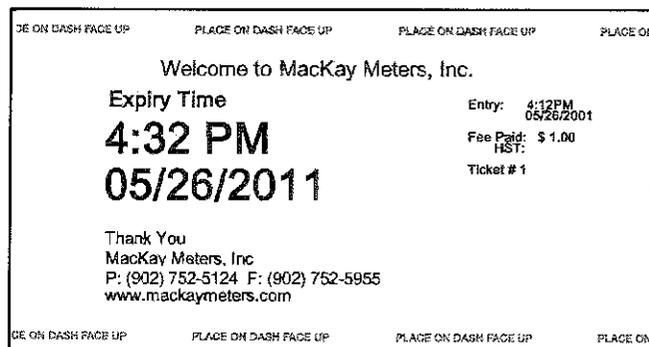
The Multi Elite is easy to install and/or remove. Following proper installation procedures the system anchor is secure and firmly mounted directly on to a concrete footing or alternatively, a steel plate on the sidewalk. Access to the anchor bolts can only be gained through the service door, which is secured shut with a high quality, high security locking bar. The anchor system is flush mounted with the concrete. MacKay will provide anchor drill patterns or anchor plates to the City on request and in advance of any installation. Installation instructions are included in the appendix.

C.3.3 Receipt (Transaction Record)

The receipt paper width is 2.24” (57mm) and must have a maximum thickness of 0.025” (0.65mm). Two standard length tickets (3” and 4”) are currently offered on the Multi Elite.

The MacKay paper is a thermal paper that will provide a constant high quality of printing on each ticket.

Figure 3 – Sample Coin Purchase Ticket & Credit Card Purchase Ticket & Receipt



The number of tickets possible from a roll of paper is determined by the size of the tickets. As would be expected, the smaller the ticket/receipt, the larger the number of tickets possible in a given roll. The paper used in the Multi Elite is supplied in boxes of 5 rolls of 8 inches diameter. The Multi Elite ticket issuance system has the capacity to store up to 4,500 tickets based on an 8” (203 mm) roll and a 2.5” ticket (a non-

standard length), up to 4,000 tickets with a standard 3" ticket, or up to 3,000 tickets with a standard 4" ticket (used for credit card enabled Multi Elite machines).

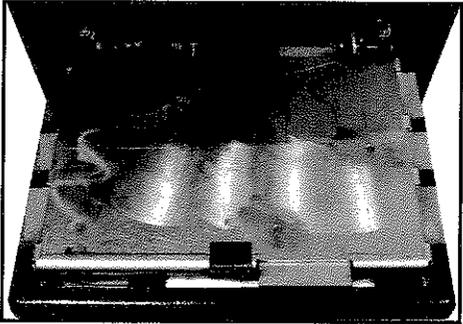
Editing of the details of the printed ticket is done using the PC based Ticket Editor Module. Machines must be configured according to the ticket selection.

The default information that can be found on the ticket is listed below and is illustrated in the sample tickets and credit card receipt shown above. Other customizations to meet specific customer needs are possible.

<ul style="list-style-type: none">• Operator and or site name• Machine ID• Expiry time• Expiry date• Amount paid for parking	<ul style="list-style-type: none">• Parking stall number• Time of transaction• Date of transaction• Credit card number (last 4 digits)• Sequence number produced by the machine with each transaction
--	---

C.4 GENERAL SPECIFICATIONS

The following are the general specifications of the MacKay Guardian™ Multi Elite.

ELECTRICAL POWER OPTIONS
Hybrid AC/Solar power operation is available. Note: It is highly recommended that machines be AC powered during cold weather months with heater/fan equipped units due to increased power requirements.
Battery is commercially available
Battery life exceeds 100 transactions per day under battery only operation and lasts at least 7 days for AC machines.
In an AC operation a 17 Ah or 18 Ah battery acts as the main power source
Temperature operating range of the battery is -20°C to 50°C (-4°F to 122°F) charge, -30°C to 60°C (-22°F to 140°F) discharge
Battery voltage/amps can be checked externally without opening the meter
Battery voltage/amps can to be checked remotely
Low battery is treated as a remote alarm function
Battery in solar configuration is stored independent of all other meter components (lower service cabinet)
The battery can be exchanged in less than one minute without special tools
220 VAC alternating current option is also available
AC configured meters contain a heating/cooling mechanism
Flash Memory, clock, configuration, etc. re-sync with a central server when power is restored, thus eliminating the need for a second battery.
HOUSING AND EXTERNAL SECURITY
Cabinet is made of high strength, 11 gauge stainless steel
Powder coat paint is vandal and weather resistant; superior to all other paint products
Custom colors are available
All doors and openings are equipped with rubber seals to prevent water ingress
Cabinet meets ADA & CSA Standards for handicapped access
Bolts, meter to pedestal and anchors are internal
Meter has 9 locking points on the vault door and is extremely vandal resistant

Open vault door showing 9 locking points
Locks are flush mounted and hidden
Locks have anti-drill protection
MackKay will equip Traverse City's Guardian Elite machines with the superior ABLOY Lock & Key system. Every ABLOY Key has a highly unique key combination that is virtually impossible to duplicate. No other lock

system can match ABLOY for the secure access to our Main Door and heavy duty Vault system.

FACE PLATE COMPONENTS

Screen is protected by a 6.35mm thick MR10 Lexan cover

Meter has a vandal resistant, tactile keypad and LED "Confirm" and "Cancel" buttons

Keypad and LED activation has optional audible indication

Keypad and LED buttons activate the meter when in "sleep" mode

Coin entry slot is protected from vandalism, weather, etc. with an anti-pin

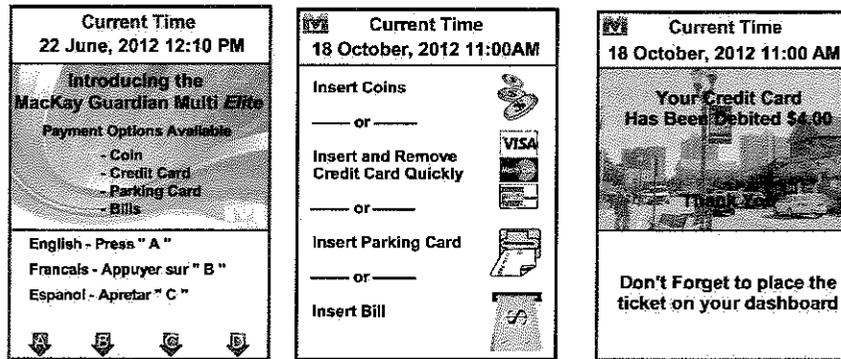
Card slot is protected from vandalism, weather, etc. by design

Card reader is flush mounted with no external parts

Receipt/ticket slot is protected from vandalism, weather, etc. with a specially designed metal chute

Instruction panel can be customized and easily changed. It is protected by a Lexan cover

INSTRUCTIONAL SCREEN DISPLAY



Sample display screens

Display is a high quality, full color VGA display. Display resolution is 640 x 480 pixels

Provide up to 15 lines of text with up to 32 characters per line

Current time & date is shown at start up

Display can identify time increments (i.e. by minute or hours) or money increments

Display can identify the expiry time & date before purchase

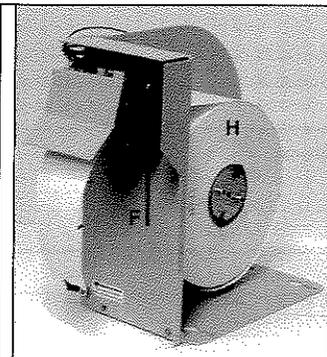
Display can indicate "Coin Only" or "Credit Card Only"

Display can go into "sleep" mode in battery operation

Maintenance message can be displayed on the screen in a diagnostic mode

Pressing any key/button brings the meter out of "sleep" mode

PRINT TECHNOLOGY



Thermal printer with paper roll

Uses thermal print technology

Life cycle expectations of the print head are no less than 20 million character lines and 50km of paper

Print technology uses blank ticket stock in rolls of 1000 feet

Width of the paper stock is 2.24"

Tickets are separated by a self-sharpening cutter

Ticket stock can be replaced within 60 seconds

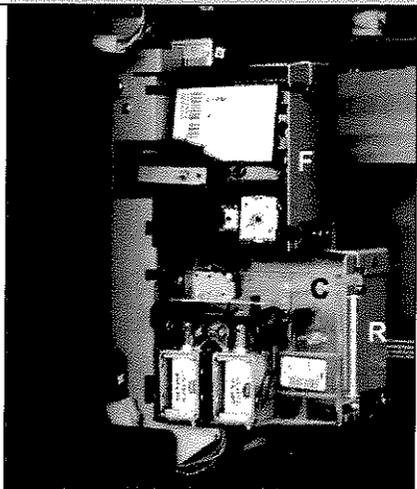
Ticket stock is heat, fade and curl resistant

Meter provides for an optional receipt portion on a ticket

Printer jam will cause a remote alarm

Operational temperature extremes for printer operation are between -30°C to 70°C

PAYMENT OPTION – COIN ACCEPTANCE



Coin acceptor and escrow

Able to program up to 16 different denominations of coins and tokens

Any US or Canadian coins can be accepted; client choice

Types of currency and denominations are distinguished electronically

Coin acceptor rejects slugs, and bad coins immediately

Coin acceptor uses optical sensors to detect fraud

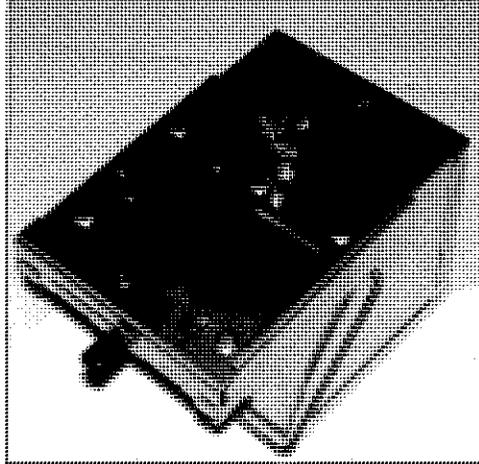
All excess coins are channeled to secure coin vault

Coin jams can be cleaned quickly (10sec) without tools

Coin acceptor is vandal resistant and weather proof

Coin vault stores at least \$600 in quarters (over 4 litres)

Meter comes with 2 vaults per unit



Multi Elite coin vault or "cash box" is stainless steel and cannot be opened without a separate key once removed from the pay station

Tokens can be acceptable at the same time as coins if supported

PAYMENT OPTION – RECHARGABLE STORED VALUE CARDS



PARKING AND TRANSPORTATION CARD

1. Insert card into meter in direction shown by arrow.
2. Remaining card value will display for 2 seconds.
3. Meter time will automatically be purchased in \$0.25 increments.
4. When desired time is displayed on the meter, remove card.

 CARDS ARE RECHARGEABLE. **PLEASE RECYCLE.**

PARKING INFORMATION
305.673.7505 | miamibeachfl.gov

MIAMIBEACH 25¢
so much to do, you'll need the extra hour

NO REPLACEMENT OR REFUND FOR LOST, STOLEN OR DAMAGED CARDS

Sample smart card - front and back of card

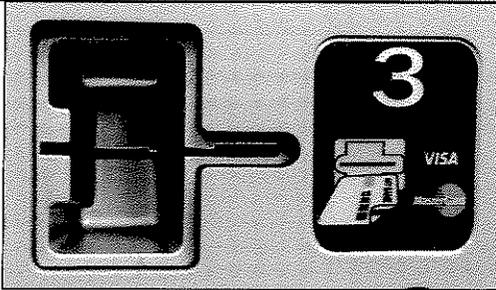
Card reader accepts both magnetic stripe cards (ISO 7810) and smart cards (ISO 7816)

Stored value card use the same card slot as standard credit cards

Stored value cards can be recharged at any meter (optional)

Meter is able to perform split transactions using a stored value card

PAYMENT OPTION – CREDIT CARDS



Card reader with optional instruction / card acceptance sticker

Can accept Visa, MasterCard, American Express, Discover, and Diner's Club credit cards (client choice)

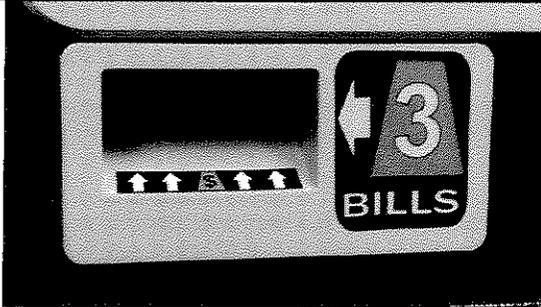
The credit card type is configurable through software by owner

Typical transaction with real-time authorization is about 7 seconds with good communication signal

Credit Card process is certified PCI/PADSS

Card acceptance can be configured to limit times used per time period.

PAYMENT OPTION – BILL ACCEPTOR



Bill acceptor is an industry standard device with a special designed feeder to make inserting the bills easier

Able to accept bills in any of 4 orientations

Has a capacity to hold up to 600 or 1000 bills (client choice – 2 vault sizes)

Bills are stored in the vault compartment and are inaccessible by maintenance staff through the main door

Meter comes with two bill vaults per unit

Bill vault has a separate lock and key to access bills

PROGRAMMABLE FUNCTIONS



CPU box with display and maintenance keypad

Programming functions can be performed remotely

Programming functions are supported with multi level security

All programming functions are retained in a log file

Ticket are fully customizable

Meter rates are programmable both remotely and at the meter

Different rates can be assigned to different time periods

Accommodates up to 16 characters for rate descriptors

COMMUNICATING, REPORTING, ALARMS AND MONITORING



Cellular modem for wireless communications

System uses either a GPRS or CDMA network, depending upon client's network choice - AT&T, Verizon, etc.
Audit and Transaction reports are available at the meter or remotely from Sentinel™ Meter Management System (Sentinel™ MMS)

An enforcement report is available at the meter or from Sentinel™ MMS

Occupancy status reports are available at the meter in pay by space mode or from Sentinel™ MMS

Different levels of security are available at the meter, dependant on report

OPERATIONAL SECURITY

Credit card data & communications adhere to current PCI standards

Complete card data is never retained in the meter

Coins and bills are secured in double locked vault

Coin vaults and bill cassettes are interchangeable between meters and made of stainless steel.

Different keys are required to remove and open the coin vault and bill cassette

A hardcopy audit trail is auto generated at the meter upon coin vault removal

Removal of coin vault forces an audit trail in back office software - Sentinel™ MMS

There is an escrow system for refund of incomplete transactions

Revenue & maintenance access are separated

PAY BY SPACE / PAY BY PLATE



In Pay By Space or Pay By Plate mode, enforcement staff are able to print a report of valid spaces / plates at the meter

Where multiple Pay by Space / Pay by Plate meters are used, an enforcement database is available and can be accessed remotely by browser capable device (handhelds computers, cell phones, etc.)

In Pay by Space mode, unique space numbers can be assigned or changed by the client
Meter has a numeric keypad for entering space numbers or an alpha numeric keypad for entering plates
Printed receipt is available from the meter
MAINTENANCE
Meter has self diagnostic features
The CPU is modular and easily changeable with basic tools
The CPU supports thousands of transactions in the non-volatile flash memory
Coin acceptor is modular and easily changed with basic tools
Time required to change a coin acceptor is less than one minute
Coin jams can be cleared quickly (10sec) without tools
Credit card reader is modular and easily changed with basic tools
Time required to change a card reader is less than 2 minutes
Keypad is modular and easily changed with basic tools
Time required to change a keypad is less than 2 minutes
Printer is modular and easily changed with basic tools
Time required to change a printer is less than a minute
Display is modular and easily removed with basic, or no tools
Time required to change a screen display is less than 2 minutes
Connection plugs are physically different and only fit one way

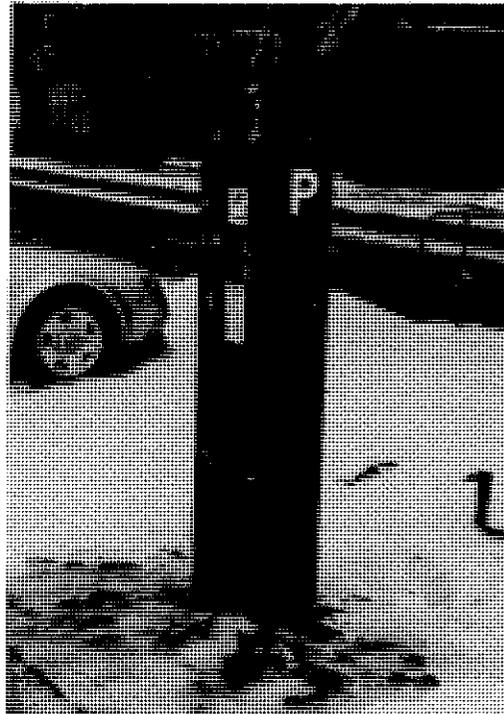
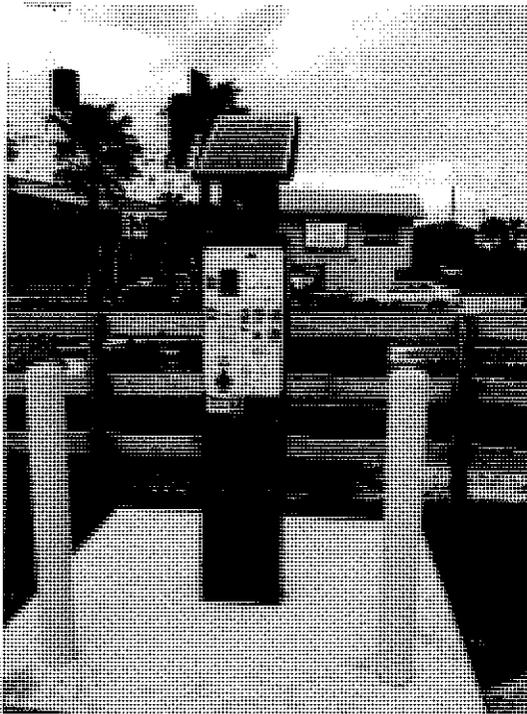
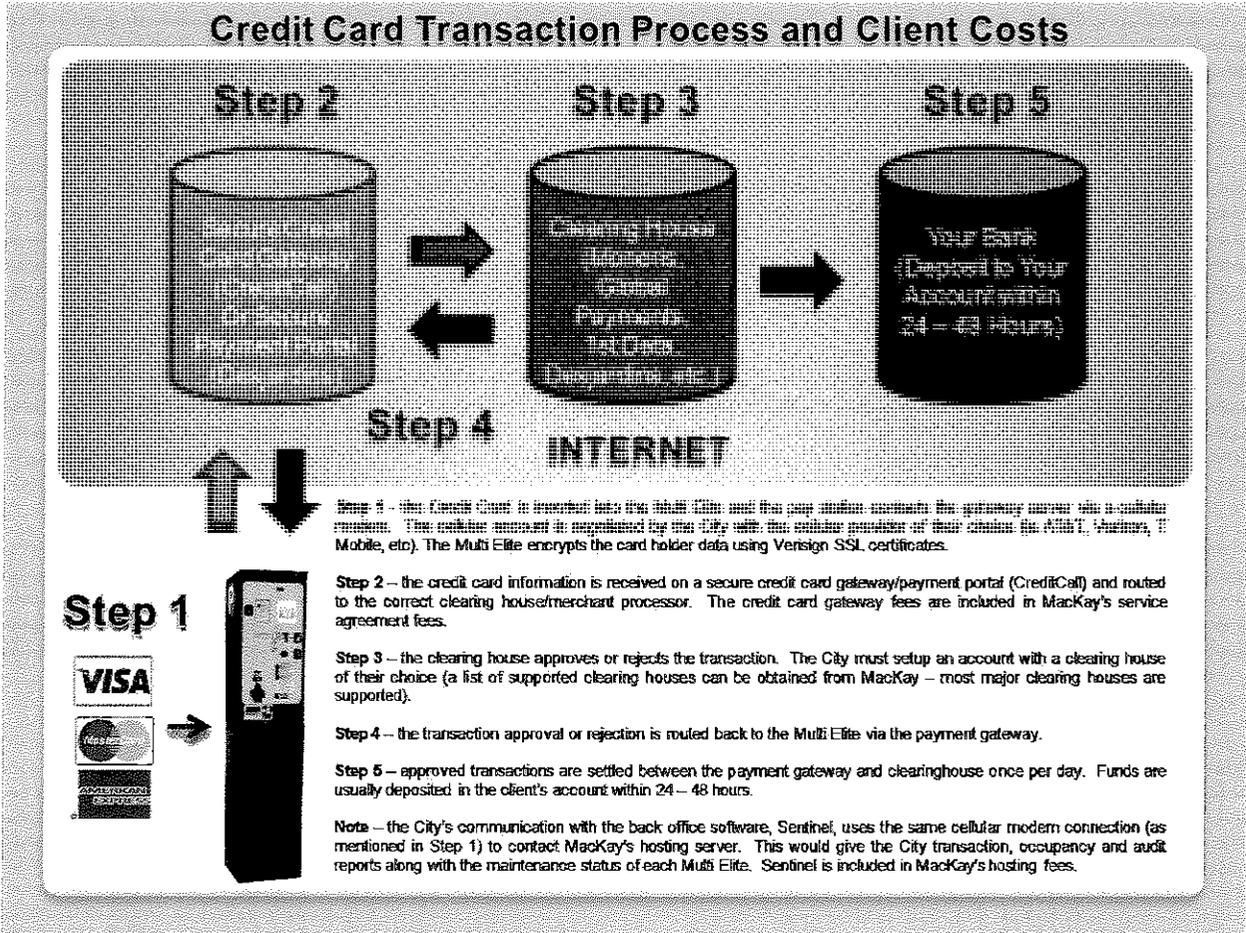


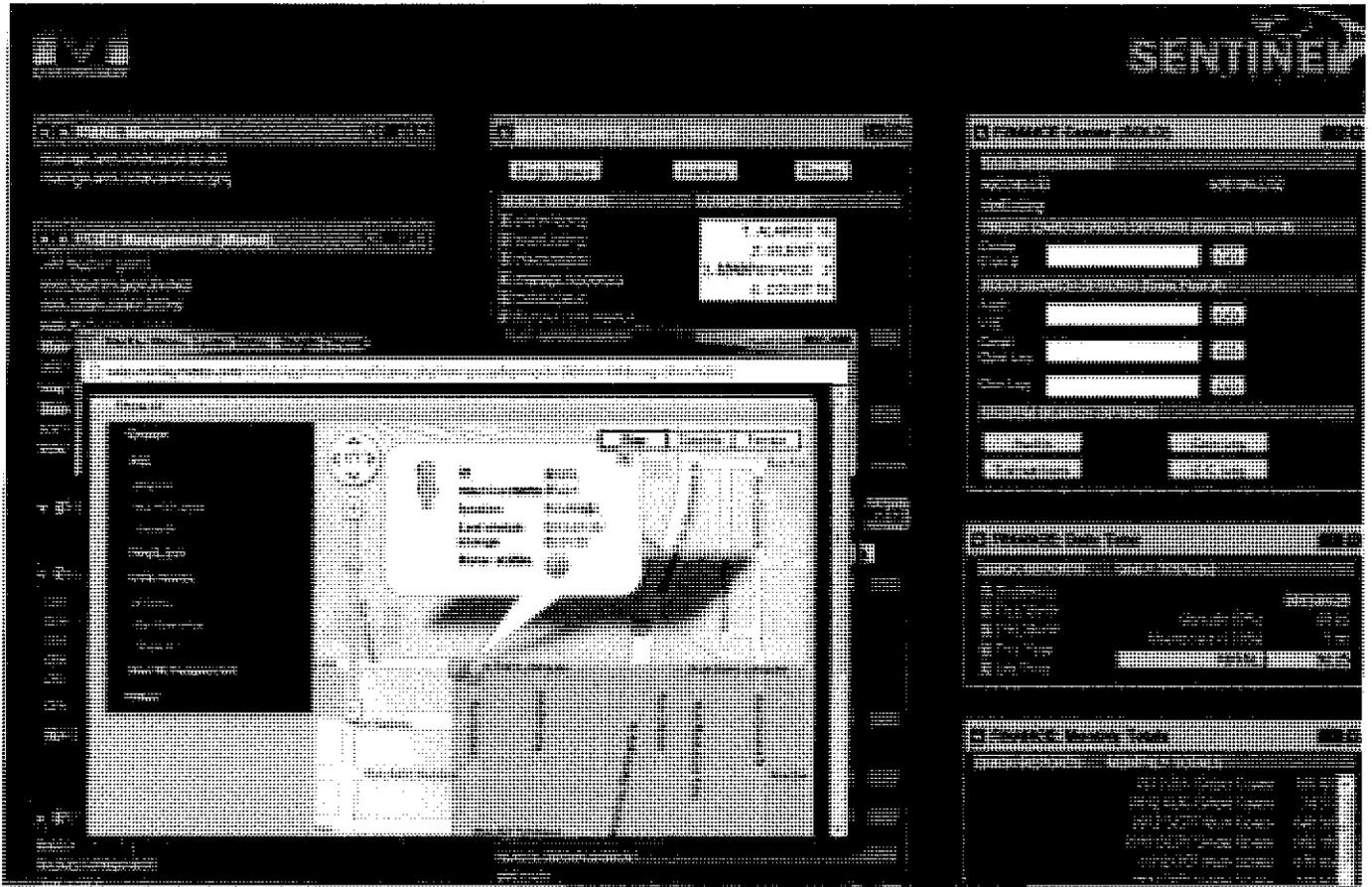
Figure 4 - MacKay Meter pay stations in various configurations and colors.

C.5 CREDIT CARD AUTHORIZATION PROCESS

The following diagram outlines the process by which credit card transactions are authorized and settled from the Multi Elite pay station.



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II. TECHNICAL REQUIREMENTS - SERVICES

D.1 BACK OFFICE OPERATIONS

Mackay uses a third party hosting service with uncommitted power supply and full redundancy. The application is managed by a group of Mackay staff and upgrades are rigorously tested before uploading to the server.

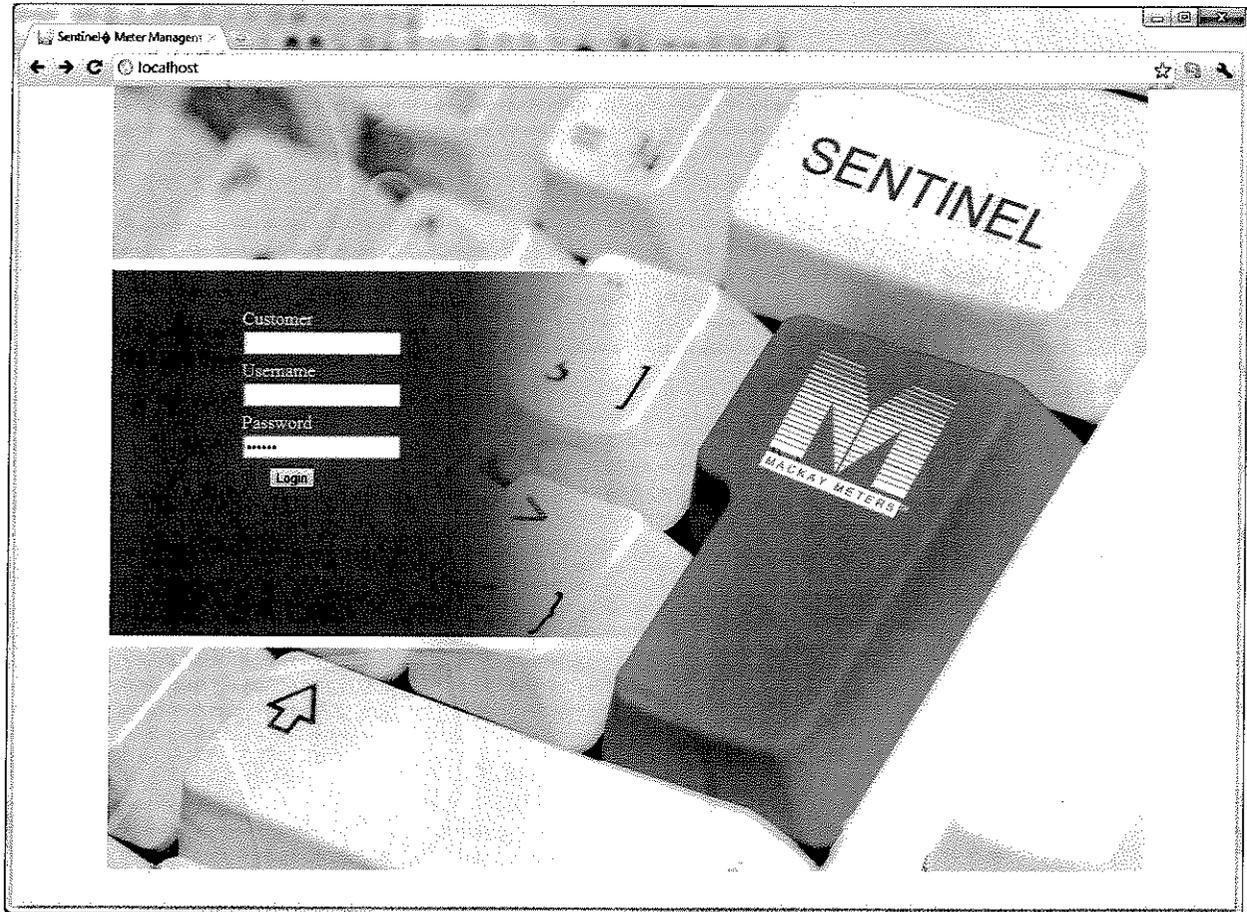


Figure 5 - Sentinel Login Screen

D.2 SENTINEL™ METER MANAGEMENT SYSTEM

MacKay's Sentinel™ MMS will enable Client designated staff to monitor the performance of the installed Multi Elite machines on a web enabled PC¹ or handheld device. The current status of each machine running in the Client's system will be monitored through a secure web interface allowing remote monitoring of the Multi Elite from anywhere access to the internet is available. Each machine will be configured to regularly communicate to MacKay's host server which will maintain historical information on all aspects of information occurring at the Multi Elite. The server can also be configured to transmit alerts in the form of text messages to Personal Digital Assistants (PDAs), pagers or mobile phones, increasing the ability to service the Multi Elite when the occasion arises (see Remote Alert notification section).

Sentinel will be installed on MacKay's server, as an on-line hosted data service provided by MacKay. This hosted service is available to the Client enabling access to the critical data at any time but without having the need of managing an IT department. MacKay will manage the Sentinel database server where the data

¹ Certain minimum system requirements and browser requirements apply.

collected from the machines resides. With a hosted service there is no additional burden on the Client staff, or further workload to the existing network personnel or infrastructure.

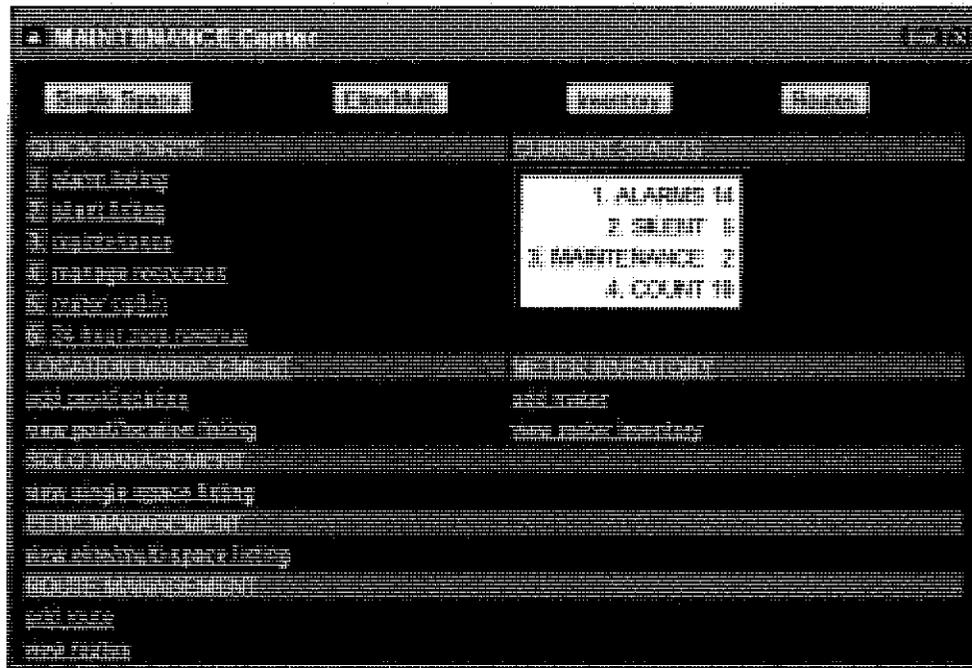


Figure 6 – Maintenance Center "Widget"

The Sentinel application residing on MacKay's server will be configured to allow communication with remote users and the machines via the web using HTTPS services. The server will also be configured with the Microsoft® SQL database, Central dB. Client designated personnel wishing to access the Sentinel application simply need to launch their own web browser application and proceed to the specified web page address associated with MacKay's server, which will then present the Sentinel application interface. This interface includes a login page to allow those with the correct user name and password to access, as well as additional web pages once logged on, which are used to monitor the latest status of the machines as well as extract and report on the data that has been received from the Multi Elite machines in the field and data held on the server.

Once you log on to the MacKay server you arrive at the dashboard with the portions of the software which are assigned to you and you have the permissions to see and the last time you accessed the dashboard would come to life on your desktop.



Figure 7 - Sentinel dashboard with map display

The sentinel desktop is feature full with all permissions as administrator and limited viewing for those with lesser than admin privileges. These are set by the administrator of the system on site. All of the information from the machines is able to be drilled down upon from a number of locations not limited to the Google® maps view which shows all detail from the mapped point drill down. There is an incredible amount of data with graphical charts and graphs for quick reference. Everything is exportable, printable and able to be converted to .pdf directly from the on line program.

Where the software is very comprehensive, for this proposal we are providing you with a segment of information. The following pages illustrate some selected screen shots and a brief narrative of certain aspects of interest of MacKay's Sentinel.

D.2.1 Current Alarms



Figure 8 - Current Alarms Application on Desktop

The Current Alarms application is a quick link to those meters that are experiencing problems or have issued an alert. The application shows a pie chart that compares the types of alerts received. The details link will bring you to a modified “View Meters” application and highlights the meters that are communicating alerts (or are silent because they are not communicating).

D.2.1.1 Sentinel – Alert Descriptions

The following table outlines the available alerts that can be generated by the Multi Elite.

PAPER LOW	TECHNICIAN SET OUT OF ORDER
COIN BOX GONE	BILL CASSETTE GONE
VAULT DOOR OPEN	INTRUSION
MAINTENANCE DOOR OPEN	PAPER OUT
PAPER LEVEL SENSOR FAILURE DETECTED	OUT OF ORDER
CLOCK FAILURE DETECTED	COIN PAYMENT NOT AVAILABLE
BATTERY IS LOW	CHIP CARD PAYMENT NOT AVAILABLE
POWER RAIL FAILURE	CREDIT CARD PAYMENT NOT AVAILABLE
TEMPERATURE PARAMETERS EXCEEDED	BILL PAYMENT NOT AVAILABLE
BILL ACCEPTOR FAILURE	PAPER JAM DETECTED
MODEM FAILURE	CORRUPT DATA
CHIP READER FAILURE	FLASH FULL
MAG STRIPE READER FAILURE	RAM LOW
NVRAM PROBLEM DETECTED	FLASH LOW
HARD WATCHDOG FAILURE	COIN BOX FULL
GATE MALFUNCTION	SOFT WATCHDOG FAILURE
ESCROW MALFUNCTION	CARD JAM DETECTED
EJECT MALFUNCTION	PAY-BY-SPACE CONFIG ERROR
DISCRIMINATOR MALFUNCTION	PAY-BY-SPACE COMMUNICATION ERROR
ANTI PIN MALFUNCTION	COIN BOX NEARLY FULL
PDB MALFUNCTION	STUCK INTERRUPT
IOB MALFUNCTION	RTCB FAILED
PRINTER MALFUNCTION	CIRCUIT BREAKER TRIPPED
PAPER JAM SENSOR ERROR	COUNTER WARNING
PRIMARY POWER GONE	POWER SAVE MODE ENTERED
TILTED	NO COMMUNICATIONS
BILL ACCEPTOR ALMOST FULL	

Details of each particular alert are beyond the scope of this response. Not all alerts are applicable to every machine installed. For instance, if the “pay and display” mode is chosen, Alert 58 – “Mode – Is Space Master” and/or Alert 59 “Mode – UI” would not be relevant.

D.2.2 Sentinel – Email Management



Figure 9 – Sentinel Email Management Application

The Email Management application allows the administrator to assign the users that are to be notified in the event of an alert. The applications within the email management application include manage alert notification for multi space (MacKay Guardian™ Multi Elite), and manage alert notification for single space (MacKay Guardian™ SOLO wireless meter).

D.2.3 Manage Alert Notification (multi)

The Manage Alert Notification application for the Multi allows the administrator the ability to assign alert notification from the Multi to a particular user. For example, if you want your Operation Manager to be notified if an alert associated with the coin slot or the anti pin, you simply choose the correct user and check the boxes of those particular alerts. You also have the ability to notify a particular user based upon a certain group of meters.

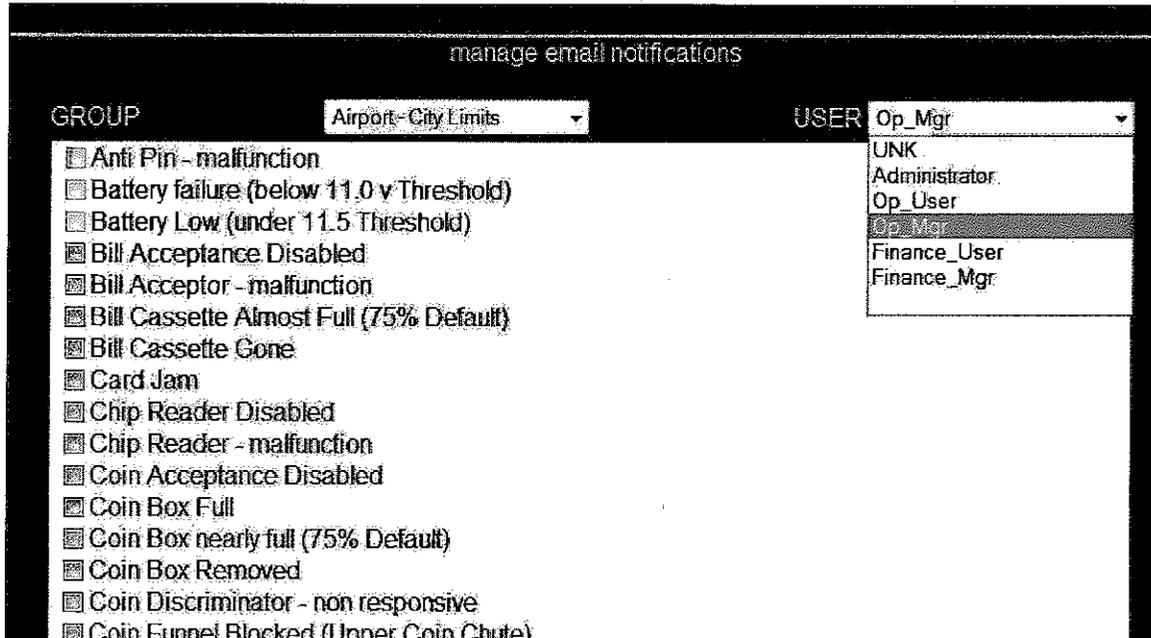


Figure 10 – Manage Email Notifications for Multi Space meters

D.2.4 Reports in Sentinel™ MMS

The following is a list of reports that can be pulled from Sentinel™ MMS. All reports can be printed or exported to MS Excel.

Administration Reports

- User Listing Report - a list of the user currently set up to access Sentinel™ MMS.
- User log – tracks the usage of Sentinel by user.
- Maintenance Codes Report - a list of the predefined maintenance codes for assigning maintenance
- Alert Codes Report - a list of the Alert codes and descriptions that the system monitors

Maintenance Reports

- Current Alarms – a list of all alerts currently sent from all meters
- Silent Meters – meters that have not communicated with Sentinel™ MMS in a certain time frame
- Meter Call-in – last time the meter called into Sentinel™ MMS
- Maintenance Report – a list of open maintenance tickets which are created when an alert requires service to be closed
- Meter inventory report – meter ID, status, group, last status change
- Alert History Report – list of all alerts at a meter
- Meter Maintenance Report – a list of maintenance performed on a specific meter
- Single Space Listing Report - a list of all the single space wireless meters and their current status
- Inventory Listing Report - a list of the entire inventory of meters - both active and inactive - for the customer
- Route Listing Report - a list of all the routes / groups / zones that the customer has set up
- Manage Resources Report - a list of the people / resources that the customer uses to assign maintenance to the meters. The report links to each person's maintenance list

Financial Reports

- Transaction Reports – list of all financial transactions which are defined by user criteria
- Audit Logs – List of coin and bill audits from each meter
- Coin Log – breakdown of coin types auditing
- Credit Card search – specific card search report (search partial numbers)
- Monthly Revenue Report – Summary of monthly totals
- Monthly Revenue by payment type – revenue sorted by payment type
- Occupancy Report – report compares total available time versus paid time to show occupancy
- Post History Report - a list of all post monitored by the system, their locations, and the routes / groups / zones they are included in

- Audit Log by Post # Report - Quick report to display the audit log for any post
- Credit Card Log by Post # Report - Quick report to display the credit card log for any post
- Coin Log by Post # Report - Quick report to display the coin log for any post
- Daily Revenue Totals Report - Quick report for revenues from
 - o 1)Yesterday
 - o 2)This Week
 - o 3)This Month
 - o 4)This Year
 - o 5) Life Time. Report includes breakdown by payment type.
- Tariff Listing Report - A list of the tariff / rate files that can be deployed to the meters and their current status

Optional Reports

- Reconciliation Report (Optional upgrade) – quickly compares credit card transactions from the meter with credit card transaction at the payment gateway to find anomalies

All reports can be narrowed down and sorted using search criteria. All data can be exported to MS Excel (.CVS format) or Adobe Acrobat (.PDF format).

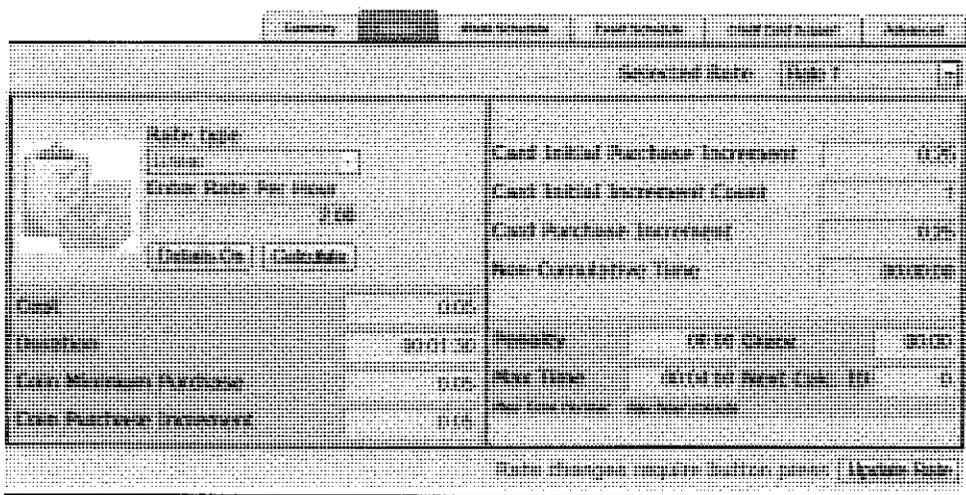


Figure 11 – Rate Editor for Modifying Tariff Files

D.3 TESTING

As training will take place during the installation of the machine with City staff present, all normal customer and owner functions will be fully tested and operational by the end of the training session. This final testing will be witnessed by the City staff.

D.4 TRAINING – MACKAY GUARDIAN™ MULTI ELITE

MacKay places a strong emphasis on delivering the highest standards in training. For the equipment provided, at an agreed date and time, MacKay will provide 24 hours of training (on 3 consecutive days) on the supplied equipment. It is proposed that one or more of the City's, MacKay Guardian™ Multi Elite machine would be set-up at the City's office or installed on-site to facilitate this training.

Training will focus on the specific characteristics of the products, their capabilities, and user interface with the system. The training sessions can be divided into small groups of technicians/staff according to their respective tasks. Groups can be formed for collection, maintenance/repair and system reporting and management. Training shall be such that each trainee learns by significant 'hands on' experience under the guidance of an experienced trainer, assigned by MacKay to carry out an agreed list of first line fault corrections, maintenance and other operations.

The delivered training programs will enhance the capabilities of the operations and maintenance functions. MacKay will cooperate in developing a training schedule that will allow the City to reach its goals and high standards. All training will be supported by a variety of printed training materials, as well as a complete set of technical manuals.

D.5 MAINTENANCE - MACKAY GUARDIAN™ MULTI ELITE

We understand that your technicians will provide regular maintenance for these products. As well, our office can be retained on an as needed basis to provide any supplementary or additional maintenance or training required by the City. Fees for these services, including after warranty support, if required can be negotiated based on our regular charge out rates for these types of services.

Since all of the equipment is made primarily of modular components, we believe the City will find that the maintenance requirements to keep it operational are minimal and easily managed with appropriate and thorough training of City staff by MacKay together with a spare parts inventory maintained by the City.

MacKay will provide all the required operation and maintenance manuals necessary to operate and maintain the product and software. Carrying out the prescribed maintenance procedures therein, and as instructed from time to time by MacKay in writing, is necessary to ensure that the warranty on all products and software purchased from MacKay is not void.

D.6 TECHNICAL SUPPORT

Support will be provided by MacKay's Customer Service department. The MacKay team includes specialists who have been involved in complex projects and who are flexible in managing both transitional and operational issues as they arise. The customer service department has supported our equipment throughout the world and has the unique abilities to train customers and provide technical support of the product.

In relation to the support offered, MacKay will occasionally release versions of software which are designed to further enhance the operation or functionality of your Multi Elite machine. These software version updates are usually able to be performed by the trained staff on-site.

The transfer of the required software updates to the client can be done in a number of ways: through an e-mail communication with an attached file, by disk forwarded to staff member responsible for the management of the parking equipment, and/or by logging on to an FTP (File Transfer Protocol) server where the latest version of required software would reside for downloading purposes or alternately through our website at <http://www.mackaymeters.com>.

Support will be provided by MacKay's Customer Service department from 8:00 a.m. to 4:30 p.m. ET Monday to Friday excluding State and Company holidays (1-888-462-2529).

D.6.1.1 Customer Service Team

The customer service liaison will be MacKay's Customer Service Manager, Mr. Daniel Benoit. Mr. Benoit, located at MacKay's head office, will be the first point of contact for the management of the warranties for the various products that are part of this project. The customer service department will be responsible for supporting the City's multi-space parking meter project, including but not limited to providing software upgrades as they become available. The Customer Service Manager will administer a database of initial products procured and installed on-site including the maintenance history of delivered products during the warranty period.

D.6.1.2 On-Site Support

On-site support is provided by our local Michigan representative, Central Business Systems located in Lansing that will provide service to the City when required. Scheduling of support technician time will be done through MacKay's Customer Service Manager.

D.7 WARRANTY

We believe the need to provide extensive warranty services can be minimized through the application of recognized Quality Assurance processes in the design and production of products, as well as in the delivery of services. We apply this philosophy to all products we manufacture. MacKay's quality management system is registered to ISO 9001:2000.

Despite our best efforts, there will be times when the City will require additional help in operating or maintaining the products and systems to be supplied. We recognize that in these instances, prompt response will be key. We believe it is critical that the City has a strong technical support for the equipment being purchased.

A Product Support Technician from MacKay's Customer Service Department will administer the product warranty provisions. To reduce the time and effort required to make warranty claims and/or enquiries, the Customer Service Department will serve as the single point of contact with City officials for warranty service. This will include user support and troubleshooting for the proposed system. A Product Support Technician will be available from 8:00 a.m. to 4:30 p.m. AT Monday to Friday excluding City and Company holidays. He/she will be backed up by the Customer Service and Research and Product Development departments of MacKay. MacKay will ensure that an appropriate designee is available when the Product Support Technician is unavoidably absent or unavailable. We believe that this warranty approach will ensure that the City receives the highest level of customer care at all times.

By working closely with City staff, the Product Support Technician will maintain familiarity with the City's parking operations as they evolve over time and will be able to provide the City with telephone support. Additionally, the Product Support Technician will also be able to provide the City's staff with refresher training when required by the City. Fees for these services, if required, are based on our regular charge out rates for these types of services.

D.7.1 Warranty Coverage

MacKay will also provide a one (1) year warranty on all **MacKay Guardian™ Multi Elite** machines to repair and/or replace any part or modular component determined to be defective in material or workmanship under normal use and service. MacKay's standard warranty terms will apply.

Extended warranty coverage is available (see pricing proposal); however batteries for the multi-space machines are only warranted for twelve (12) months.

To maintain warranty coverage, City technicians are required to provide the prescribed regular maintenance for these products. MacKay will provide the City with all operating and maintenance manuals necessary to operate and maintain the product and software. Carrying out the prescribed maintenance procedures therein,

and as instructed from time to time by MacKay in writing, is necessary to ensure that the warranty on all products and software purchased from MacKay is not voided.

A copy of MacKay's one (1) year Hardware Warranty for the MacKay Guardian™ Multi Elite machine as offered in response to this BID, is found on the following page.

Terms of Warranty

MacKay Meters, Inc. and J.J. MacKay Canada Limited ("MacKay")

The product that you have purchased is warranted by the manufacturer, J.J. MacKay Canada Limited ("MacKay"), for a period of one (1) year from the date of delivery against defects in workmanship and/or materials. The warranty starts one (1) month from MacKay's recorded shipping date.

This warranty specifically excludes any other product not manufactured, but sold by MacKay, as these products are warranted by their respective manufacturers.

Workmanship and/or parts that prove to be defective during the warranty period will either be repaired, adjusted or replaced at MacKay's option. No repair, adjustment or replacement by MacKay in response to a warranty claim shall extend the length of the warranty. MacKay's obligations under the warranty are restricted to repair or replacement of defects in workmanship and/or materials.

Should repair become necessary during the warranty period, send your product, postage or freight prepaid, to our service center at: 1342 Abercrombie Road, Pictou County, Nova Scotia, Canada; B2H 5C6 or as advised from time to time. Any product repaired or replaced under this warranty will be returned to the owner with freight prepaid. MacKay will not accept delivery of the product or any of its parts for warranty repairs unless prior authorization has been given. Contact MacKay for return procedure.

The foregoing warranty is exclusive and in lieu of all other express warranties and implied warranties, including but not limited to, the implied warranties of merchantability and fitness of purpose, which are specifically excluded. In no event shall MacKay, its agents, servants, contractors and subcontractors be liable for damages including, but not limited to, economic and consequential losses such as loss of revenue, loss of profits, loss of business or loss of goodwill whether direct or indirect or any other incidental, exemplary and punitive damages whether in contract, tort or otherwise or any other claims or expenses in any manner resulting directly or indirectly from or connected with the supply of the products.

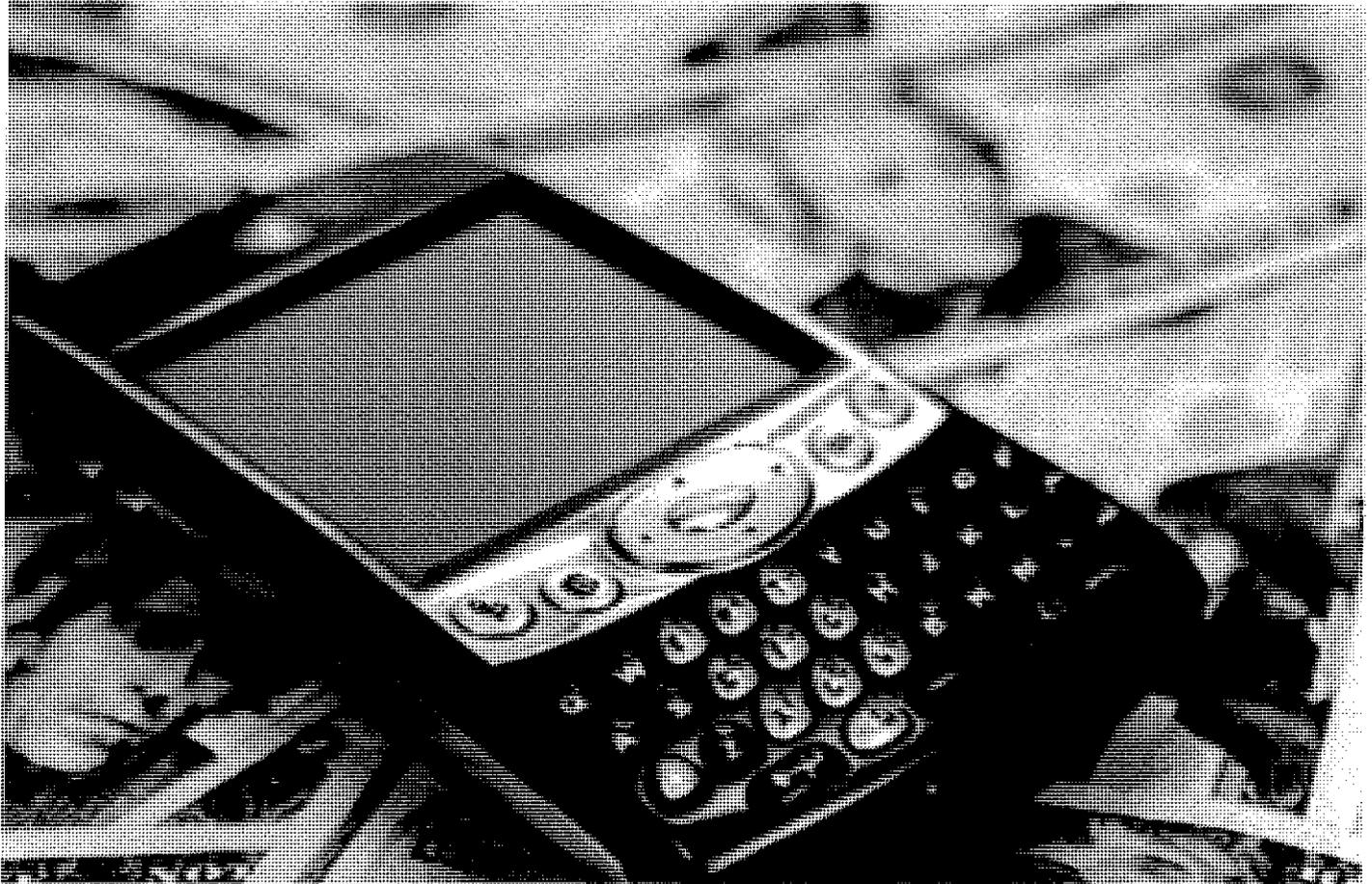
Any improper or negligent use, any alteration or repairs not in accordance with MacKay's written directions or performed by others in such manner as in MacKay's sole judgment affects the product materially and adversely, shall void this warranty.

This warranty does not cover damages, defects or failures caused by or due to accident, improper handling or operation, use of products for experimental purposes, natural disaster, vandalism, misuse, terrorism, abuse and neglect of routine maintenance as instructed by MacKay from time to time.

The customer is responsible for the security of its parking system including hardware and software. The customer has been made aware by MacKay of the types of theft and fraud which may occur. The customer acknowledges and agrees that MacKay is not responsible in warranty or in contract for any repair, replacement or damages of any sort caused by fraud and/or theft or illegal means.

No employee or representative of MacKay, its agents, servants, contractors and subcontractors is authorized to change this warranty in any way or grant any other warranty unless in writing and signed by an officer of MacKay.

April 1, 2006



E. CELL PHONE PAYMENT SOLUTIONS

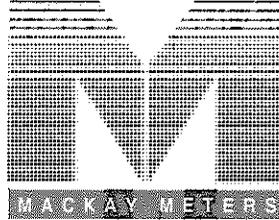
One of the most successful forms of payment in recent years is payment using a cell phone. The driver pulls into a space and pays for the space using a cell phone application. That purchase is then sent to an enforcement server for monitoring.

Rather than building a proprietary solution that was limited to Mackay's equipment only, Mackay decided to support pay by phone applications from other competitors and allow for integration of the enforcement server. This model allows the City to explore the best pay by phone options for their environments while still providing an integrated enforcement database for enforcement officers to check.

E.1 PAY BY CELL SOLUTIONS

MackKay supports third party pay by cell solutions through Sentinel™ MMS. The following sections outline some of the current agreements in place for third party pay by cell support.

E.1.1 Park Mobile



FOR IMMEDIATE RELEASE:

CONTACT:

Tina Dyer
Parkmobile USA, Inc.
770 818 9036
770 818 9039

tina.dyer@parkmobileglobal.com
www.parkmobile.com/US

CONTACT:

Roger Plamondon
MackKay Meters, Inc.
1-888-462-2529 x244
Fax: 902-752-5955

roger.plamondon@mackaymeters.com
www.mackaymeters.com

MackKay Meters, Inc. partners with Parkmobile USA, Inc. to offer Pay by Phone services and integrated enforcement and reporting systems

Parking customers now have the convenience of paying for parking at a MacKay meter with Parkmobile.

Atlanta, June 3, 2011 – Parkmobile, USA, Inc.,

The world's leading global provider of seamlessly integrated end-to-end parking solutions, has partnered with MacKay Meters, Inc., the manufacture of Single Space and Multi Space parking equipment hardware, parking enforcement software solutions and including but not limited to all hosted management software and related ancillary products to their parking clients worldwide.

The partnership and systems integration with Parkmobile will allow parking customers the option of paying by phone. The Parkmobile system instantly updates the MacKay Sentinel back office meter management system with real-time payment information to allow MacKay's customers the ability to see all parking payments at once, regardless of the payment option parking customers choose.

"Integration between the two systems allows for an additional and convenient payment mode to be utilized by the end user. A Cell Phone payment offers advantages on many levels for the operator, one being the reduction in coins or bills in the equipment. The goal is to increase functionality, reduce maintenance and allow for more

proactive reporting of parking transactions, all while increasing compliance for parking in the system by the end user.” Says Mr. J.W. (Jim) Taylor – MacKay Meters, Inc. Business Development Manager.

Taylor also indicates that “The database integration and data mining of the two systems, provides a common path for enforcement and reporting, while providing an excellent migration path for future parking and enforcement developments.”

The MacKay Sentinel back office meter management system software provides comprehensive financial reporting and enforcement tools which help allow for more seamless management of large complex parking operations. The Parkmobile Pay by Phone option not only allows customers another way to pay, but also lets customers know when time is expiring and offers the option to add time to a parking space without having to return to the parking lot or space.

“Our partnership with MacKay is very exciting. MacKay brings over 50 years of experience in both single space and multi space meters. They have a large global footprint and they provided their customers with innovative solutions that are recognized as being on the leading edge of technology, “said Albert Bogaard, CEO of Parkmobile USA, Inc. By partnering with MacKay, we can continue to focus on expanding our core business and advance cashless parking payment technologies, while MacKay streamlines and sells its products and brings new innovations in parking solutions to our service model.”

To use Parkmobile’s service, drivers register for free by setting up an account at www.parkmobile.com, where they can also download a mobile app. Once registered, customers can use the mobile app, the internet, or a 1-800 number to pay for parking. The mobile apps for iPhone, Android and Blackberry are very easy to use.

About Parkmobile

Parkmobile is a leading global provider of seamlessly integrated end-to-end solutions for pay by phone parking and digital parking permits. Parkmobile is now widely used in 100 cities around the world by millions of registered users. Parkmobile USA was founded in Atlanta, Georgia and has become one of the largest providers of cashless parking systems in the United States. The company's call center, engineering team and corporate headquarters are located in the U.S. For additional information, please visit www.parkmobile.com

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F. PRICING

F.1 INTRODUCTION

MacKay Meters, Inc. (MacKay) is pleased to present our "Price Proposal" for the Purchase and Installation of MacKay Guardian Multi-Fixed pay stations.

F.2 PROPOSED GENERAL TERMS AND CONDITIONS

Mackay Meters proposes that the following terms and conditions would apply to our Price Proposal for this BID.

- This proposal was prepared without cost to the City.
- Prices are stated in US dollars.
- Prices include cost of packing, cartage, freight and insurance.
- Taxes are extra, if applicable.
- Delivery time for any products referred to in the Bid will depend upon the timely provision of specifications.
- Our prices for the multi-space machine include a one (1) year warranty from the day of installation / activation. MacKay's standard warranty terms will apply.
- Prices do not include the removal of existing pay stations. That is the responsibility of the City.
- Prices include install of the pay stations onto existing anchors or onto chemical or mechanical anchors provided by MacKay. It is the responsibility of the City's electrician to hook up the electrical power to the AC breaker box in the pay station as well as the Cat6 Ethernet cable.
- Though MacKay supports several Pay by Phone suppliers, all pay by phone pricing is outside of the scope of this response.
- Our prices include comprehensive training for the multi-space equipment at the City's office. Training is presumed to take place on consecutive days, in a given 5-day work week.
- Any additional training for maintenance, repair or software, will be billed at the rates indicated in our Price Proposal.
- MacKay will retain all of its right, title and interest in any development work, and any and all intellectual property rights and source code for all software proprietary to MacKay.
- The copyright and other intellectual property rights of whatever nature (including without limitation patents, design, topography, trademarks, service marks, trade secrets, know-how and other intellectual or industrial property rights, whether registered or unregistered, and all applications and rights to apply for same) in the software are and shall remain the property of MacKay and others and MacKay and others reserve the right to grant a license to use their software to any other party or parties.
- MacKay warrants that it has valid title to any intellectual property rights related to any product and software supplied and proprietary to and owned by MacKay.

- All products supplied and owned by MacKay for this Proposal would forthwith automatically vest in and become the property of the City immediately upon installation. At that time, all risk shall pass to the City for the product and software delivered by MacKay. Prior to installation, MacKay will insure the product is delivered to the City. MacKay will not be responsible for any mishandling and/or damage due to vandalism, or negligence directly or indirectly attributed to the City. The City will be responsible for reasonable safekeeping of any product prior to installation.
- Upon acceptance and in consideration for any product, software and services and for the rights and licenses related to the Software, the City shall pay MacKay the amount(s) in accordance with the prices as set out in this Price Proposal.
- MacKay shall invoice for the each shipment of product and software and services rendered. The City shall make payment to MacKay not later than 30 days following delivery.
- All prices quoted in the Price Proposal are firm for 90 days from the submission deadline.

We trust that the above information has been comprehensive enough to assist the City in evaluating our Price Proposal. If the City has any questions concerning our Price Proposal, we would be pleased to answer any questions that you may have, at your convenience.

F.3 PRICE DETAIL – MACKAY GUARDIAN™ MULTI ELITE PAY STATION

The Price submitted on the Price Sheet for the Multi-Space Units with Solar or AC Power as found on the preceding page is for MacKay Guardian™ Multi Elite machine configured as follows:

<u>Part Number</u>	<u>QTY</u>	<u>Description</u>	<u>Unit Price</u>	<u>TOTAL</u>
		Solar or AC powered Machine		
72PD2000030	12	Configured Machine [complete]	7,895.00	\$94,740.00
		Mackay Guardian™ Multi Elite – configuration as follows: (Solar or AC power, accepts coin, credit card, smart card, - Pay by Space configuration)		
		Shipped with 2 coin boxes per machine		
		Standard one (1) year warranty.		
	1	Commissioning	\$2000.00	\$2000.00
		Shipping	Included	Included
88SR0000000		Charge for remote monitoring and credit card processing – billed each year in advance	See below - F.3.1	
		TOTAL	\$9,895.00	\$96,740.00
Optional		US Bill Acceptor	\$1,000.00	

F.3.1 Hosted Remote Monitoring and Notification Service for Multi-Space Machine Including Credit Card Payment Gateway

Mackay could supply a hosted system for performing parking management functions. The Parking Management System will include:

- Sentinel, used to remotely monitor the on-street status of the Multi Elite and to generate a variety of reports on the information downloaded periodically each day from the Multi Elite over a wireless network. Located on Mackay’s server and accessed via the internet using HTTP and any web browser, this system consists of the Sentinel application, and other web server services, combined with Central dB, a Microsoft® SQL database.
- Remote Alert notification software, used to send via e-mail, alerts received from the Multi Elite to designated e-mail addresses, which may be associated with portable e-mail enabled mobile devices such as PDA’s or web-enabled cell phones.

The standard fee for these hosted services, including the credit card gateway services is as follows:

Gateway/Hosted Remote Monitoring and Notification Services for Multi-Space Machine	
<u>Level of Hosted Services</u>	<u>Annual Fee per Terminal</u>
Sentinel - Standard version	\$480

In addition to the monthly fee, there is a one-time payment gateway set-up fee of \$295. The above costs and all other terms and conditions of these services are outlined in MacKay's standard Gateway/ Hosting/ Notification Service Agreement which is signed by the client to activate the gateway and hosting services. A copy of this Agreement is available upon request.

F.3.2 1X Data Line with Cellular Service Provider - for Wireless Communications (optional)

MacKay will supply wireless modems with the Multi Elite equipment that are compatible to the City's preferred telecom/airtime services provider. The City should negotiate airtime packages with its preferred telecom service provider (i.e. Verizon, AT&T, etc.).

Note: In the event the City chooses an Ethernet connection, the wireless modems will be disabled and no air time packages will be required.

F.3.3 Spare Parts list

As with all of our customers, the MacKay Customer Service Department will provide a written or verbal acknowledgement and/or response to all (hardware or software) service requests, usually within 24 hours of the initial call. MacKay will do its utmost to ensure replacement parts are shipped expeditiously.

This price list is in effect during Year 1 of the Agreement after which it may be subject to change in accordance with the terms of the Agreement.

All items listed in this Price List for Spare Parts, Licenses and Services are warranted for 1 year (parts only, no labor) from the invoice date unless indicated otherwise in the 'Warranty' column. [N/A means not applicable, i.e. no warranty]

Part Number	Description	Warranty	List Price
46PD3051160	Upper Chute Assembly	1 Yr	\$ 42.79
46PD3051750	Lower Chute Assembly	1 Yr	\$ 21.57
15PD0510022	Power Distribution Board	1 Yr	\$ 599.00
50LK3051000	Main Lock Assembly	1 Yr	\$ 168.35
30PD3510200	Printer Assembly	1 Yr	\$ 931.07
30PD0000218	Printer Ground Strap	1 Yr	\$ 10.55
46PD3052600	Vault Door Assembly	1 Yr	\$ 545.85
50PD0000100	Vault Door Lock Assembly	1 Yr	\$ 76.71
46PD3052050	Service Door Assembly	1 Yr	\$ 500.32
46PD3052000	Cash Box Assembly (w/Abloy Lock)	1 Yr	\$ 394.31
46PD3052025	Main Door Assembly (w/Abloy Lock)	1 Yr	\$ 1,395.83
37PD2052000	Printer Chute Assembly	1 Yr	\$ 23.40
30PD0000212	Paper Jam Sensor Assembly	1 Yr	\$ 46.18

46PD0000502	Main Door Switch Assembly	1 Yr	\$ 31.63
30PD3051230	CPU Box Assembly (Color)	1 Yr	\$ 3,184.70
25PD0000005	Card Reader c/w Bezel Assembly	1 Yr	\$ 297.58
46PD0000392	Coin Mechanism Assembly	1 Yr	\$ 1,154.48
46PD0000408	Solenoid Assembly	1 Yr	\$ 64.40
46PD3052650	Coin Cup Assembly	1 Yr	\$ 77.55
35PD3000075	LED Cancel Button - Red	1 Yr	\$ 45.95
35PD3000080	LED Confirm Button - Green	1 Yr	\$ 45.95
For AC Configuration			
Part Number	Description	Warranty	List Price
30PD0000120	120VAC Circuit Breaker Assembly	1 Yr	\$ 225.67
30PD0000270	Fan Assembly	1 Yr	\$ 60.02
30PD0000270	Charger Power Cable Assembly	1 Yr	\$ 24.30
30PD0000115	17-Amp Battery Assembly	1 Yr	\$ 164.62
30PD0000110	Charger Assembly	1 Yr	\$ 168.21
46PD0000550	Heating Pad Assembly	1 Yr	\$ 131.45
For Solar Configuration			
Part Number	Description	Warranty	List Price
30PD2052010	Solar Power Option	1 Yr	\$ 178.32
30PD3051075	Solar Panel Housing Assembly 20 Watt	1 Yr	\$ 869.33
30PD0000105	40-Amp Battery Assembly	1 Yr	\$ 357.69
Optional Parts			
Part Number	Description	Warranty	List Price
30PD0000312	Button Chime Option	1 Yr	
30PD0000232	Pay By Space Keypad	1 Yr	\$ 236.84
30PD0000100	120VAC GFI Option	1 Yr	\$ 115.87
30PD0000655	Modem - US – Sprint	1 Yr	\$ 1,048.00
30PD0000655	Modem - US – Verizon	1 Yr	\$ 1,048.00
30PD0000650	Modem - GPRS (Rogers / AT&T)	1 Yr	\$ 1,048.00
30PD0000610	Antenna for Solar Configuration	1 Yr	\$ 39.99
30PD2052500	Bill Acceptor (US)	1 Yr	\$ 1,720.00
46PD3051905	Anchor Assembly	1 Yr	\$ 197.81
Ticket Paper			
Part Number	Description	Warranty	List Price

	Ticket Paper (5 rolls per box - 1 box minimum order)	n/a	\$304.90 / box \$60.98 / roll
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F.3.3.1 Recommended Spare and Replacement Parts

Below is a sample recommended spare parts inventory listing consisting of major components recommended to be purchased by the City to support regular prescribed maintenance of the MacKay Guardian™ Multi Elite machines. This listing is provided for illustrative purposes and is based on a procurement of approximately 12 Multi Elite machines. A change in the quantity of Multi Elite machines purchased, as in the City's case, will affect the recommended number of spare parts. MacKay would be pleased to discuss this further with the City at your convenience.

Part Number	Description	Quantity	
30PD0000105	40-Amp Battery Assembly	1	
25PD0000030	Card Reader without Bezel	1	
46PD0000650	Coin Cup Assembly	1	
46PD0000392	Coin Mech Assembly	1	
30PD0000160	Coin Mech Anti Pin	1	
30PD0000166	Coin Mech Escrow	1	
30PD0000155	Coin Mech Selector	1	
46PD0000230	CPU Box Assembly	1	
15PD0510015	CPU I/O Board	1	
46PD0000502	Main Door Switch Assembly	1	
15PD0510020	Power Distribution Board	1	
46PD0000100	Printer Assembly	1	
30PD0000050	Solar Panel Option Assembly	1	
46PD0000408	Solenoid Assembly	1	
50PD0000050	Top Enclosure Lock Assembly	1	
50PD0000100	Vault Door Lock Assembly	1	

F.3.4 Additional Service

1.) Non-Warranty Repairs

A standard hourly charge-out rate plus discounted part price applies for non-warranty repairs.

	Warranty	List Price
Standard hourly charge-out rate (No discount applies) - excludes all parts; which are extra.	90 days	\$ 125.00 /hour

Central Business Systems in Lansing Michigan can provide on-site support and maintenance as required. Maintenance typically includes an hour of cleaning (per pay station) and lubricating the pay station every 3 to 6 months, depending upon usage which can be done by a trained City staff member or by a factory trained technician should the City choose.

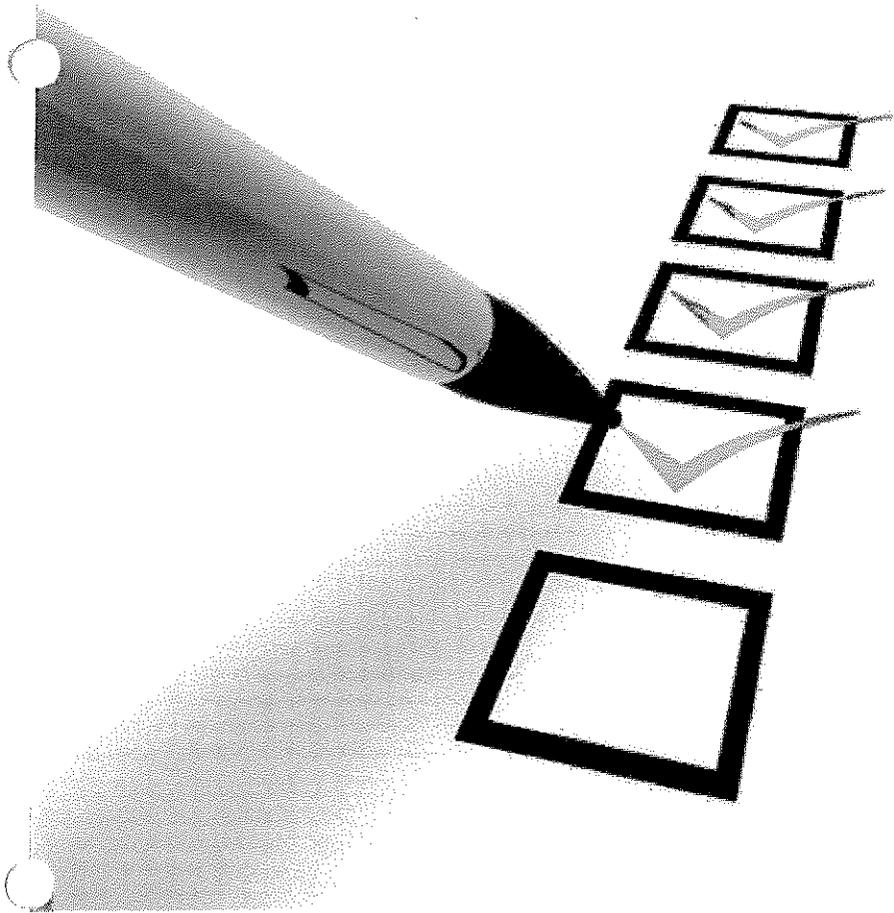
F.4 EXTENDED WARRANTY (OPTIONAL)

MackKay is offering the MacKay Guardian™ Multi Elite machine with a one-year warranty.

The City may desire to purchase MacKay Guardian™ Multi Elite machines with an extended warranty. The following pricing will apply and is shown per parking meter terminal:

<u>Part Number</u>	<u>Description</u>	<u>Warranty Available</u>	<u>Unit Price</u>
PD00002Warranty	1 Year Standard Warranty	1-Year	Included
	1 Year Extended Warranty + 1 Year Standard	2-Year	\$600.00
	2 Year Extended Warranty + 1 Year Standard	3-Year	\$ 1,250.00
	3 Year Extended Warranty + 1 Year Standard	4-Year	\$2,100.00
	4 Year Extended Warranty + 1 Year Standard	5-Year	\$3,000.00

Extended warranty must be purchased at the same time as the machine is purchased.



G. COMPLETED FORMS

The following section includes the mandatory completed forms from the RFP.

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- i. The Natural Resources and Environmental Protection Act.
- ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
- iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of ninety (90) days from the actual date of the opening of the bid.

I. Product Costs:

A. AC Powered

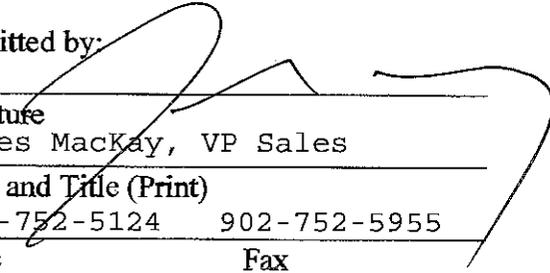
- 1. 1-3 Pay stations
 - a. Cellular Communications \$ 7,895.00 per unit
 - b. WiFi Communications \$ n/a
- 2. 4-7 Pay stations
 - a. Cellular Communications \$7,895.00 per unit
 - b. WiFi Communications \$n/a
- 3. 8-12 Pay stations
 - a. Cellular Communications \$7,895.00 per unit
 - b. WiFi Communications \$n/a

B. Solar Powered

- 1. 1-3 Pay stations
 - a. Cellular Communications \$7,895.00 per unit
 - b. WiFi Communications \$n/a
- 2. 4-7 Pay stations
 - a. Cellular Communications \$7,895.00 per unit
 - b. WiFi Communications \$n/a
- 3. 8-12 Pay stations

	a.	Cellular Communications	\$ 7,895.00 per unit
	b.	WiFi Communications	\$ n/a
C.		Back Office Software Communications	
	1.	1-3 Pay stations	\$ \$40/terminal/month
	2.	4-7 Pay stations	\$ \$40/terminal/month
	3.	8-12 Pay stations	\$ \$40/terminal/month
II.		Maintenance Costs	\$ n/a
III.		Installation Costs	\$ included
IV.		Training Cost (included with commissioning)	\$ \$2000.00
V.		Additional Costs (Please List):	
	A.	Credit Card Account Setup	\$ 295.00
	B.	_____	\$ _____
	C.	_____	\$ _____
	D.	_____	\$ _____
			\$97,035.00 +
TOTAL COST NOT TO EXCEED			\$ \$5,760.00 / year
			back office/credit cards

Submitted by:


 Signature
 James MacKay, VP Sales
 Name and Title (Print)
 902-752-5124 902-752-5955
 Phone Fax

MacKay Meters, Inc.
 Company Name
 1342 Abercrombie Road
 Company Address
 New Glasgow NS B2H 5E3
 City, State, Zip
 Corporation
 Sole proprietorship/partnership/corporation
 Florida
 If corporation, state of corporation

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. See Section B.2
2. _____
3. _____

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. See Section D.6.1.2
2. _____
3. _____



II. APPENDIX

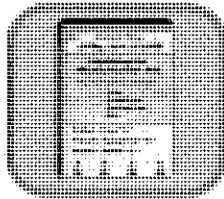
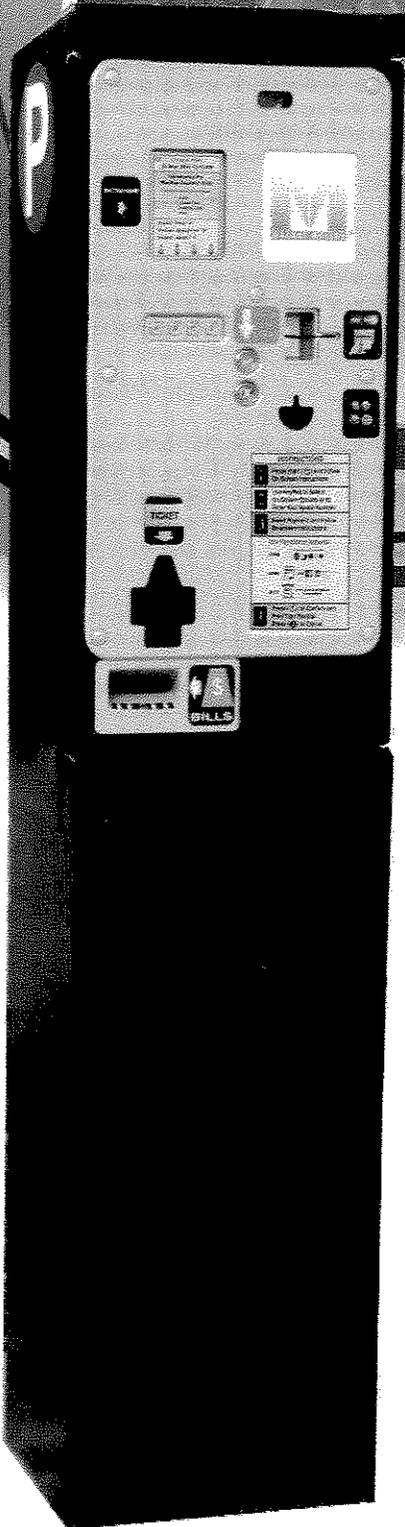
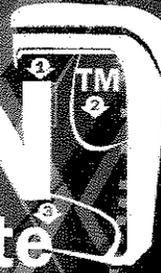
The following pages include supporting documents for this request.

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MackKay

GUARDIAN

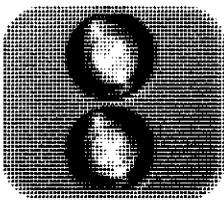
Multi Elite



Colour Display



Solar Option



Illuminated
LED Accept & Cancel

MackKay Guardian™ Multi Elite

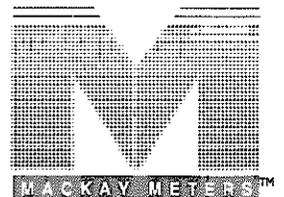


Key features:

- High strength stainless steel keeps it secure and rust free.
- High-security, large capacity, stainless steel cash box.
- Microsoft® Windows® CE operating system, combined with a 32-Bit ARM® Processor,
- 32 MB of SDRAM and 32 MB of Flash memory.
- Flexible, modular design that is easy to upgrade, service and maintain.
- Powerful off-site monitoring capabilities by adding a communications kit and Sentinel™ Meter Management System. Monitor your equipment remotely, generate reports, and receive alerts, no matter where you are.
- Comprehensive and easy-to-use configuration menus.
- ADA Compliant.
- Features a color VGA Liquid Crystal Display with back light, capable of displaying graphics.
- English? Español? Français? The multi-language capability allows users to select the language of their choice to carry out transactions.
- Offer end users security, convenience, and reject fraudulent payment. Use MackKay's On-line Real-time Credit Card Approval feature utilizing secure PCI compliant electronic payment processes.
- MackKay Meters backs its product lines with a solid warranty based on the confidence in the quality of its products.

<over for specifications>

www.mackaymeters.com





SPECIFICATIONS

General Specifications

Environmental

- Extended operating temperature range¹: -29°C (-20°F) to 60°C (140°F)
- Humidity: Up to 95% RH (non condensing)

Cabinet Materials, Dimensions & Weight

- Welded reinforced Grade 304-2B stainless steel (9 gauge carbon steel equivalence)² for cabinet and doors
- Aluminium front with Lexan® display covers for the LCD screens, rate/instruction plate, LED panel and site branding display
- Total installed weight (Solar, 40Ahr battery): 113 kg (249 lbs.)
- Overall dimensions: 1524mm (60 inches) (H) x 343mm (13.5 inches) (W) x 295mm (11.6 inches) (D)
- Overall height with solar panel: 2045mm (80.5 inches)

Power Supply Configurations/Options

- AC Single Phase, 110/120/220/240VAC, 50/60 Hz
- Solar powered (20W panel) with 40Ahr or 60Ahr battery

Operating System & Hardware

- Microsoft® Windows® CE operating system
- Latest technology 32 Bit ARM® processor
- Memory 32MB SDRAM 32MB Flash

Communication Options

- Ethernet port can support hardwire (Cat5) cable or add-on WiFi devices for local network connection³
- Serial RS232 port can support either GPRS or CDMA (1X) modem³
- Ethernet port can support a line-of-sight pay by space primary/secondary network configuration⁴
- Both wide area or local area pay by space network options are supported, allowing payment for any space, at any machine, at any time
- Wireless handheld pay by space enforcement available

Payment Systems

- Coins
- Tokens (optional)
- Credit cards utilizing secure, on-line real-time PCI compliant processes (optional)
- MacKay Smart (Chip) Cards (optional)
- Cell phone payment (optional)
- Bills (optional)

Ticket Printing

- Thermal printer offers alphanumeric printing in various fonts and languages
- Ticket size: Standard - Short 75mm (3 inches) x 57mm (2¼ inches) or Long 100mm (4 inches) x 57mm (2¼ inches). Other lengths can be specially ordered
- Ticket capacity: 4,000 3-inch tickets per roll

Components

Display

- High contrast, color, sunlight readable, 640 x 480 pixels graphics LCD
- Viewing area 114mm (4.5 inches) x 89mm (3.5 inches)
- Self-adjusting contrast to temperature
- LED back light

Coin Acceptor

- Programmable: Accepts up to 16 coins or tokens
- Programmed coin acceptance can easily be turned on/off with a switch

Card Reader (Optional)

- Single slot, dual mode card reader captures magnetic stripe (ISO 7810/11) credit card data, and provides an ISO 7816 interface for smart card acceptance

Keypads & Buttons

- Tactile feedback keypad and buttons
- Vandal resistant and rated for resistance to impact, shock and vibration to MIL standards
- Sealed against ingress of water and dust to IP67, and designed for exposed outdoor and extreme environmental conditions
- New - LED accept and cancel buttons that light up.

Printer

- Heavy-duty printer head with minimal moving parts ensuring quality, reliability and endurance
- Print life of over 20 million character lines
- Designed for high-resolution printing
- Guillotine type cutter with full or partial paper cutting options (software selectable)
- Accessible for ease of maintenance

Cash Box

- Two (2) supplied with each machine, each with a convenient carry handle
- Rugged, secure, high-capacity 4.2 litres (1.1 US gallon), stainless steel container
- Self-locking lid on removal, and includes a high security lock/key (unique key codes available upon request)
- Printed audit record produced when cash box is removed from machine (software selectable)

Bill Acceptor (Optional)

- Built-in, integrated bill acceptor
- Bill cassette with 600 or 1000 bill capacity secured in cash vault
- Programmed bill acceptance can easily be turned on/off on-site
- Reads bills inserted in any of 4 directions

Features

Security

- High security locks for cash box, cash vault, and main door
- Seven (7) point locking mechanism on vault door
- System monitored access sensors on main and vault doors and sensor detecting presence of cash box

Audit and Statistic

- Local printouts of grand totals and subtotals for coins, bills and card transactions per type
- Full or quick audit tickets are software selectable

Maintenance

- User-friendly graphic interface tools for diagnostics, configuration and editing
- Easy access modular design

Configuration

- Flexibility through the MacKay Guardian™ Multi Elite user interface
- User-friendly menus allow selection of tariff, ticket and display files
- Programmable multiple tariff structures such as overlapping period, pre-payment and free ticket
- User interface (display, keypad and dedicated software), provides clear and concise operating instructions, messages, and graphics
- Multi-language capability: any combination of English, French and/or Spanish is available as an option. Other languages available by special order

Web-Based Hosted Sentinel™ Meter Management System (Optional)

- Remotely monitor and generate audit, transaction and occupancy reports for all on-street equipment using a web browser and secure web portal
- Generates a variety of reports including grand totals and subtotals for coins, bills and card transactions per type, which can be exported as PDF or CSV files, or imported into other applications

MacKay Guardian™ Multi Elite Options

- AC Fan
- AC Heater Kit, includes an AC heater and an AC fan
- Customizable front graphics for main door
- Electronic Lock (vault and maintenance door)
- Keypad feedback buzzer (optionally turned off)
- Solar panel riser
- MacKay's Sentinel™ Meter Management System

Warranty

J.J. MacKay Canada Limited, the manufacturer, guarantees for a period of one year from the date of shipment against defects in workmanship and /or materials.

As our policy is one of continuous product improvement and development, we reserve the right to alter product specification and design.

Photos are representative; product appearance may differ.

[1] All MacKay Guardian™ Elite components are operational within this range. Standard sealed lead acid battery operational temperature rating is from -20C (-4F) to 50C (122F) when charging, and from -20C (-4F) to 60C (140F) when discharging.
 [2] Independent laboratory tests indicate that all things being equal, a component made of 11-gauge 304-2B stainless steel, would have equal or greater tensile strength, shear strength and malleability, as compared to the same component made out of 9-gauge carbon steel.
 [3] May require additional MacKay Guardian™ Multi Elite software modules, or 3rd party hardware.
 [4] Length of run limitations must be observed; primary machine is AC powered and network hub required.

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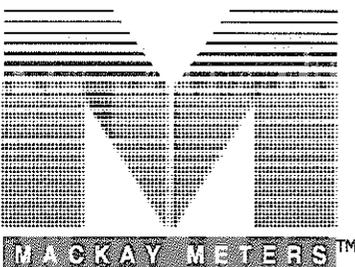
Head Office:

J.J. MacKay Canada Limited Phone (902) 752-5124
 1342 Abercrombie Road, PO Box 338, Fax (902) 752-5955
 New Glasgow, Nova Scotia, Canada B2H 5E3

Head Office customer support and technical support:

Toll free in North America: 1-888-4MACKAY (462-2529)
 Fax (902) 752-4889
 Email customer.service@mackaymeters.com
 Web www.mackaymeters.com

Sales Office:



95LT0000300-11/11



Mackay Guardian™ Multi Elite Site Planning and Preparation

Placement / Orientation Considerations

1. The multi-space machine should be visible and logically placed within easy proximity to pedestrian entrances and exits.
2. If multiple multi-space machines are in place, they should be disbursed at suitable locations convenient to both parking spots and entrances and exits.
3. If possible, multi-space machines should be positioned to take advantage of maximum natural surveillance (i.e. visibility from the street or nearby buildings), with adequate lighting to ensure personal security and to inhibit the likelihood of vandalism.

Note: The use of unnecessarily high wattage lights can actually lead to a less secure environment by creating very dark pockets just outside the range of the lights.

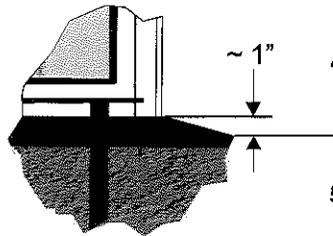
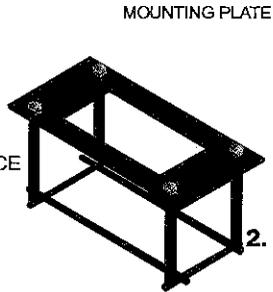
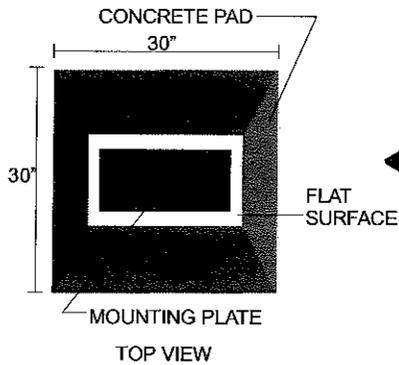
4. Pedestrian safety from cars in accessing the machine should be taken into consideration when determining the placement of the multi-space machine. Walkways, islands or loading and waiting areas with shade from hot sun and protection from rain can be ideal solutions.
5. For solar powered multi-space machines, ensure that the machine placement and orientation of the solar panels will maximize the amount of direct sunlight striking the solar panels.

Accessibility Considerations

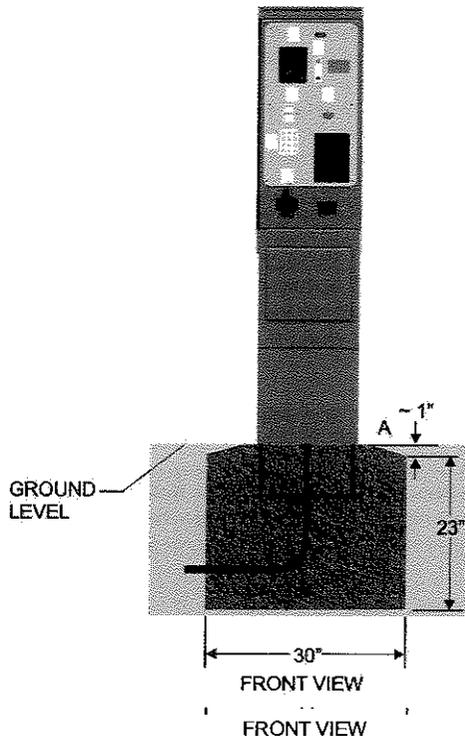
The Mackay Guardian™ Multi Elite is designed to accommodate the height and access needs of the widest range of potential users, including people using wheelchairs. People who are carrying packages or pushing a baby stroller will also benefit from the Mackay Guardian™ Multi Elite's ergonomic design standards.

1. Accessibility can be enhanced by thoughtful site preparation, including increased walkway widths, smooth walking surfaces and curb ramps.
2. If ramps are in place, the addition of walls or railings can protect people from falling off the ramp, and can act as an additional protective barrier to prevent cars from bumping into the multi-space machine. Consult such things as local municipal codes, state/provincial codes, the American Disabilities Act and the Architectural Barriers Act for considerations on ramp elevation, grade, hand rail measurements, etc.

Anchor and Concrete Base Placement



DETAIL A



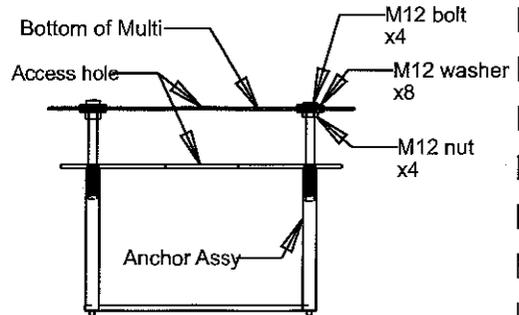
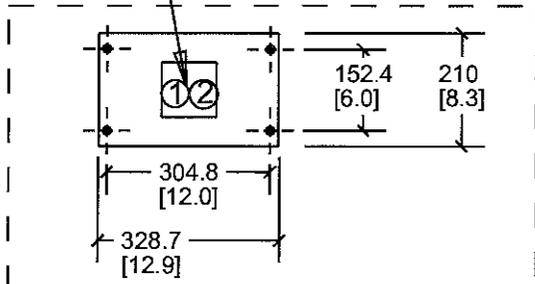
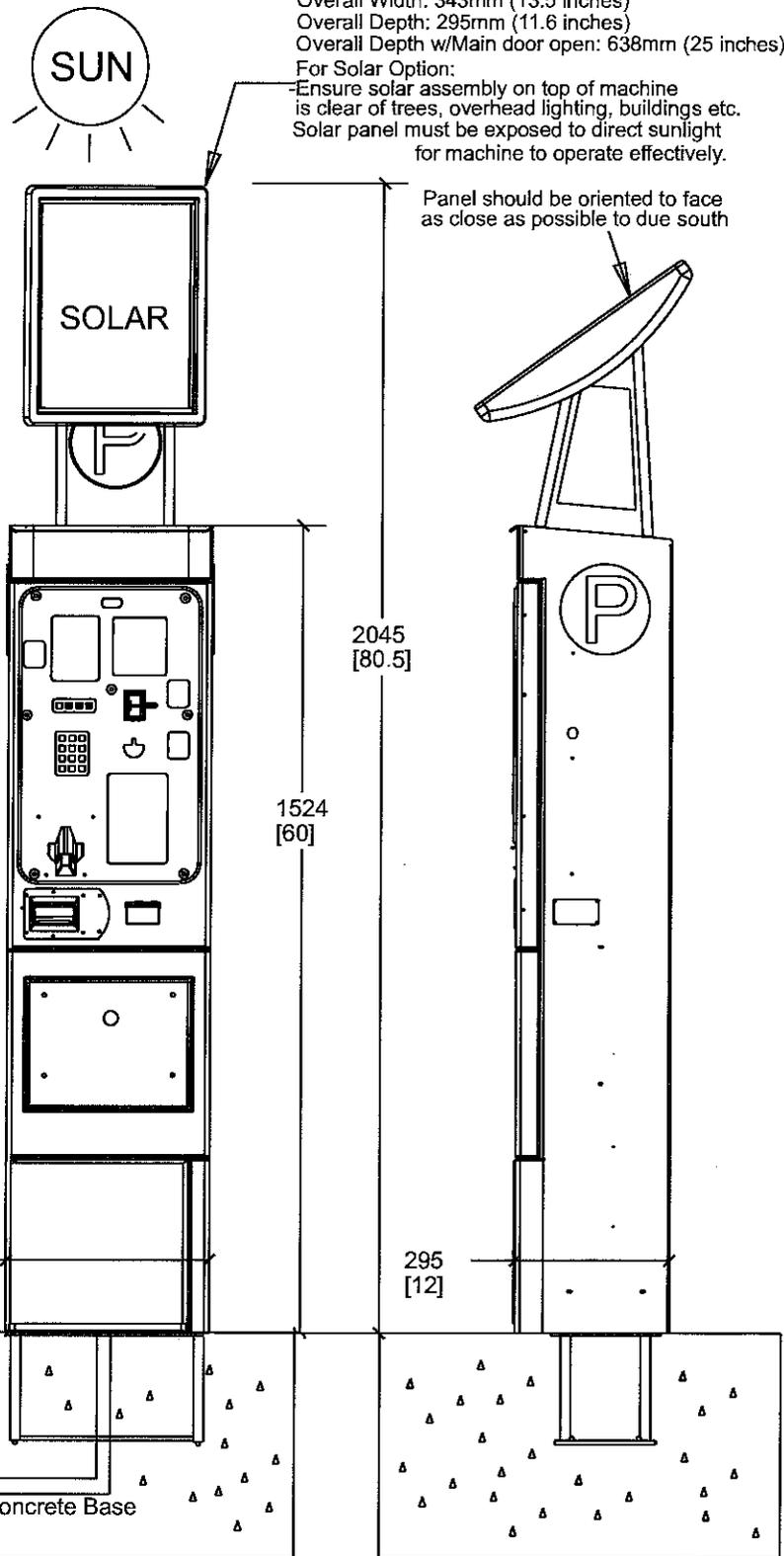
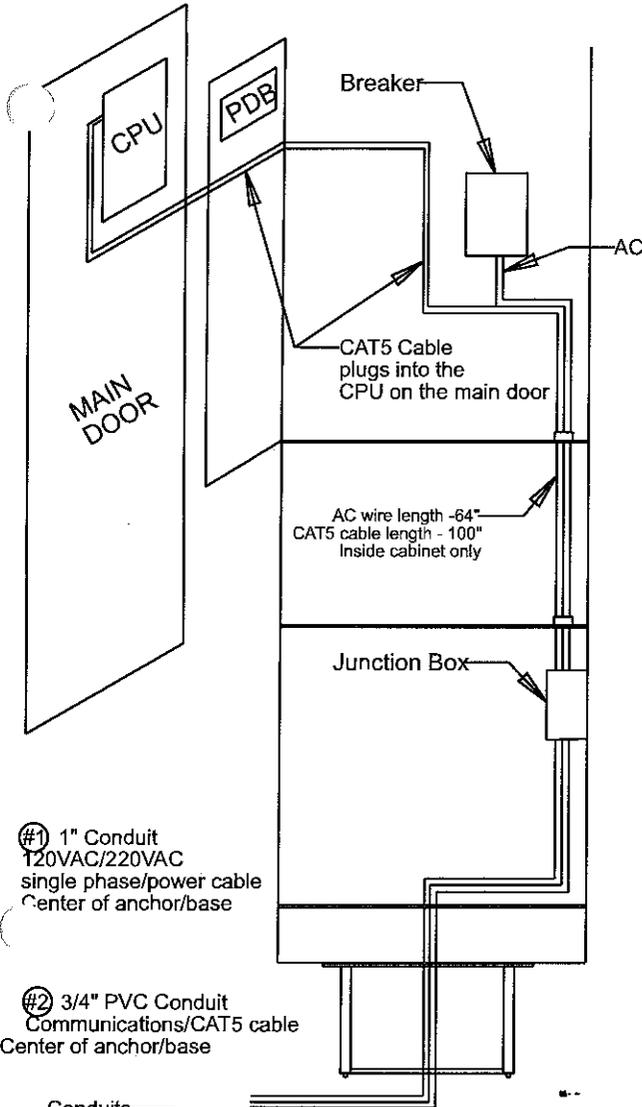
1. Cement should gently slope away from the edges of the machine to allow water run-off (**the cement under the machine and the mounting plate anchor assembly should both be level**) with sufficient drainage or water channelling (curb, berm or wall breaks) to protect access ways from becoming slippery and to prevent pooling of water at the base of the multi-space machine.
2. The cement base should be 30 inches by 30 inches and 24 inches in depth.
3. The cement base above ground level should be wheelchair accessible and not exceed a maximum height of 1 inch.
4. A flat surface at the top of the slope of the cement pad for placement of the multi-space machine should measure 20 inches wide by 13 inches long.
5. The mounting plate anchor assembly should be placed in the centre of this flat surface, should be completely level, and should allow for 2 inches on each side of the mounting plate before the slope begins.
6. A sufficient number of separate conduits needed for cables should be provided, depending upon the planned configuration (i.e. AC power, network, modems, gate control, intercom, etc.).
7. Conduit material should be plastic or made of 1 inch PVC to prevent wire damage or shorts.

MackKay Guardian Multi Elite Site Preparations Reference

Dimensions:
 Overall Height: 1524mm (60 inches)
 Overall Height w/Solar Assy: 2045mm (80.5 inches)
 Overall Width: 343mm (13.5 inches)
 Overall Depth: 295mm (11.6 inches)
 Overall Depth w/Main door open: 638mm (25 inches)

For Solar Option:
 -Ensure solar assembly on top of machine is clear of trees, overhead lighting, buildings etc.
 Solar panel must be exposed to direct sunlight for machine to operate effectively.

Panel should be oriented to face as close as possible to due south



MackKay Standard Anchor Option
 Bolt Pattern: 12" X 6" /Square Hole: 3.95" X 3.55"
 Use supplied shipping M12 hardware for mounting.
 Bolts are M12 x 1.75 x 130mm (5.12" -length)

Chemical Anchor Option:
 We recommend the following or use the manufacturer's instructions.
 Hole in ground size (x4) - 22.2mm (7/8") - Depth - 114mm (4.5")
 M12 Threaded rod (x4) - 229mm (11") in length, M12 Nut (x8), M12 Washer (x8)
 Industrial strength epoxy resin
 **Use supplied template for marking hole locations



PCI DSS
**Certificate
of Compliance**

Certificate Number: 6D30-ADF9-7A1A-B521

Awarded To:

**J.J. MacKay Canada Limited /
Mackay Meters, Inc.**

PCI Level: 1

Classification: Service Provider

Expiration Date: Mar 6, 2014

Trustwave Engagement Information

Vulnerability Scan: Pass

Date Completed: Dec 7, 2013

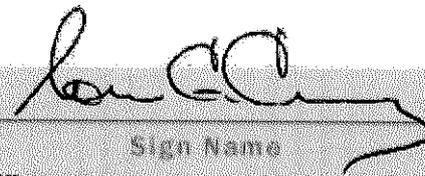
Onsite Review: Pass

Date Report Delivered: Nov 15, 2013

Client Authorization:

Tom G. Curry

Print Name



Sign Name

This signed contact at J.J. MacKay Canada Limited / Mackay Meters, Inc. agrees to the accuracy of all information provided within TrustKeeper.

To maintain compliance, the above named client (referred to here as "CLIENT") must be aware of and adhere against their individual requirements as set by the Payment Card Industry Security Standards Council and the payment card brands. For information on requirements, please visit www.pcaindustrystandards.org. In addition, CLIENT must continuously identify and provide to Trustwave information regarding any new system that stores, processes, or transmits cardholder data, so that this system can be included in the scope of the validation process. This certificate is valid through the expiration date stated above. It is the client's sole responsibility to maintain compliance with the card association security requirements and other validation on at least

a quarterly basis. Trustwave makes no representation or warranty as to whether CLIENT systems are secure from either an internal or external attack or whether cardholder data is at risk of being compromised. This certificate is for the sole purpose of identifying compliance and the associated fee for such compliance by CLIENT and cannot be used for any other purpose without the express written consent of Trustwave's legal counsel.

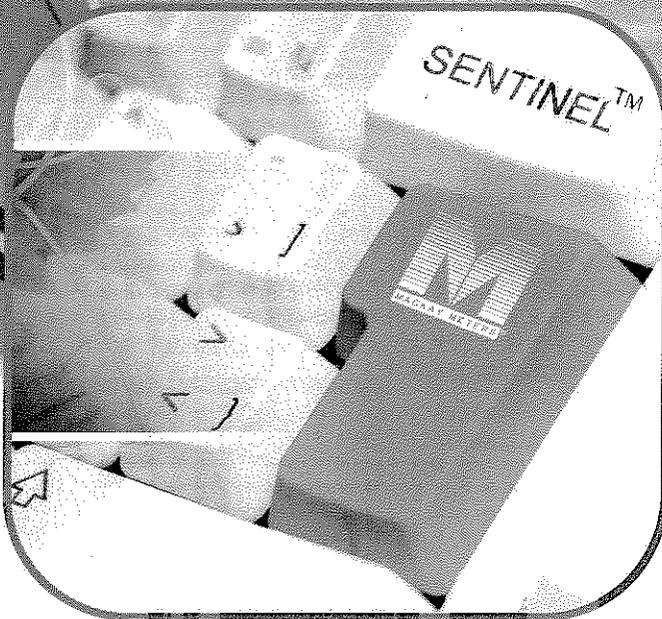
Participating organizations: Visa® through Trustwave, MasterCard® through American Express®, Discover® through Discover, JCB®. **LOT**

Trustwave © 2008



SENTINEL™

Meter Management System



Sentinel™ Meter Management System



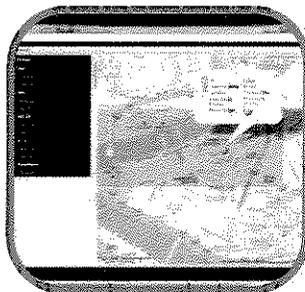
Key features:

- Browser driven application
- Secure web interface
- Supports both wireless single space and multi space meters
- Allows for remote monitoring of key components for maintenance purposes
- MAP Display allows for geographic searches and reporting of meters
- Choose from a variety of pre-designed reports for transaction and audit data
- Provides an interface to export data to other applications including Microsoft® Excel® or Adobe® Reader®
- Role based user access
- Remote Alert Notification for quick communication of meter alarms
- Maintenance tickets to assign tasks online and manage your resources better
- Tariff editor allows administrator the ability to change meter rates remotely
- Pay by Space and Pay by Plate enforcement reports that are viewable from any Internet enabled device, including cell phones
- Flexible packages for basic and advanced user needs

<over for specifications>



Customizable Dashboard



Interactive MAP Display

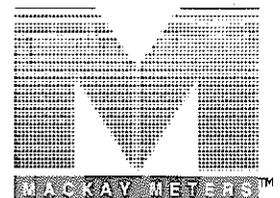


Multiple Reporting Options



Real Time Alert Tools

www.mackaymeters.com



System Administration

The system administration feature gives the administrator control over the set up and specifications of the meters. Features include:

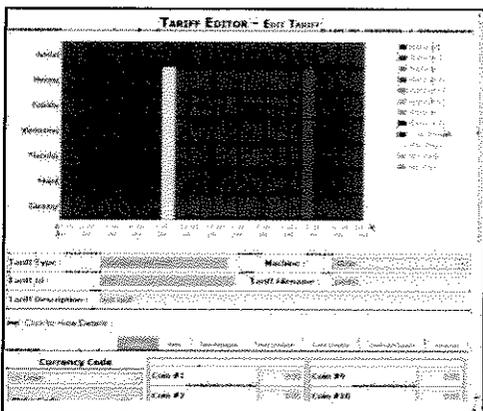
- Display Configuration for Single Space Meters
- Dashboard Configuration
- Alert Codes
- Add User to Sentinel™ Meter Management System (MMS)
- View / Edit Users

Email Management

Allows administrator to decide which users will be notified when alerts happen from single space wireless meters or from multi space meters.

Rate / Tariff Management

Allows administrator to build, modify and deploy rate/tariff files remotely to the wireless single space and multi space meters. Rates can be sent to a single meter or to a group of meters.



Resource Management

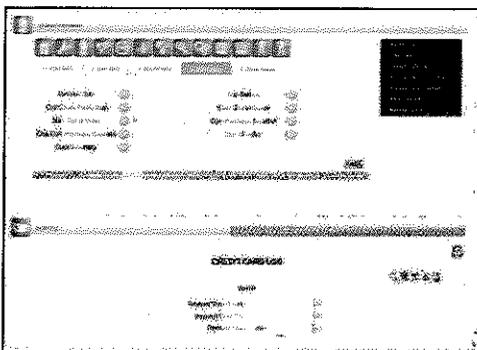
Control of resources at a glance by providing a place to add and manage resources such as collections, maintenance and enforcement. In resource management, the administrator can assign jobs to particular resources and also view a list of active and completed assignments. Features include:

- Add Resource
- Manage Resource
- Add Maintenance Code
- View / Edit Maintenance Codes
- View Maintenance Tickets

Meter / Post Management

In Meter Management, users can view each individual meter and see the Unit Info, Status and location for each. From this menu, detailed histories, reports, and maintenance tickets can be viewed or assigned. Features include:

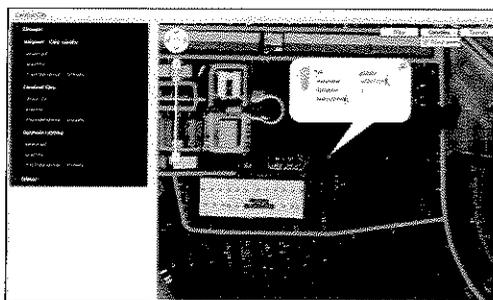
- Add / View Meters (single space and multi space)
- Add / View Zones (for grouping meters)
- Add / View Inventory (meters not yet deployed)
- View transaction reports, occupancy reports, audit reports, reconciliation reports
- View alert history and maintenance history



MAP Display

With the MAP display feature, the user can search for a specific meter or a group of meters using the Google® Map interface. Each meter is represented by an icon that can be selected to show detailed meter information. Display the meters in a traditional mapping view or switch to the satellite photo for a bird's eye view. Features include:

- Launch MAP Display
- Add Location (map coordinates for displaying meters on Google® maps)
- View Locations (edit map coordinates)



Current Alarms

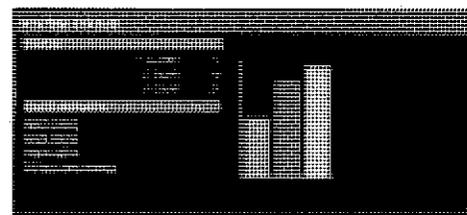
The Current Alarms application provides an up-to-date report on any alerts that have been sent from the meters to Sentinel™ MMS. The report lists the alerts currently active along with a graphic breakdown of the types of alerts. A hyperlink takes the user to a detailed report with links to the meters requiring attention.



System Status

The System Status report features several reports designed to alert the user of silent meters. Silent meters cannot communicate alerts to Sentinel™ MMS due to communication problems. Reports include:

- Silent Listing
- Meter Call-in
- 24 Hour Zero Revenue

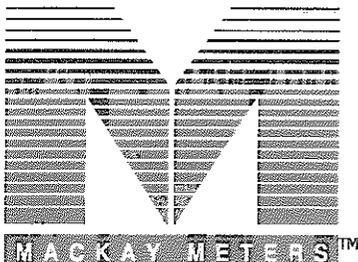


Pay by Space / Pay By Plate

The Pay by Space and Pay by Plate applications allow users who have pay stations in those configurations to setup, view and enforce parking using Sentinel™ MMS. A mobile app is also available for enforcement.



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Head Office:

J.J. MacKay Canada Limited
1342 Abercrombie Road, PO Box 338,
New Glasgow, Nova Scotia, Canada B2H 5E3

Phone (902) 752-5124
Fax (902) 752-5955

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Toll free in North America: 1-888-4MACKAY
(462-2529)

Fax (902) 752-4889
Email customer.service@mackaymeters.com
Web www.mackaymeters.com



**TOTAL PARKING
SOLUTIONS INC**



Total Parking Solutions, Inc.
2721 Curtiss St.
Downers Grove, IL. 60515
Ph. 630.241.1984
Fax 630.241.1985
jsmith@totalparking.net
www.totalparking.net

Introductory Letter

Total Parking Solutions was founded in 2005 and is an independent corporation that is partnered with Cale America, located in Tampa, Florida, and Cale Group of Sweden, a manufacturer of parking pay stations since 1955. Cale America has installed over 11,000 throughout the United States. Total Parking Solutions has installed nearly 500 pay stations in the upper Midwest, including Illinois, Michigan, Wisconsin, and Minnesota.

The principal partners are Tom Zawacki, President of Sales & Marketing and co-owner, who has 20 years of experience in sales and marketing in the parking industry, and Joe Smith, President of Operations and co-owner, who has nearly 30 years of experience in parking operations and management, the majority in the public sector.

Understanding that all parking equipment, no matter how well engineered will require service, we have gone out and recruited only seasoned parking industry service technicians. Backed with a large supply of stock parts and an industry leading manufacturer support structure, our technicians provide our customers with the least amount of equipment downtime as possible.

Since opening our doors, we were tempted at times to expand into the marketing and service of other parking equipment to sustain the company (ex. PARC systems, parking software); however, to our credit, we made a decision to focus solely on multi-space parking terminals. This is all we do and, to be honest, it is why we are the best.

Our service staff is highly trained and motivated to consistently provide exemplary service for our customers. Service Manager Vic Senffner and our service technicians are certified in Cale, as well as Parkeon/Schlumberger and Guardian multi-space parking terminals. We currently provide service and maintenance for more than 65 municipalities, universities, and parking operators.

Our experiences and relationships with these clients more than qualifies us to not only complete this installation for the City of Traverse City, but also provide the support necessary for a smooth transition to multi-space meters that we pledge we will continue for years to come. We are extremely detail oriented and understand that, although pay stations are first priority, the intangibles involved in a project like this are critical to its success. We strongly encourage you to call our references. They will be the true testament of why Cale's equipment with its back office system, and Total Parking Solution's service and support, will most benefit your City and its parking public, bar none. We will exceed your expectations.

This proposal, including the price matrix, shall be irrevocable for a minimum of ninety (90) days.

Project Manager

Mr. Victor Senffner, Service Manager
2721 Curtiss St.
Downers Grove, IL. 60515
Office: 630-241-1984
Cell: 630-207-4425
vsenffner@totalparking.net

Authorized officers and contacts:


Joseph F. Smith
President of Operations, Owner


Thomas Zawacki
President of Marketing, Owner

Total Parking Solutions does not have any likely source of significant financial or other conflict of interest that could arise that would hinder our conduct of performing the work.

Total Parking Solutions has not and is not involved in any litigation, bankruptcy, or reorganization.

Project Approach and Schedule

- Upon award, TPS management staff, including owners Joe Smith and Tom Zawacki, and Service Manager Vic Senffner will be available 24/7 via cell phone from the date of contract award until project completion as determined by the City of Traverse City. If desired by the City, delivery of pay stations can be as early as six (6) weeks from date of order.
- Pay stations are ordered.
- Site work is conducted to determine and mark the exact placement of all equipment and signage.
- Information necessary for programming is requested from the City, (i.e., rates, days and hours of operation, space numbering, and credit card processing information).
- Sample instructional brochures are forwarded to the City of Traverse City.
- Begin integration process for pay by phone with Parkmobile and the enforcement system being utilized by the City.
- MISS DIG is contacted and locates are scheduled for one week prior to pouring of concrete pads.
- The concrete pads required for pay station installation are poured. Pay station installation brackets used for new concrete are installed.
- Parkmobile pay by phone test transactions are completed on Cale CMS "WebOffice" and handshake is confirmed.
- Successful test citations with City's current enforcement system are confirmed.
- Instructional brochure approved, printed, and on hand for distribution.
- Delivery of equipment to a City of Traverse City facility would be scheduled for a Monday. Machines are inspected and tested (see attached pre-installation inspection checklist). Installation of the pay stations begins as directed by the City.

Since weekday mornings are when the majority of parking meters see the least activity, installations will take place as early as possible, Monday thru Friday.

- Training is scheduled for City of Traverse City staff. Three training sessions include:
 - first-line maintenance (i.e., paper replacement, coin and bill jams) and collections
 - parking enforcement
 - WebOffice
- Conduct first-line maintenance and collection training with designated City staff.
- Pay stations are activated and system is operational.
- Conduct CMS WebOffice training with designated City staff.

Depending on the total number of pay stations ordered, installation will take as little as one day and as many as two days.

TPS staff receives all customer WebOffice alarms. Therefore, if an alarm is not responded to in what would be a timely manner, we will contact the designated City of Traverse City staff person to insure that they are aware of the alarm and the course of action, if necessary.

For all customers, TPS conducts review of all pay station operation each weekday morning daily via WebOffice. Any abnormalities or trends in usage (i.e., low credit card or bill usage caused by tampering, an unwarranted out of order sign placed on the pay station) that would not trigger an alarm but may affect payment at the machine are immediately reported to designated City staff.

TPS shall provide technical support on an ongoing as needed basis at no cost to the City. This includes retraining for new employees and refresher courses, with a reasonable notification to us for scheduling. Any and all system and/or software upgrades are provided free of charge.

A TPS staff member will be available by phone 24/7. After regular business hours our phone system automatically forwards calls to TPS management and staff cell phones.

As a secondary contact to TPS for assistance, Cale America has a free 24/7 Helpdesk available at 877 620 2253.

In reference to the integration to your existing pay by phone provider, Parkmobile, Total Parking Solutions, Cale America and Parkmobile formally became partners in November of 2010. Since then, together we have done integrations for nearly 20 customers in the region and several more nationally, and as a result, we maintain a strong relationship.

Replacement/Spare Parts List

Recommended Spare parts list is as follows:

Printer – complete	\$ 2,703.48	
Print head	\$ 489.39	
Card reader	\$ 233.45	
Bill acceptor	\$ 1,012.90	
Coin acceptor	\$ 542.70	
Main board	\$ 2,224.94	
Debit “smart” cards	\$ 4.80 each	
Paper receipt rolls	1 - 25 rolls	\$ 38.00 per roll
	25 – 50 rolls	\$ 32.00 per roll

Note: As part of the one year warranty and a Service and Maintenance agreement between the City of Traverse City and Total Parking Solutions, an inventory of parts would not be required by the City.

Cale CWT BNA Parking Terminals

- Cabinet .08" (2 mm) stainless steel construction, powder coated with anti-graffiti paint
- Power: AC - 230V / 115 V AC
Solar - 20 W solar panel with battery backup, 12V 80 AMP HR
- coin acceptor, 16 coin types, mechanical slot shutter with inductive loop
- credit/debit card reader, swipe and insertion type, PCI compliant
- CashCode bill acceptor, stacker type with 1,000 note capacity
- Fully programmable monochrome 3" x 6" LCD anti-glare display, with backlit light sensor
- Data storage - 1,024 KB static RAM, 16M memory card, transaction back up 5,000 transactions per machine
- GSM/GPRS cellular modem and antennae
- Alphanumeric audible Piezo keypad
- Locking system – Six point locking mechanism, drill protection locks
- Thermoelectric printer with optional take ticket sensor
- custom software and programming
- custom instruction graphics
- one roll receipt paper
- One year warranty on machine and parts
- shipping F.O.B. City of Traverse City

The Cale CWT Compact complies with all technical specifications listed in the RFP.

Central Management System "Cale WebOffice"

WebOffice is Cale's secured internet based Central Management System. The levels included are management and financial reporting, text and e-mail alarms, credit card acceptance, and remote enforcement.

- Provides maintenance, management, financial, and historical reporting data that can be accessed from any internet based computer.
- Report features allow for the conversion of data to formats of bar graphs and pie charts. Data is easily exportable to MS Excel for customization. Data retrieval has unlimited date search parameters for all transactions and individual parking space usage history.
- System sends real time alarms to City staff as designated by the administrator for issues related to coin and bill jams, receipt paper, power, and security via text messages and/or e-mail.
- System includes "remote enforcement" that can be integrated with City of Traverse City enforcement software/handheld provider.
- Allows rate changes, ticket layout, time intervals, and any text display screen changes to be done remotely.
- Allows set up of various password protected security levels for users/employees as determined by City designated administrator. For instance, maintenance staff can be set up to receive maintenance alarms but not have access to the financial reporting.
- Credit card security platform is Level One PCI compliant. Credit/debit card payments are real time.
- Unlimited users and no user license fees
- No fees for Parkmobile integration

Other major items of note:

1. Cale offers our complete web based management tool at one low cost flat fee. Cale does not offer portions, and then charge more for features we know you will want/need to use later.
2. Cale includes the wireless data plan. This is beneficial because if there is an issue with meter communications, the City need only make one call, to us, because we are responsible for the communications to the meter. We work with the phone company to resolve issues. There is no need to purchase your own data plan.
3. Cale charges nothing extra for credit card transactions. Some companies will charge flat fee, on top of the interchange and merchant fees that are mandatory; Cale charges nothing other than the back office fee. And, we will work with any bank and their preferred processor. If we do not already own the bank/processors integration software, we will purchase it separately and the City will not need to bear any of that cost.

Sustainable Measures

All Cale pay stations are constructed of stainless steel. Stainless steel will not rust or corrode, and therefore, the lifetime of the pay station cabinet is extended several years over using other alloys.

References

Reference List for Similar Installations- TPS/Cale:

City of South Haven, Mi.
Mr. Paul VandenBosch, City Engineer
539 Phoenix Street
South Haven, MI 49090
Phone: 269-637-0775
pvandenbosch@south-haven.com

Nine (9) Pay by Space solar and AC powered Cale terminals in operation off-street. Coin, bill, and credit card acceptance. Installed March 2012 thru April 2013. All machines integrated with Parkmobile.

City of St. Joseph, Mi.
Mr. Derek Perry, Deputy City Manager
700 Broad St.
St. Joseph, MI 49085
Phone: 269-983-6341
Perry@sjcity.com

Five (5) Pay and Display solar powered Cale terminals in operation off-street. Coin, bill, and credit card acceptance. Installed May 2008 thru April 2010.

City of New Buffalo, Mi.
Mr. Larry Pitchfort, Police Chief
224 W. Buffalo Street
New Buffalo, MI 49117
Phone: 269-469-1500
policechief@nbcpolice.com

One (1) Pay and Display AC powered Cale terminal controlling a gated access parking lot system off-street. Coin, bill, and credit card acceptance. Installed March 2012.

Central Parking System
Mr. Ivan Matic, Area Manager
1 North LaSalle St., Suite 1650
Chicago, IL, 60602
Phone: 312-578-1660 X14
imatic@parking.com

One hundred twenty-nine (129) AC powered Pay by Space Cale terminals in operation off-street. Pay stations are located throughout Chicago's Metra commuter train system. Coin, bill, and smart card acceptance. All machines integrated with Parkmobile. Installed beginning 2007 thru 2009.

Village of Oak Park, IL.
Ms. Cara Pavlicek, Village Manager
123 Madison St.
Oak Park, IL. 60302
Phone: 708-358-5770
cpavlicek@oak-park.us

Seventeen (17) solar and AC powered Pay by Space Cale terminals in operation off-street. Pay stations are installed throughout business community parking lots. Coin, bill, and credit card acceptance. Installed beginning May 2006 thru April 2013.

Village of Forest Park, IL.

Ms. Letitia Olmsted, Finance Director
517 Des Plaines Ave.
Forest Park, IL. 60130
Phone: 708-615-6208
lolmsted@forestpark.net

Nine (9) solar and AC powered Pay by Space terminals in operation off-street. Pay stations are installed in commuter and business community parking lots. Coin, bill, credit card, and smart card acceptance. All machines integrated with Parkmobile. Installed beginning Nov 2008 thru May 2011.

City of Duluth, Mn.
Mr. Ken Anderson, City Engineer
411 W. 1st St.
Duluth, MN 55802
Phone: 218-730-4585
kanderson@duluthmn.gov

Four (4) solar powered Pay by Space terminals in operation on-street. Coin, bill, and credit card acceptance. Installed May 2008.

Village of Hinsdale, IL.
Mr. Kevin Simpson, Deputy Chief of Police
121 Symonds Drive
Hinsdale, IL. 60521
Phone: 630-789-7089
ksimpson@villageofhinsdale.org

Seven (7) solar and AC powered Pay by Space terminals in operation off-street. Pay stations are installed in commuter and business community parking lots. Coin, bill, and credit card acceptance. All machines integrated with Parkmobile. Installed beginning Nov 2007 thru July 2011.

Village of Downers Grove, IL.
Mr. Dorin Fera, Transportation Division Manager
5101 Walnut Ave.
Downers Grove, IL. 60515
Phone: 630-434-6863
dfera@downers.us

Ten (10) AC powered Pay by Space terminals in operation off-street. Pay stations are installed in commuter lots and a municipal garage. Coin, bill, and credit card acceptance. All machines integrated with Parkmobile. Installed beginning May 2009 thru June 2012.

City of Berwyn, IL.
Ms. Nicole Campbell, City Engineer
6700 W. 26th St.
Berwyn, IL. 60402
Phone: 708-749-6473
NCampbell@ci.berwyn.il.us

Five (5) solar and AC powered Pay by Space and Pay and Display terminals in operation off and on-street. Pay stations are located in a municipal garage and in business community lots and streets. Coin, bill, and credit card acceptance. Installed beginning November 2009 thru March 2012.

City of Evanston, IL.
Mr. Rick Voss, Parking Manager
2100 Ridge Ave.
Evanston, IL. 60201
Phone: 847-448-8292
rvoss@cityofevanston.org

Nine (9) solar and AC powered Pay by Space and Pay and Display terminals in operation off and on-street. Pay stations are located in municipal garages and in business community lots and streets. Coin, bill, and credit card acceptance. Installed beginning April 2006 thru June 2012. Eighteen (18) additional solar powered Pay by Space stations slated to be added spring 2014.

Village of Fontana, WI.
Ms. Kelly Hayden-Staggs, Village Administrator
175 Valley View Drive
Fontana, WI 53125
Phone: 262-275-6139
kelly@villageoffontana.com

Four (4) solar powered Pay by Space terminals in operation off and on-street. Pay stations are located in beach parking lots and streets. Coin, bill, and credit card acceptance. All machines integrated with Parkmobile. Installed beginning March 2009 thru April 2010.

Reference for Similar Installation - Cale America:

City of Minneapolis
Mr. Tim Drew, Director of Parking
Traffic and Parking Services Division
33 North 9th St. - Room 100
Minneapolis, MN 55403
Phone: 612-673-2152
Timothy.Drew@ci.minneapolis.mn.us

Five hundred forty-six (546) solar powered Pay by Space terminals in operation. Pay stations are installed on and off street throughout the city. Coin and credit card acceptance. Installed beginning Nov 2010 and ongoing.

Please watch associated video on link below:

<http://kaaltv.com/article/stories/S2724211.shtml?cat=10728>

Additional References:

University of Wisconsin – Oshkosh	Ben Richardson	920-424-1346
City of Lake Forest, IL.	Dennis Smith	847-234-2601
Vernon Township, IL.	William Peterson	847-634-4600
Village of Libertyville, IL.	Ms. Pat Wesolowski	847-918-2102
Village of Vernon Hills, IL.	Gene Schroeder	847-489-4901
Village of Cary, IL.	Ron Pfeiffer	847-639-0003
City of Elmhurst, IL.	Ms. Chris Johnson	630-530-3768
Village of Barrington, IL.	Jason Hayden	847-304-3433
Village of Wheeling, IL.	Mike Bliefertich	847-459-2660
City of Harvard, IL.	Dave Nelson	815-943-6468
Village of Schaumburg, IL.	Greg Remington	847-923-6602
Village of Oak Lawn, IL.	Brain Hanigan	708-499-7760
City of Wood Dale, IL.	Frank Biniewicz	630-787-3810
Village of Glenview, IL.	Joe Rizzo	847-657-3030
City of Aurora, IL.	Ben Moon	630-801-5248
City of Crystal Lake, IL.	George Koczwarra	815-459-2020
City of Joliet, IL.	Mike Eulitz	815-724-3650
Village of Morton Grove, IL.	Paul Tobin	630- 470-5235
City of Lockport, IL.	Tom Fulton	815-838-2132
Village of Richton Park, IL.	Kathy Diercouff	708-481-8950
Village of Orland Park, IL.	Ms. Annmarie Mampe	708-403-6199
University of Illinois at Chicago	Frank Kucera	312-413-5879
Village of Park Forest, IL.	Kenneth Eyer	708-503-7702
Village of Lemont, IL.	George Schaffer	630-243-2709
Hanover Park, IL.	Ted Kaye	630-372-4465
Village of Lake Bluff, IL.	Jake Terlap	847-735-2310
Village of Midlothian, IL.	James Lang	708-389-0220
City of Des Plaines, IL.	John Ramano	847-391-5475
Village of Roselle, IL.	Jason Bielawski	630-671-2810
City of Waukegan, IL.	Wayne Motley	847-599-2519

- i. The Natural Resources and Environmental Protection Act.
- ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
- iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of ninety (90) days from the actual date of the opening of the bid.

I. Product Costs:

A. AC Powered

1.	1-3 Pay stations	
	a. Cellular Communications	<u>\$ 12,265.00</u>
	b. WiFi Communications	<u>\$ 12,265.00</u>
2.	4-7 Pay stations	
	a. Cellular Communications	<u>\$ 12,075.00</u>
	b. WiFi Communications	<u>\$ 12,075.00</u>
3.	8-12 Pay stations	
	a. Cellular Communications	<u>\$ 11,785.00</u>
	b. WiFi Communications	<u>\$ 11,785.00</u>

B. Solar Powered

1.	1-3 Pay stations	
	a. Cellular Communications	<u>\$ 13,625.00</u>
	b. WiFi Communications	<u>\$ 13,625.00</u>
2.	4-7 Pay stations	
	a. Cellular Communications	<u>\$ 13,435.00</u>
	b. WiFi Communications	<u>\$ 13,435.00</u>
3.	8-12 Pay stations	

- a. Cellular Communications
- b. WiFi Communications
- C. Back Office Software Communications
 - 1. 1-3 Pay stations
 - 2. 4-7 Pay stations
 - 3. 8-12 Pay stations

\$ 13,145.00
 \$ 13,145.00

PER UNIT $\left\{ \begin{array}{l} \$75.00 \text{ mo.} / \$900.00 \text{ yr.} \\ \$75.00 \text{ mo.} / \$900.00 \text{ yr.} \\ \$75.00 \text{ mo.} / \$900.00 \text{ yr.} \end{array} \right.$

- II. Maintenance Costs
- III. Installation Costs
- IV. Training Cost
- V. Additional Costs (Please List):
 - A. _____
 - B. _____
 - C. _____
 - D. _____

\$ 660.00 per unit per yr.
 \$ 350.00 per unit
 \$ 1,000.00
 \$ _____
 \$ _____
 \$ _____
 \$ _____

TOTAL COST NOT TO EXCEED

DEPENDS ON
 \$ NUMBER OF UNITS

Submitted by: *Joseph T. Smith*
 Signature
JOSEPH T. SMITH PRES. OF OPERATIONS
 Name and Title (Print)
630 241 1984 630 241 1985
 Phone Fax

TOTAL PARKING SOLUTIONS, INC.
 Company Name
2721 CURTISS ST.
 Company Address
DOWNERS GROVE IL. 60515
 City, State, Zip
CORPORATION
 Sole proprietorship/partnership/corporation
ILLINOIS
 If corporation, state of corporation

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. See pages 6, 7, & 8.
2. _____
3. _____

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. None
2. _____
3. _____

ELECTRONICS USA CORP

Electronic

*Smart solutions for both
on and off street parking*



CITY of
TRAVERSE CITY MICHIGAN

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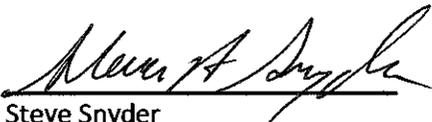
Cover Letter

Hectronic USA is pleased to offer our response to the CITY OF TRAVERSE CITY, in creating the most efficient, cost effective and weather resistant solution to your needs. Hectronic USA is the operating arm of Hectronic GmbH, ***the third largest multi-space meter company in the world***. With installations of on and off street solutions in over 50 countries worldwide, Hectronic has developed a reputation of combining German engineering with the needs of many local markets. For the US in general, and CITY OF TRAVERSE CITY specifically, we are offering:

- **Our rigid steel frame with aluminum housing, offers corrosion protection far superior to steel housings, including stainless steel.**
- **Complete integrated Parking Solution with all forms of payment (coin, credit, bill, phone)**
- **Integrated City Customizable/Branded Pay by Mobile Application**
- **Integrated Mobile Applications for Cityline back office and space and plate management**
- **Standard Light Bar**
- **More cost effective solution than single space w/CC**
- **Advanced APIs, allows for integration with Enforcement and Cell Phone payment providers integrated with ParkMobile**
- **Real Time Credit Card processing and Terminal are PCI-DSS Certified**
- **2 year standard warranty**
- **Custom color scheme at no charge**
- **ECODESIGN 97% recycle rate**
- **Custom design Customer Launch/Marketing Program**
- **Pricing enclosed is valid for 90 days**
- **Equipment and Back Office technology updated in 2013**

We are confident that our systems are of the highest quality and the support given from Hectronic USA will be unsurpassed. We ask that consideration be given to the hundreds of Hectronic pay stations installed in areas of the world which experience either similar weather conditions or more extreme. The Hectronic pay station has proven itself the most durable system in these climates. Also, our local support staff is ready to help with whatever the CITY OF TRAVERSE CITY may need. Join the Hectronic team and realize the savings and performance found only in the Hectronic solution.

Thank you,



Steve Snyder
Hectronic USA
820 Greenbrier Circle Suite 25
Chesapeake, VA 23320
Mobile: 215-206-8545
Fax: 757-333-4998
Steve.Snyder@Hectronic.com

About Hectronic/Qualifications

A combination of market experience and technological competence makes Hectronic the leader in the field of parking management. 50 years ago, the mechanical Kienzle parking meter set the standard for modern technology. This has been replaced by two models of ticket machines.

Nowadays, Hectronic offers third generation parking management by means of integrated system solutions as well as modern communication and software products. Our concepts and products can be found on six continents.

The CITEA does not only stand out thanks to its outstanding quality, reliability and successful design. Rather, the terminal is regarded as a flexible system component of intelligent payment management. Its integrated software, communicability and high modularity are features which make it a safe investment for your future. There are nearly **40,000 Hectronic pay stations** in operation around the world.

The CITEA – Multi-space - parking ticket machine

This special model stands out due to its ability to manage parking spaces. For users, this means that it is very versatile. The modular design of the machines already provides, in the basic version, performance at the highest technical level.

Functionality

Functionality for the user and the operator is the focal point of all considerations. In addition to the four line alphanumeric display screen, four additional function keys and the user-friendly design, the machine is particularly impressive owing to its different payment options and to its extensive setting options. An additional alphanumeric keyboard is built-in for inputting the parking space. This together with the large display, makes inputting easy for the people using the machine.

Security

A real safe, in conjunction with a strengthened steel substructure and base framework represent the mechanical Hectronic safety concept which secures revenue. Break in and break in attempts are futile. Customer specific locks guarantee individual security. High performance coin checkers and electronic slot barriers with locks protect against counterfeit money and attempts at manipulation. Self-locking money cassettes guarantee quick and secure transportation of the money.

Wireless or LAN connections transmit alert messages if an authorized attempt is made to access the machine. Hectronic utilizes the latest in modem technology to ensure superior connectivity. The machine (Citea) can operate with several modem types and manufacturers as well as any wireless provider.

Company Information

Main office location:

820 Greenbrier Circle #25
Chesapeake, VA 23320
(757) 333-3175

Key Personnel:

Steve Snyder
President
O - (757) 333-3175
M – (215)-206-8545

Stefan Forster
Managing Director
(757) 333-3175

Kleta Brugger
Business Manager
(757) 333-3175

Kris Slipek
Project Support
(757) 333-3175

Disclosures

Hectronic has not been involved in any litigation, bankruptcy or re-organization in the past.

Hectronic does not have any likely source of significant financial or other conflict of interest that might arise in the conduct of performing work.

Customer Reference

Waterbury, CT

Hectronic Customer since 2012

Contact – Ed Daponte
255 East Main Street
Waterbury, CT 06702
Tel: 203-574-6911

After a competitive bid process, Waterbury, CT decided on Hectronic USA as their partner to upgrade the city's existing single space meters with multi-space parking kiosks. The units will be setup as solar, pay and display machines but will have the ability to convert to either pay by space or pay by plate in the future. Currently the Hectronic Citea pay stations are installed in on-street and lot applications.

The Hectronic CITEA parking machine and the Hectronic Team provides a quality and customer focused solution and will be a great partner for Waterbury. Their financing options helped Waterbury expedite the project and maximize the value of our parking inventory.



Town of Bethany Beach, DE

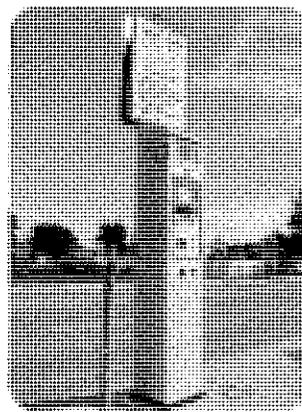
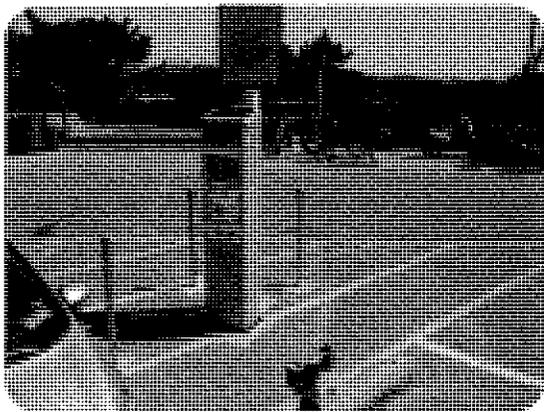
Hectronic Customer since 2010

Contact – Steve Grames
214 Garfield Pkwy,
Bethany Beach, DE 19930
Tel: 302-539-8940
Email: SGrames@townofbethanybeach.com

In 2010, the Town of Bethany Beach selected Hectronic to supply Citea parking pay stations. Based on the performance of our equipment, Bethany Beach added additional Citea Pay Stations in 2011 and 2012.

All of the Citea units operate on a Pay and Display system. The Citea's are solar powered and accept coins and credit cards as a means of payment. All payment authorization is approved in real time and is reflected in Hectronic's back-office management system called CityLine. Through this back-office system, Bethany Beach can access reporting modules, maintenance notifications, and activity notices as well as a number of other great parking management features.

Credit card payments equate to approximately 50% of the Town's total transactions and 70% of the total revenue.



The City of Niagara Falls
Hectronic Customer since 2007

Karl Dren, C.E.T.
Director, Transportation Services
The City of Niagara Falls - Transit Building
4320 Bridge Street
Niagara Falls, Ontario, Canada
L2E 2R7

Phone: 905-356-7521, ext. 4509
email: kdren@niagarafalls.ca

The City of Niagara Falls recently turned to Hectronic for their Pay by Plate applications. This project includes the purchase of Citeas PlayStations with extended keyboard for their License Plate launch. The city has been a Hectronic customer since 2007 and has provided them with on-street equipment and with the success of that project; it was an easy decision for the City to turn to Hectronic to expand their solution to include the Citea with License Plate Keyboard.

Lewes, DE

Hectronic Customer since 2011

Contact - Ellen Lorraine McCabe

City of Lewes

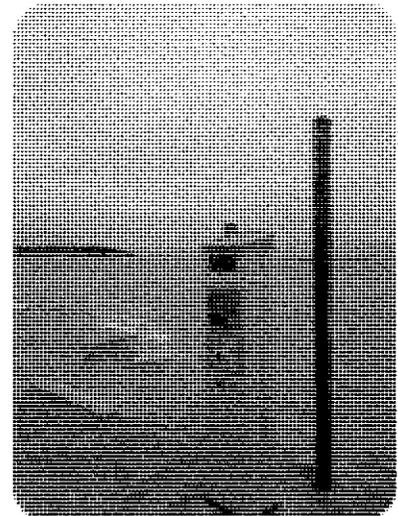
Tel: (302) 645-7777 ext. 116

Email: Emccabe@ci.lewes.de.us

In 2011, the City of Lewes, DE selected Hectronic to supply Citea parking pay stations in pay by space configuration for their beach parking. Due to meter performance and the city's needs, the city decided to expand by installing additional Citea's in April of 2012. This change was done quickly and easily and shows the adaptability of Hectronic's system.

Since most of the meters are located directly on the beach in Lewes, DE, Hectronic's Citea machine is proven to work in extremely harsh environments.

Credit card payments equate to approximately 34% of the city's total transactions and 46% of the total revenue.



New Canaan, CT

Hectronic Customer since 2012

Contact – Karen Miller

237 Elm Street

New Canaan, CT 06840

Tel: 203-594-3088

Email: karen.miller@newcanaanct.gov

After a competitive bid process, New Canaan, CT decided on Hectronic as their meter provider to replace the town's aging multi-space meters. The units are installed in their downtown lots and are setup as solar, operating in a pay by space. All units accept credit cards and coins as a means of payment. Additional units may be purchased by the town to cover additional lots and possible on street locations.

New Canaan subscribes to the CityLine back-office system where payment authorization is approved and reflected in real time. The town decided on a custom black door, grey housing color scheme for their Citea's.



Customer Reference Letters



DEPARTMENT OF POLICE SERVICE

255 East Main Street
Waterbury, Connecticut 06702



Vernon Riddick Jr.
Chief of Police



Fernando C. Spagnolo
Deputy Chief of Police

Christopher Corbett
Deputy Chief of Police

November 22, 2013

To Whom It May Concern:

Two years ago the City of Waterbury decided to begin the process of converting some of our public parking spaces from single headed meter spaces to a pay and display system using Hectronic pay stations. The City of Waterbury is the fifth largest city in the State of Connecticut with a population of over 100,000 residents and a considerable amount of vehicular traffic. Therefore, the city required that the pay and display units be constructed of superior quality and that customer service would have to be first-rate.

To date, we are very pleased with the dependability and overall performance of the Hectronic units. In addition, the customer service provided by Hectronic has been outstanding. Because of the support received from Hectronic the city was able to transition to the pay and display units in a relatively seamless manner. Moreover, the city has received a positive response from the public regarding the units and has seen a significant increase in parking revenue generated from the pay and display units.

We would recommend Hectronic pay stations to any parking business seeking to modernize their parking equipment and increase quality control while acquiring a high-end quality application.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

Captain Edward Daponte
Waterbury Police Department

Protect, Educate and Serve



Bethany Beach Parking Department
P.O. Box 109
214 Garfield Parkway
Bethany Beach, DE 19930
OFFICE (302) 539-8940
FAX (302) 539-8033
EMAIL: sgrames@townofbethanybeach.com

October 29, 2013

To Whom It May Concern

Bethany Beach is a small beach town in Delaware whose tourist population in the summer is 10,000 to 15,000 people. Four years ago we converted most of our public parking spaces from single head metered spaces to a pay and display system using Hectronic pay stations.

We are very pleased with the appearance, reliability, and performance of the Hectronic pay stations. The service provided by Hectronic has been excellent. The pay stations have been well received by our parking customers who are pleased with the ease of operation. Our revenues increased with the ability to accept credit card payment for parking, and the Hectronic Cityline web-based monitoring tool allows us to easily monitor the operation of the machines as well as daily revenue.

We recommend Hectronic pay stations to any parking operator seeking to update their parking equipment with a cost effective quality product.

I would be pleased to answer further queries.

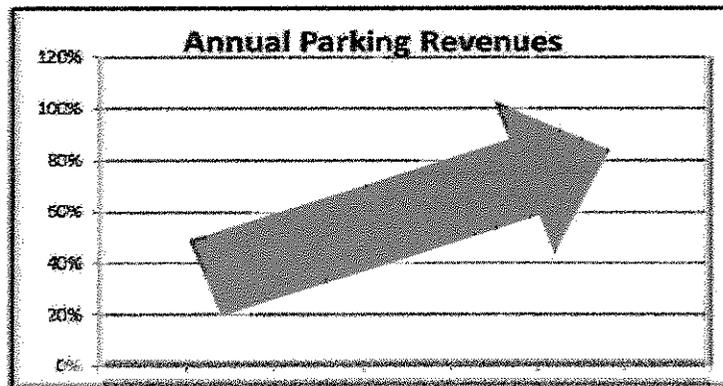
Regards,

Steven Grames
Parking Supervisor

Hectronic Advantage



Hectronic can help you unlock the hidden value in your parking system! Single space parking systems were once the ideal design for a city. As these systems age and new technologies are developed, single space meters no longer provide the value they once did. Multi-space meters increase annual revenues, decrease operating costs, and provide the parking public with new technologies, new payment methods, all in a user friendly environment. Recent privatization deals have valued a parking space between \$5,000-\$30,000. If Wall Street believes in the hidden value in your system, shouldn't you? Hectronic can help you unlock this value and maximize the returns generated by your parking system.



Hectronic offers multiple financing options to help you capture the value of your parking system. These include but are not limited to:

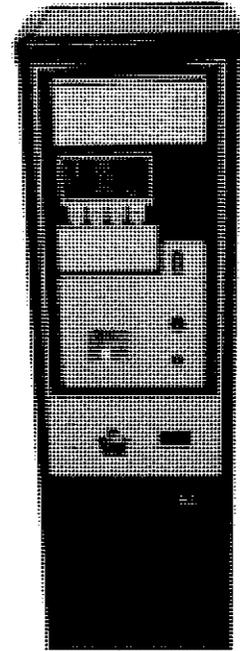
- 1) **Municipal Lease Program-** The low interest rates and annual appropriations clause make this a great solution. Lease terms range from 3-7 years and the city fully owns the asset at the end of the term.
- 2) **Equipment Rental-** If the lease option is not for you, Hectronic's rental program provides an affordable alternative. Rent our machines on a monthly basis with only an annual commitment. The city has the annual right to renew the rental program, exercise the buyout option, or return the units without any further obligation. Rental programs can be constructed to include on the parking machine or can be a full service program that includes consumables, communications, and credit card processing, and reporting.
- 3) **Revenue Sharing/Shared Risk-** Hectronic believes so much in the untapped value of your parking asset that it is willing to share in the risk and rewards associated with upgrading your parking system. The Hectronic Team will provide the capital needed to implement the latest parking technology, the city will retain control over its operations and tariffs, and both the city and the Hectronic Team will share in the newly created revenues.

Ask about how Hectronic can put these programs to work for you!

Mode of Operation

Pay by Space/Plate

- Add time from any of the meters via terminal or mobile phone
- No need for patron to return to vehicle with receipt
- Convenient enforcement - all Space/Plate data at your fingertips
- Automated using vehicle enabled cameras
- All paid/unpaid Space/Plates data are on any wireless enabled handheld
- Integrates easily with cell phone payment and vehicle sensors



Payment Options



Custom Support Options

Hectronic provides its customer with the ability to choose their levels of support. From doing first level support themselves to having Hectronic perform all related services including collections.

Hectronic affordable support offerings provides the customer with the flexibility to customize a program that best fits their needs.

Standard two year parts warranty with unlimited technical phone support

Upgrade Options

Level 1 on-site support responding to all technical related issues within 4 or 6 hours response time.

Extended Telephone Support up to 24 hours a day 7 days a week

Preventative Maintenance visits (semi-annual)

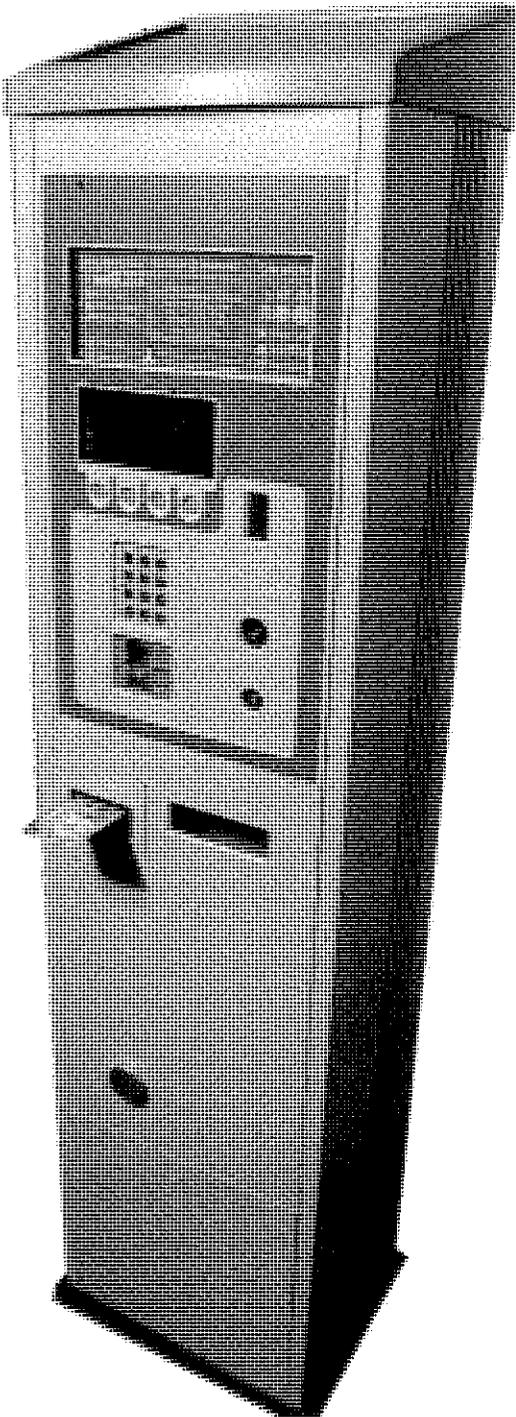
Bonded Collections Services with 24 hour deposits

Full Turnkey package that manages and maintains entire installation base

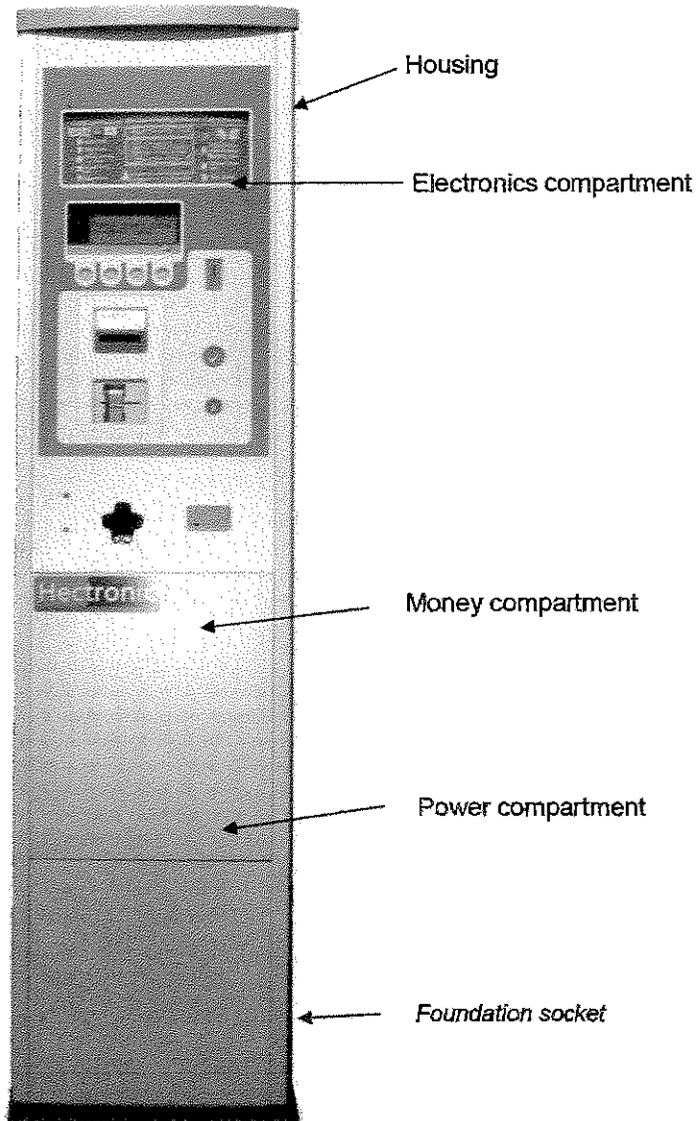
Full turnkey solutions would be performed in conjunction with Hectronic via Coinmach Services Group and Sterling Bank Services.

Hectronic's flexible service and support offering can be customized to meet CITY OF TRAVERSE CITY needs. Hectronic will work with the City to help design the package that best fits City's requirements.

Machine

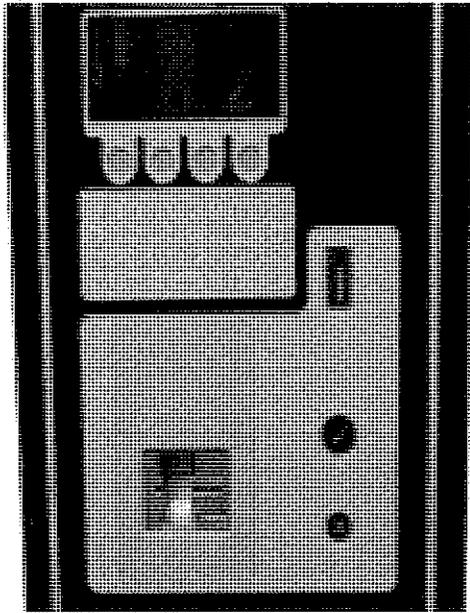


The parking ticket machine consists of a one-piece housing divided into three compartments.

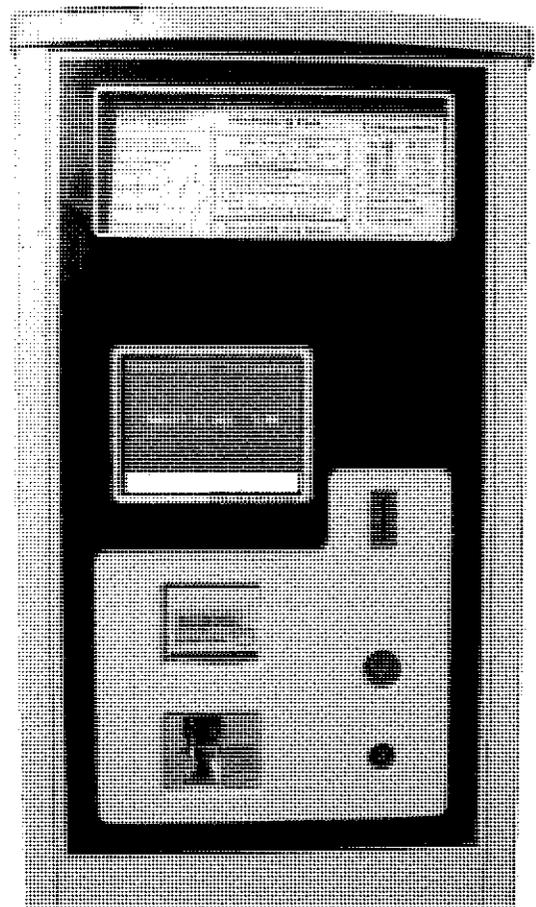
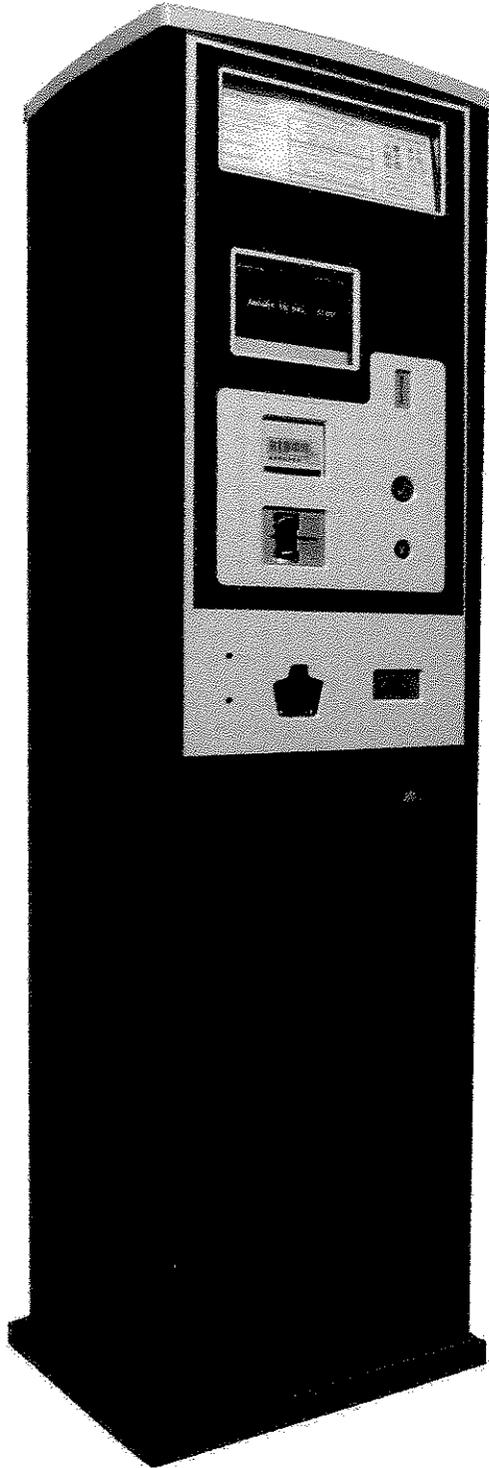


All three compartments can be accessed through individual doors. The electronics and money compartments are locked separately; the door to the power supply compartment can be unlocked from inside the electronics compartment.

LCD Graphical Display



8 Inch Color Touch



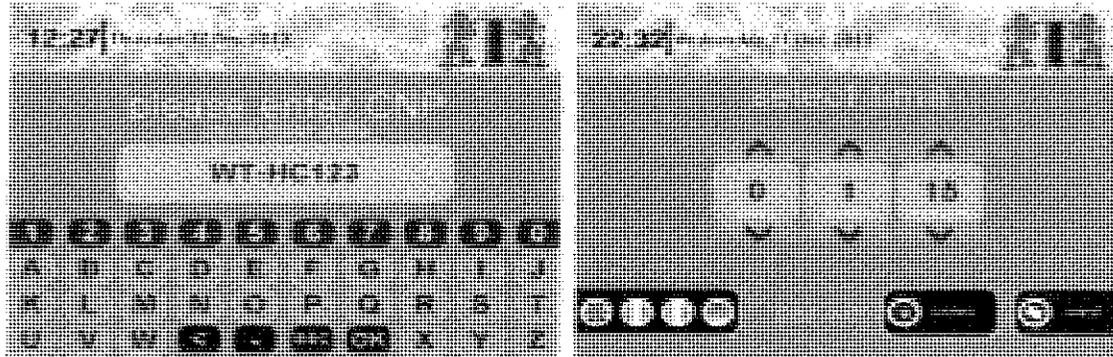
Parking Systems

Hectronic

Smart solutions for parking and refueling

Development TFT/Touch – high usability – self explaining – customized design

▪ Example workflow: 1) Enter 2) Time & Payment



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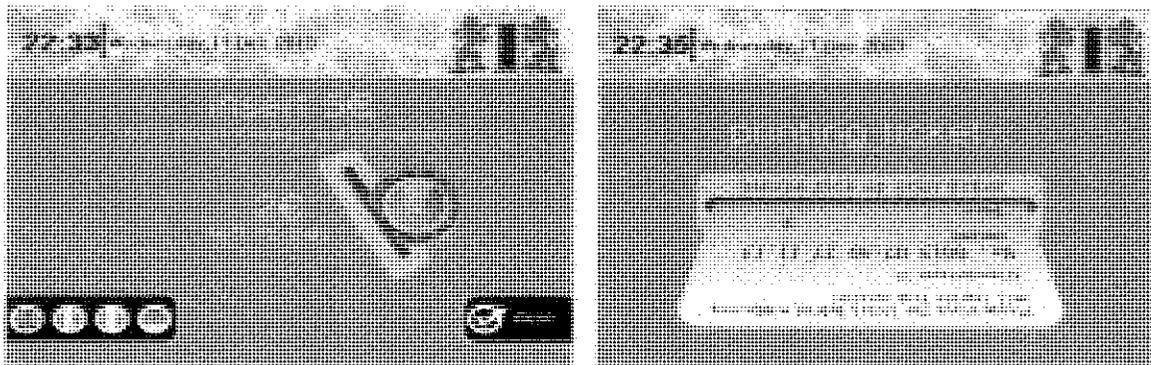
Parking Systems

Hectronic

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Development TFT/Touch – high usability

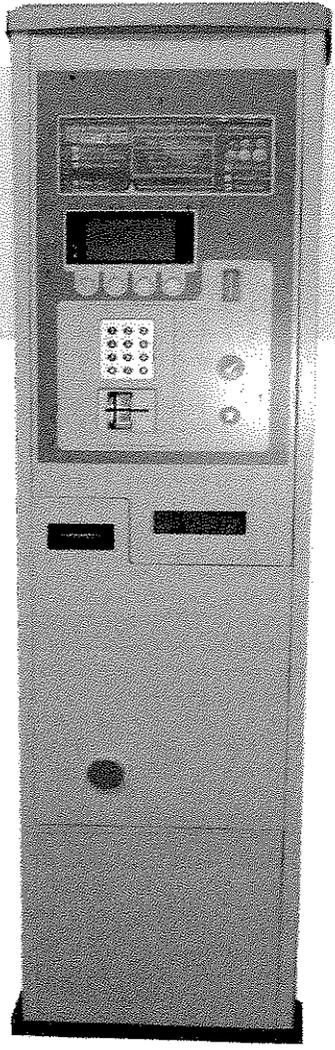
▪ Workflow: 3) Coins 4) Ticket



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Smart solutions for parking and refuelling



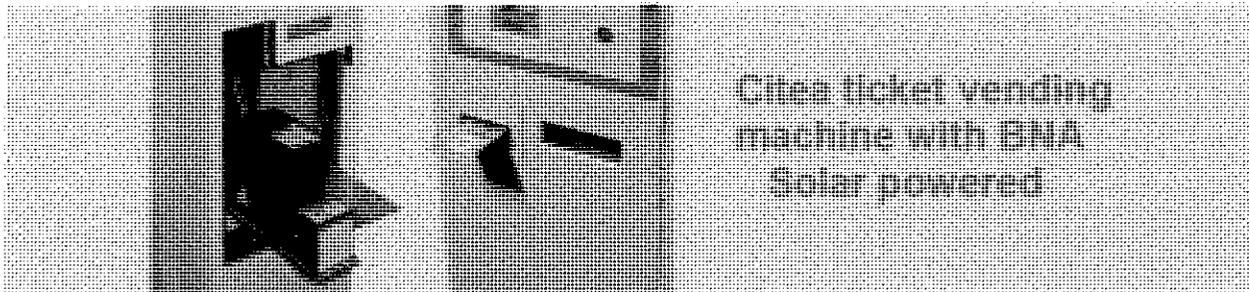
Citea ticket vending machine with BNA Solar powered

The Citea ticket vending machine is a tailor-made solution for intelligent on-street parking management. The Citea is fitted with a solar panel to guarantee energy-efficient operation. Parking charges can be paid quickly and easily in cash (coin and bill), by card or via mobile phone.

TECHNICAL DATA	Citea with BNA
Dimensions	H 1595 x W 405 x D 311 mm
Weight	Approx. 80 kg depending on configuration
Temperature range	Operating temperature -20°C to +70°C
Display	LCD, backlit
Keypad	Robust piezo keys
Electr. coin validator	16 freely programmable coin types
Coin box	Self-locking for 3200 to 4000 coins (dependent on coin size and weight), overflow protection (programmable)
Cash box	For 1.000 bills
Notes	1, 2, 5, 10, 20, 50 and 100 USD

Comprehensive communication options

The Citea is equipped with a USB, LAN and serial port as standard. The communication via GSM/GPRS/3G modem or LAN makes it possible to establish a connection with the CityLine back office system to perform remote machine diagnostics and programming. This means that service calls can be kept to a minimum and trips to empty the machine of money and change paper rolls can be optimally coordinated. Alarm signals are registered and immediately relayed to CityLine if any unauthorised attempt is made to access the machine or safe.



Flexible payment methods

The Citea can be completely tailored to suit any parking situation: it allows coin payments, accept banknotes, payments by credit card or smart card. Even payments using state-of-the-art contactless payment methods such as Mifare cards or high-performance NFC smartphones are possible. If secure card payments with PIN entry are required in accordance with EMV regulations, the Citea can be fitted with a card reader and PIN pad terminal. Card payment authorisation is made online and is encrypted.



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Management System (CityLine)

The *Client* command starts the Communication client. The Client receives the files sent by the PA machines and transfers them to the Server. Then, the Client transfers files to the PA machine, which have been prepared for the transfer before.

Via the *Options* command you open the processing window of the same name where you set up the Server connection, possibilities for the storage directories on the transfer files. In the processing window *Options* you set up the Client. The set-up possibilities are divided into registers:

System Availability

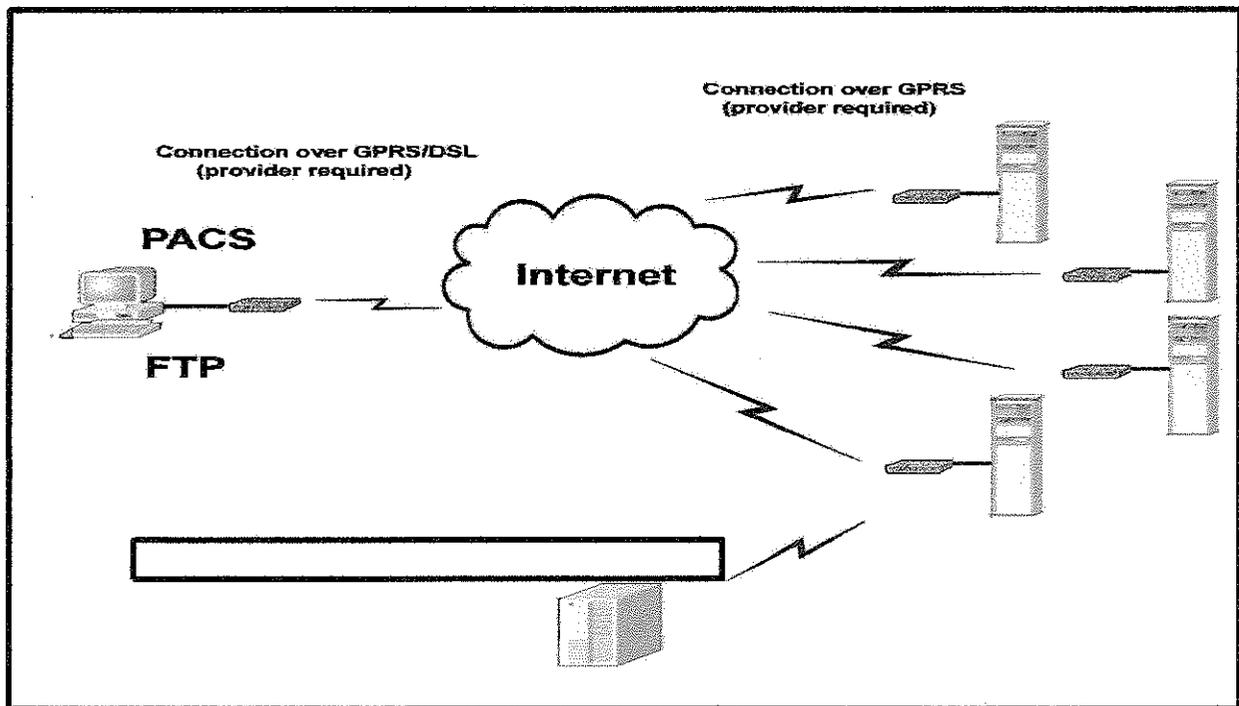
Availability of the hosted system shall exceed 99.0%, excepting agreed-upon scheduled downtime for maintenance activities. System availability will be calculated based on standard meter operating times per the Prime Contract.

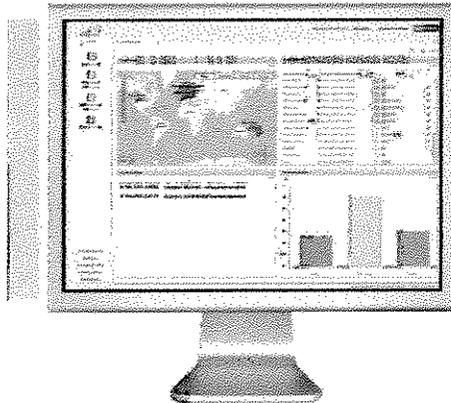
System-Wide Meter Uptime

The mean Meter Uptime across the whole City shall exceed 98.0. Hectronic may deploy its hold-and-send payment protocol for communication failure management to assist in system performance. Meter uptime will be calculated based on standard meter operating times per the Prime Contract.

Credit Card Payment Failure/Success Rate

Credit card payment transaction success rate across the whole City—Hectronic system shall exceed 98.5% on a quarterly basis.





CityLine

CityLine is a modern web-based, intelligent on-street parking management solution. CityLine users will have access to critical operational information from their parking machines. As a result from experience in the world's best street car view and check the parking ticket machine status and make necessary changes or updates.

Greater flexibility and transparency

Remote access to all parking information, around the clock. PC, laptop, mobile phone - any device that can access the Internet using a browser and Flash Player can use CityLine. For Android and iOS devices we have a special application in order to monitor the parking machines. All data and settings are stored centrally on a secure server data base.

Simple commissioning and operation

No installation is required - CityLine is a web-based solution. This well-structured and uncluttered user interface is quick and intuitive in its design. An online help function and an online user manual offer speedy assistance if required.

Highest security standards

Your connections are established via secured and encrypted data channels. The data is stored within a data base. The access to the data base is protected with user name and password. In the backup process, the whole data base is stored. Therefore the data is still protected in the same way by the user name and password protection of the data base. All data is strictly assigned to a mandator and every user may only see data of that mandator, he is registered to.

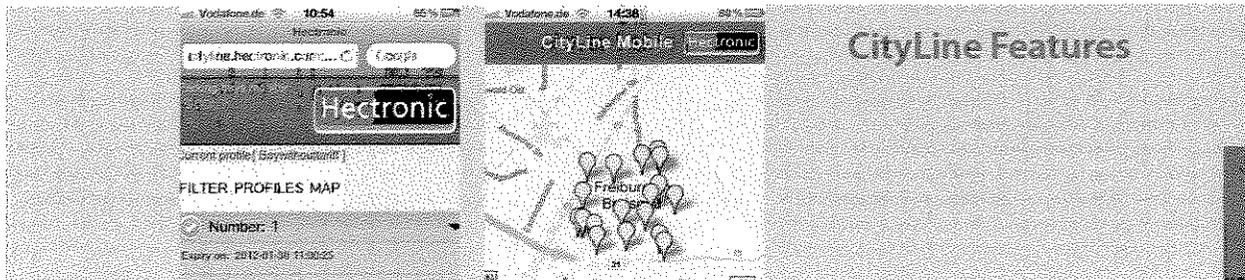
Maintain operational readiness

All functions of the parking ticket machines are monitored in real time. Any warning/error notifications are forwarded immediately to the service organisation.

Economic and ecological savings potential

Using CityLine, processes such as service calls and collection trips can be analysed accurately and then optimised. CityLine thereby not only saves money, but it also has a positive environmental impact.

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CityLine Features

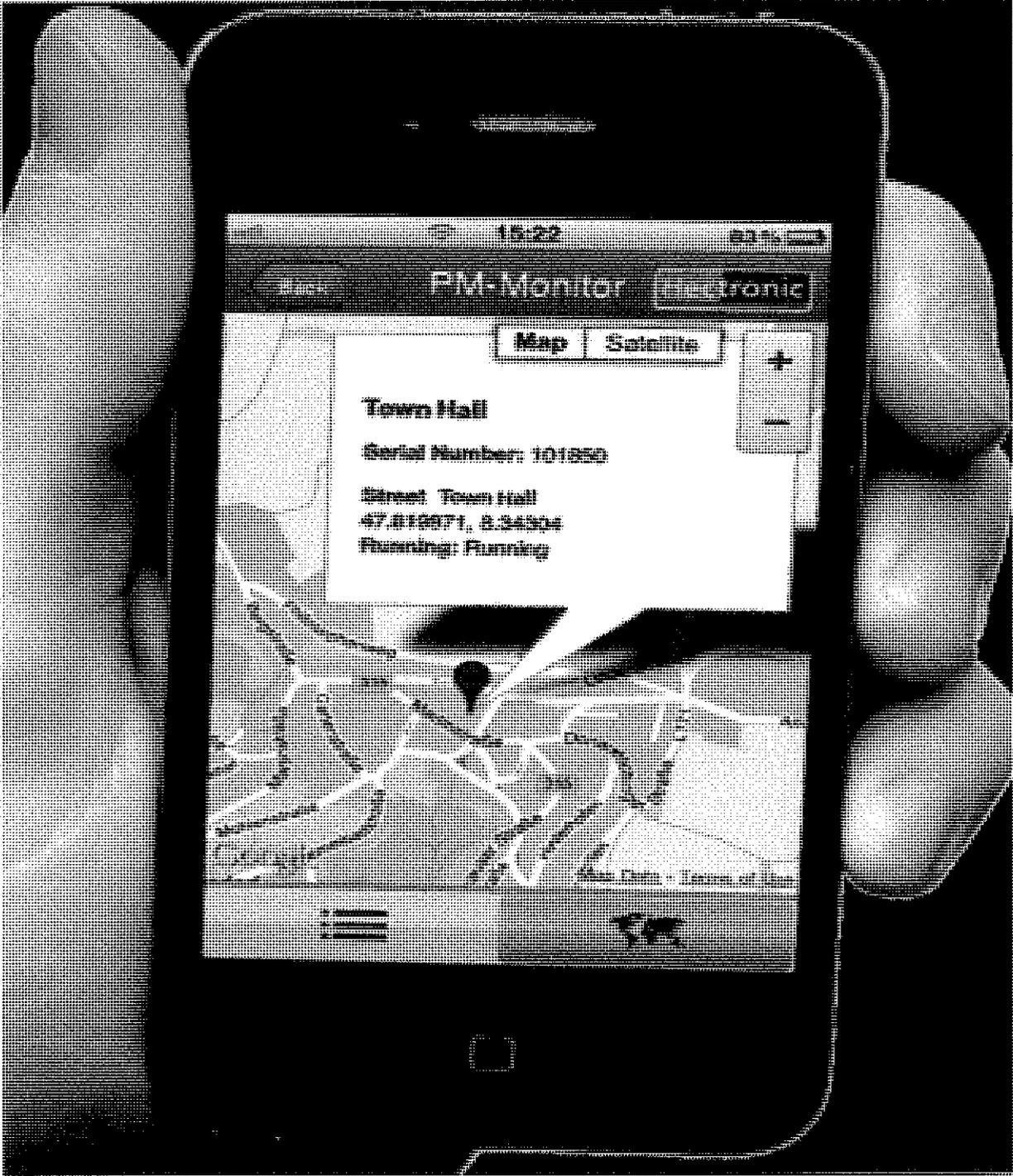


Hectronic GmbH
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 79848 Bonndorf, Germany
 Tel.: +49 (0) 77 03 - 93 88 0
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 mail@hectronic.com

www.hectronic.com

- **Live Monitoring**
 tracks real-time status information. Status messages can be shown in a table which can be easily customized according to customer specific needs. Necessary information can be exported to further application programs, like MS Excel and PDF. Using the innovative Google Maps technology, the status messages are presented in a user friendly manner. Live Monitoring's Dashboard view, offers a complete management overview.
- **Configuration**
 Our Citea parking machine connects easily with CityLine and all tariff changes or configuration changes can be done quickly and conveniently.
- **Statistics**
 supplies all the reporting data that our customer will need to make informed decisions. Parking revenues, parking times, service calls, etc. can be shown in numerous forms and can be exported to MS Excel and PDF.
- **Actions**
 streamlines the service effort. Users can create a To-Do List where a task overview can be shown and managed.
- **Notification**
 informs service engineers and the service office immediately via e-mail or SMS, thus facilitating timely correction of faults.
- **CityLine Mobile**
 Newest application for Android and iOS smartphones enables users to check the status of a particular installation. All status messages will be shown in a List, Map and Chart format.
- **Parking Bay Enforcement Web**
 designed for parking bay type installations in order to have an easy way for enforcement. Parking Bay Enforcement Web can be launch on a PC or smartphone and allows for effective enforcement bay.

Handheld CityLine Application



Product Specifications

Hardware

Cabinet and/or Pedestal

Electronic Complies. The Citea pay station has a superior design that design to operate in all types of weather. The Citea comes in over 1000 colors that is graffiti resistant and is aesthetically pleasing to the eye. The unit has various option to make the unit stand out, such as an eliminated "P" sign and colored zone cap

- Cabinet and/or pedestal must be constructed of a highly durable metal able to withstand all environmental conditions, maintain security, and be resistant to vandalism.
- Please provide material/construction specifications with bid.
- Anchor bolts cannot be exposed outside the pedestal.
- Surface finish must be a powder-coating paint that is electrostatically charged and baked on.
- Pay station should be available in a range of custom colors upon request and with the option for customized decals.
- In general, the cabinet must have an aesthetically pleasing designing that is easily recognizable as parking related.
- Indicate life expectancy of cabinet and/or pedestal.

Physical Security and Lock

Electronic Complies with this section. The Citea has high security locks that are flush mounted and has a secure shutter. The Citea has door switches and real time notification of opening. Reporting can be performed at the machine

- High security locks with separate lock and key combinations for collection vaults and main door.
- Vandal-resistant with recessed hinges.
- Locks must be cut/coded specifically to Traverse City, MI.
- No locks can be exposed beyond the flush mount of the cabinet.
- Recommended audible alarms in case of machine tampering.
- All pay station doors must be equipped with sensors that will send a notification, in realtime, to the back-office software alerting to doors being opened or closed.
- Cash Status, Audit Report, Stall Reports, and Revenue Reports must all be printable at the pay station without opening the cabinet door; password protection to reports is mandatory.

LCD Display

Electronic Complies with this section. Electronic is offering two options. the first is a high quality graphical LCD display and the other is an 8 inch Color Touch display. Both displays are fully programmable, vandal resistant, waterproof and easy to read at all angles

- The pay station must have a clearly visible LCD screen, which is easy to read in various lighting conditions. Color not required, but preferred.
- All instructions and rates are to be provided through the LCD display.
- The screen must be recessed and protected by a durable cover.
- The screen must be vandal-resistant, weatherproof, and corrosion-resistant.
- The screen must be modular and easily unplugged and replaced with basic tools for easy servicing.
- The LCD must have the ability to display at least five menu or rate options simultaneously.
- The LCD must be able to display a graphic and/or photograph or message for a user-defined amount of time when the pay station is turned on.
- All prompts on the pay station must be user configurable.

Keypad

Hectronic Complies with this section. The Alpha Numeric keypad is completely waterproof, offer a responsive touch with audible sound, and can be easily exchanged.

- The pay station must have a tactile feel keypad.
- When a key is pressed, an audible indication must be given to provide feedback to the consumer.
- The keypad must be vandal-resistant, weatherproof, corrosion-resistant, and rated for resistance to impact, shock, and vibration.
- The keypad should be designed for exposed outdoor and environmental conditions.
- The keypad must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The keypad will be used to turn the pay station on when it is in sleep mode.

Coin Slot

Hectronic Complies with this section

- Coin slot shall accept all U.S. and Canadian coins through a single slot.

Coin Acceptor

Hectronic Complies with this section

- Must be capable of accepting nickels, dimes, quarters, and dollars (both Susan B. Anthony and Sacagawea).
- Pay station must have a coin escrow to allow consumers to cancel the transaction at any time and have funds returned.
- Must reject fraudulent and foreign coins immediately through a coin return area.

- Must be constructed to allow for easy removal with basic tools.

Cash Vault Compartments

Electronic Complies with this section

- All denominations of coins and bills must be held in separate securely locked vaults designated for coins and bills.
- Both cash vaults must be able to be quickly and easily removed, and must have a separate keys to open them.
- The vaults must have a self-locking mechanism upon removal to ensure no access to the currency.
- Personnel without collection keys must not be able to remove vaults.

Bill Acceptor

Electronic Complies with this section

- The bill acceptor must be housed separately from the bill stacker vault.
- The bill acceptor must electronically accept U.S. \$1, \$5, \$10, \$20 bills or any combination thereof. The ability to determine what bills are accepted must be configurable in the back-office software and loaded onto the pay station manually or remotely through a wireless connection.
- The bill acceptor must be four-way and accept bills in any direction (face up or face down).
- The bill acceptor must have an acceptance rate of 98 percent for street quality bills. All rejected bills must be returned.
- The bill acceptor must be programmable for any new bank notes issued by the U.S. Mint.
- The bill acceptor must be modular and be easily unplugged and removed for easy servicing.
- Must be able to clear bill jams without the use of special tools and without accessing the bill stacker vault.

Credit Card Reader and Operation

Electronic Complies with this section. The Electronic Reader can read magnetic strip as well as chip cards and complies with all regulations

- The credit card (CC) reader must be flush-mounted with no part of the reader protruding outside the cabinet.
- The CC reader must only partially ingest the card thereby affording the consumer control of the card at all times.
- The CC reader must accept and process Visa, MasterCard, Amex, and Discover.
- The CC reader must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The CC reader must read Tracks 1, 2, and 3 of all magnetic stripe cards conforming to ISO 7810 and 7811.
- The CC reader must read and write to chip-based smart cards conforming to ISO 7810 and 7816.

Transaction Process

Electronic Complies with this section. Blacklisting is available through our gateway and card information is not held at the reader and is handled real time. Smart Cards are blacklisted in the reader and are managed in the back office.

- Bidder-supplied software should provide management control and reporting of credit card process via Internet.
- System should allow both offline batch credit card processing and online real-time credit card processing.
- There should be a simple, one-step process to automatically transfer credit card data to the clearinghouse. No duplicate checks or transfer of data between files or spreadsheets should be required.
- The system must process and reconcile transactions with a PCI compliant credit card processor or gateway.
- The pay station must be PA-DSS validated.
- Credit card/smart card transactions that are declined should automatically populate a file of bad credit cards/smart cards to prevent future acceptance of bad credit cards/smart cards.
- Bidder-supplied management software should allow for manual entry of cards into a bad credit card/smart card file. Bad credit cards/smart cards should be prevented from use in any payment machine in the network.
- Bidders supplying parking equipment must meet the Payment Card Industry (PCI) Compliance standards as Service Provider and Payment Application Data Security Standards (PA-DSS) for all hardware and software proposed. All bidders must provide verification confirming that they meet the latest standards.

Printer

Electronic Complies with this section

- Heavy-duty printer head with minimal moving parts.
- Designed for high-resolution printing.
- Print life of over 20 million character lines.
- Printer offers alpha/numeric printing in various fonts and languages.
- The printer must be a high quality thermal printer with a simple paper path and a reliable cutting edge.
- The printer must be modular and be easily unplugged and removed for easy servicing.
- Payment machine should allow report and receipt printing in the field.
- Payment machine should have capacity of producing at least 2,500 tickets/reports prior to replacing a print roll.

Receipt Paper

Electronic Complies with this section

- The tickets must be heat-, fade-, and curl-resistant, and must be capable of being left on a vehicle dashboard for extended periods of time.
- The paper roll must easily be removed and replaced.

Power Operation

Electronic Complies with this section. Included is both AC and solar option pricing. The Citea utilizes a sealed gel cell battery and voltage is communicated and reported and alarmed to the back office and on local reports at the machine. Battery life exceeds 3 years and are covered under our warranty.

- The pay station must operate with either an AC or solar recharging system.
- For purposes of this RFP, we are seeking both options, preferably solar power. Please provide pricing for both options.
- If a solar panel is provided, the solar panel must be low profile allowing it to maximize its exposure to direct sunlight.
- Include pricing for both AC and solar options.
- The battery must be a minimum of a 12V 3 3Ah, sealed gel-cell.
- A battery voltage check system must be integrated into the pay station cabinet.
- Describe the pay station's unique power management capabilities.

Electrical and Electronic Components

Electronic Complies with this section.

- All major components must be modular and be easily unplugged and removed with basic tools for easy servicing.

Temperature Specifications

Electronic Complies with this section. Operating in all temperature and weather climates, the Citea offers outstanding performance in all weather

- -20° F (or lower) to +140° F (-40° C to +60° C) in AC operated environments with an optional heater.
- -4° F to +140° F (-20° C to +60° C) in non-AC environments; up to 95% relative humidity (non-condensing).
- Pay stations must provide option for heater that can operate on AC power for environmental conditions outside of this temperature range.

CPU/Black Box

Electronic Complies with this section. Linux based operating system. processor and controller board were updated in 2013 so the unit has the latest technology.

- The CPU must be specifically designed for operation with the pay station.
- The CPU must be custom designed, built, and supported by the manufacturer.
- The CPU must contain Flash memory that can record transactions to allow data to be preserved when power has been removed.
- The CPU must not require a battery backup to preserve memory.
- The CPU must be modular and be easily unplugged and removed with basic tools for easy servicing.
- The pay station must have a bad card maintenance list that can store card numbers for offline processing.
- To enable seamless additional application integration, the pay station operating system

must be Microsoft Windows CE-based or another non-proprietary-based operating system.

- The pay station must be able to automatically adjust its internal clock for Daylight Savings Time changes.
- The pay station must be able to be configurable to support multiple languages.

Online Communication

- The pay station must be able to support direct Ethernet connection without any additional hardware.
- For wireless communication, an optional choice of GSM/CDMA modem and Wi-Fi (802.11b/g) modem must be available.
- Central server system and the bidder's proposed pay stations must be able to work with the latest technologies in metro Wi-Fi technology.
- All quoted communications options must be backed with a reference of a proven existing field installation where the communication method has been shown to be reliable.

Software Payment Options

Electronic Complies

- The pay station must support the following payment options:
- **U.S. bills:** The denominations accepted must be configurable for each pay station.
- **U.S. and Canadian coins:** The denomination accepted must be configurable for each pay station.
- **Credit cards:** Type of credit cards accepted must be configurable for each pay station. 1. Please provide specs and cost for the pay station to support an RFID reader that accepts contactless payments such as Visa PayWave, MasterCard PayPass, and American Express ExpressPay contactless credit cards to quickly, securely, and conveniently complete a parking transaction.
- **Smart cards:** Must be configurable for each pay station:
- **Cell phone payment:** The solution must have an option of paying for parking with cell phone in a Pay-by-Space deployment.
- The pay station must have the ability to allow for adding time to the existing time purchased in Pay-by-Space deployment.
- The consumer must be able to pay for any space from any pay station provided the pay stations are online (communicating to the central server).

Pay-by-Phone Integration

Electronic is fully integrated with ParkMobile. transaction performed via mobile application are viewable and reported on in the CityLine back office and are passed on to enforcement system.

- The pay station must have an option to pay for parking with a cell phone in a Pay-by-Space or Pay-by-License Plate deployment. Bidder must identify which Pay-by-Phone partner it integrates with and the integration capabilities that such a partnership brings.

- The City of Traverse City Parking Services currently contracts with Parkmobile USA, Inc. for its cell phone payment provider.
- If the initial payment was made at the pay station, the consumer must have the ability to add time through the cell phone.
- If the initial payment was made through the cell phone, the consumer must have the ability to add time at the pay station.
- If payment was made through the cell phone, the system must be able to notify the consumer through the cell phone prior to expiration of the parking time.
- For enforcement purposes, the enforcement officer must be able to print a report at a pay station for valid spaces paid for regardless if they were paid for at the pay station or by cell phone.

Extend-by-Phone

Patron can extend time via a mobile application, with ParkMobile all date is transferred to the CityLine back office and communicated to Hectronic's enforcement module or the cities enforcement system. This solution is done real time and all data is in sync.

- Please detail specifics of product capabilities for this feature.

Enforcement

Hectronic Complies with this section. The Citea and CityLine back office work together to provide up to date space and plate information to any web enabled handheld device. Also the Citea can manually produce space and plate data payment information locally.

- At the pay station, the enforcement officer must be able to:
 - Generate valid stall/space reports within the entered stall/space range regardless of how (pay station or cell phone) and at which machine the spaces were paid for.
 - Generate an Expired Stall report within entered stall range that clearly displays the spaces that have not been paid.
 - Traverse City Parking Services has a goal of integrating Pay-by-Space data at the pay station with our current enforcement system for consolidated reporting purposes. The bidder should identify at least one option where this integration capability can be provided today as well as additional options that might be available in future.
 - The central server system must be able to integrate with one or more of the leading mobile enforcement providers for real-time stall information. The bidder must outline all potential partners where integration exists today.

Management Software Capabilities

Hectronic Complies with this section

- The management software must have the following capabilities:
 1. Ability to set up unlimited amount of pay stations at unlimited amount of lots (depending only on available computer memory).
 2. Password access at the pay station for collection and service personnel.
 3. The ability to set sleep timer mode for the pay station.
 4. Enable/disable additional time to be added to paid stall/spaces.
 5. Ability to configure credit cards that will be accepted.

6. Ability to configure smart cards that will be accepted.
7. Ability to restrict payment types on a rate-by-rate basis.
8. Enable online "real-time" credit card authorization (with Ethernet connection or modem option).
9. Enable a "Store and Forward" mechanism to process credit cards that are accepted when online communications have been disrupted.
10. Allow custom messaging on introduction LCD screen.
11. Allow custom messaging on exit screen.
12. Allow custom messaging on printed receipt.
13. Allow for the remote upload of all rate and configuration parameters to the pay station via the central server at no charge.

Standard Rate Capabilities

Electronic Complies with this section

- Please confirm that the equipment provided can address the following rates desired. Standard rate capabilities must include:
 1. Rates by the minute, hour, day, week, and month.
 2. Special event pricing.
 3. Different values can be assigned to different hourly increments (for example, first hour at \$2.00; each additional hour thereafter at \$1.00).
 4. Progressive, regressive, flat, evening, early bird, and holiday rates.
 5. Programmable minimum and maximum time periods.
 6. One-step uploads of bad credit card/smart card file.
 7. Incremental rates with minimum increment being five minutes.
 8. Ability to set a minimum credit card value for incremental rates.
 9. Rate descriptions must be user configurable up to 20 characters in length.

Management Reports

Electronic Complies with the section

- Bidder should provide samples of all reports to allow for evaluation of reporting features.
- The pay station must issue a report from the printer with the following information:
 1. Machine serial number
 2. Date and time of collection
 3. Date and time of previous collection
 4. Total amount of money in the collection
 5. Total amount of bills by denomination
 6. Total amount in coins
 7. Total amount of credit card payments by credit card type
 8. Total number of tickets issued
 - 9.
 10. Total amount of refunds issued
 11. Total amount of change issued
 12. Pay station firmware version

13. Stall reports showing valid stalls, unpaid stalls, or paid since last stall report
- The pay station must issue a report with the history of the machine with the following information:
 1. Audit details:
 2. Date of the transactions with "from" and "to" parameters
 3. Total deposits
 4. Total transactions
 5. First transaction number
 6. Last transaction number
 - In the back-office software, reports must be able to be generated based on the following parameters:
 1. Transaction Date
 2. Transaction Time
 3. Payment Method
 4. Rate
 5. Pay Station Number
 6. Credit card type

Remote Management

Electronic Complies with this section

- Traverse City Parking Services would like the bidder to host remote management options. The capabilities provided through remote management must include the following:

Real-Time Reporting/Pav Station Configuration

Electronic Complies with this section. The CityLine Management System provide access to all financial and system data in real time. It has the ability to communicate with the terminals to download rate changes, terminal configuration changes, and receipt configuration changes.

- Real-time reporting:
 1. The pay station must provide, as an option, the ability to generate all of the reports as listed under "Reports" above through any computer with an Internet connection using up-to-date real-time information.
- Remote pay station configuration:
 1. The solution must allow for changes in the rate structure remotely from the office provided the pay stations are online.
 2. The solution must allow for other changes listed under "Management Software Capabilities" to be configured from a remote PC and capable of being uploaded to the pay station in real-time provided the pay station is online.

Real-Time Monitoring

Electronic Complies with this section

- The pay station must provide, as an option, the ability to monitor the following parts and

systems and communicate any malfunctions or supply requirements.

1. Critical alarms:

- Alarm on
- Shutdown due to low battery power
- Shock from being bumped, tilted, or shaken

2. Major alarms:

- Coin jam
- Bill acceptor jam
- Bill acceptor unable to stack
- Battery voltage low
- Printer paper low
- Printer lever disengaged
- Printer paper out

3. Monitoring: Items without alarms that may be monitored on a secure Internet connection include:

- Number of coins
- Number of bills
- Battery voltage levels
- Solar charging condition - charging/not charging

4. Real-Time Credit Card Authorization

- The pay station must provide, as an option, to have credit cards processed in real-time.
- The authorization number must be available in the back-office software to be used as criteria for credit card transaction searches.
 - The pay station must be configurable to accept or not accept credit card payment in the event that the communication to the pay station becomes temporarily unavailable.
 - Assuming adequate communication signals are in place, real-time credit card authorization must be completed within three seconds typically, and within 10 seconds maximum.
 - For online credit card transactions, batch processing of the credit cards at the end of the day is not acceptable.
 - Bidder should demonstrate adequate security of data through password protection and layered levels of privileges.

Future Capabilities

Hectronic will release its mobile payment application in the first quarter. This will be a city branded application with transaction fee starting around 25 cents convenient fee that would be charged to the patron.

EMV compatibility reader available in the second quarter. Hectronic has already received PCI certification in January 2014 for this new reader.

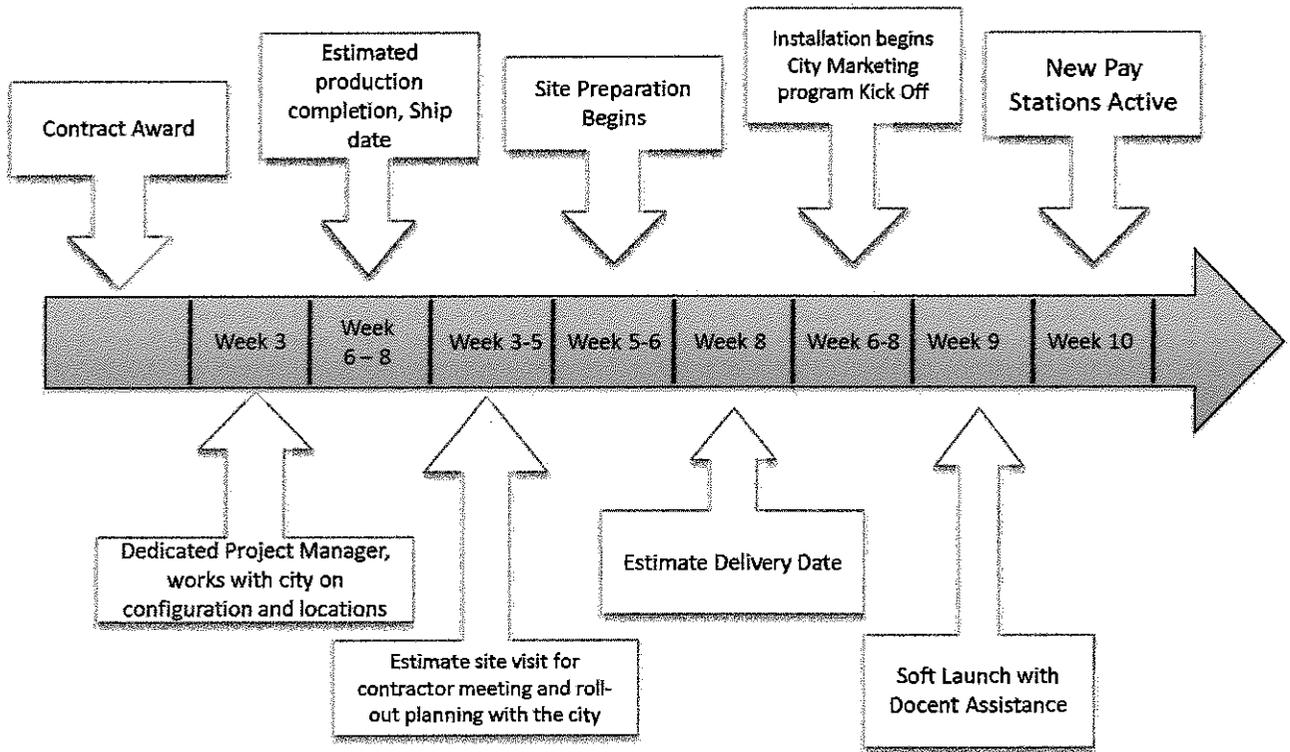
- The identification of features that will be available after the equipment is deployed may also be mentioned, but descriptions should clearly state when features will be available for deployment and any hardware upgrades associated with such upgrades.

Estimate Project Schedule

Note: Hectronic Stocks stock units in it Chesapeake Warehouse and depending on Quantities in inventory, Hectronic could ship machines within 2-3 weeks of order



Traverse City Estimated Timeline for meter installation/training



BackOffice Reports and Alarms

- The pay station will issue a report from the printer with the following information:
 - Machine serial number
 - Machine Serial Number
 - Pay station firmware version
 - Stall reports showing valid stalls, unpaid stalls, or paid since last stall report
 - Date and Time of collection
 - Date and Time of previous collection
 - Total amount of
 - money in the collection
 - bills by denomination
 - coins
 - credit card payments by credit card type
 - number of tickets issued
 - refunds issued
 - change issued

- The pay station can issue a report with the history of the machine with the following information—
 - Audit details:
 - Date of transactions with “from” and “to” parameters
 - Total deposits
 - Overpayments
 - Total transactions
 - First transaction number
 - Last transaction number

- Revenue details the following information:
 - today's total
 - last 24 hours total
 - yesterday's total
 - this month's total
 - last month's total
 - this year's total
 - last year's total
 - 3 years back
 - 4 years back
 - 5 years back

- history total since commission of pay station
- In the back-office software, reports must be able to be generated based on the following parameters:
 - Transaction Date & Time
 - Payment Method & Credit Card Type
 - Rate
 - Pay Station Number
- The pay station will provide the follow Alerts/Alarms
 - Critical alarms:
 - alarm on
 - shutdown due to low battery power
 - shock from being bumped, tilted, or shaken
 - Major alarms:
 - coin jam
 - bill acceptor jam
 - bill acceptor unable to stack
 - battery voltage low
 - printer paper low
 - printer lever disengage
 - printer paper out
 - The alarms must be transmitted within 10 seconds of the event occurring at the pay station.
- Monitoring Items without alarms that may be monitored on a secure internet connection include:
 - number of coins
 - number of bills
 - battery voltage levels
 - solar charging status: charging/not charging
 - pay station temperature level
 - pay station humidity levels

Training and Support

Parking Terminal Training Content

- I. Introduction - **.5 hours**
 - Personal Introduction
 - Hectronic Introduction
- II. Explanation of the Multi Space Meter Concept – **1 hour**
 - Definition of Multi Space and Training Goals
 - Terminal Concept, multiple payment options
- III. Hardware overview and how the terminal operates – **2 hours**
 - Solar Power
 - Coin Payment
 - Card Payment System
 - Bill Payment System (if applicable)
 - User Interface
- IV. Troubleshooting the terminal – **2 hours**
 - Accessing the maintenance menus
 - Terminal Diagnosis
 - Troubleshooting and assembly replacement
- V. PM – **1 hour**
 - Preventative Maintenance Intervals
 - Maintenance to be performed at each interval
- VI. Software operation - **1 hour**
 - Loading the software
 - Initialization of the software
 - Rate Programming
 - Q & A
- VII. Receipt and Enforcement Procedures - **.5 hours**
 - User receipt description
 - Enforcement of the issued receipt
- VIII. Collections – **2 hours**
 - Coin collection
 - Bill collection (if applicable)
 - Explanation of how the credit card data is collected

IX. Ordering spare parts - .5 hours

- Spare parts ordering Contact information
- Warranty and RMA procedures

X. Technical Support - .5 hours

- Telephone Contact information
- Email Contact information

XI. CityLine Back Office Management Software – 5 Hours

- **Introduction – .5 hour**
 - a. Web-based database concept and its benefits
 - b. PC requirements
 - c. Data center security highlights
- **System overview – .5 hour**
 - a. Login and password
 - b. Screen Layout
 - c. Dashboard widgets
 - d. Panel icons
 - e. Tab and screen navigation
 - f. Templates
- **Live Monitoring – 1 hour**
 - a. Working with widgets
 - b. Creating a template (selecting events, machine, generating report)
 - c. Report layout edit
 - d. Exporting options to Excel and Pdf
 - e. PM Monitor Mobile App
- **Statistics Module – 1 hours**
 - a. Creating a report template
 - b. Status Report
 - c. Missing days Report
 - d. Coinbox Report/Cash Reconciliation Report
 - e. Single Payments Report
 - f. Card Transaction Report
 - g. Notification History Report
 - h. Duration Report
 - i. Financial Report
 - j. Ticket Duration Report
 - k. Closed Action Report
 - l. Report layout edit/Exporting options to Excel and Pdf

- **Configuration Patterns Module - 1 hour**
 - a. Hardware configuration
 - b. Communication settings
 - c. Payment configuration
 - d. Applications
 - e. PACS/ File Transfer
 - f. Tariffs
 - g. Special days
 - h. Tariff profiles
 - i. Advertising texts
 - j. Tariff Groups
 - k. Screens
 - l. Tickets
 - m. Parking bays
 - n. Black-/Whitelist Credit Card
 - o. Black-/Whitelist Chip Card
 - p. Ticket duration settings
 - q. Notification configuration

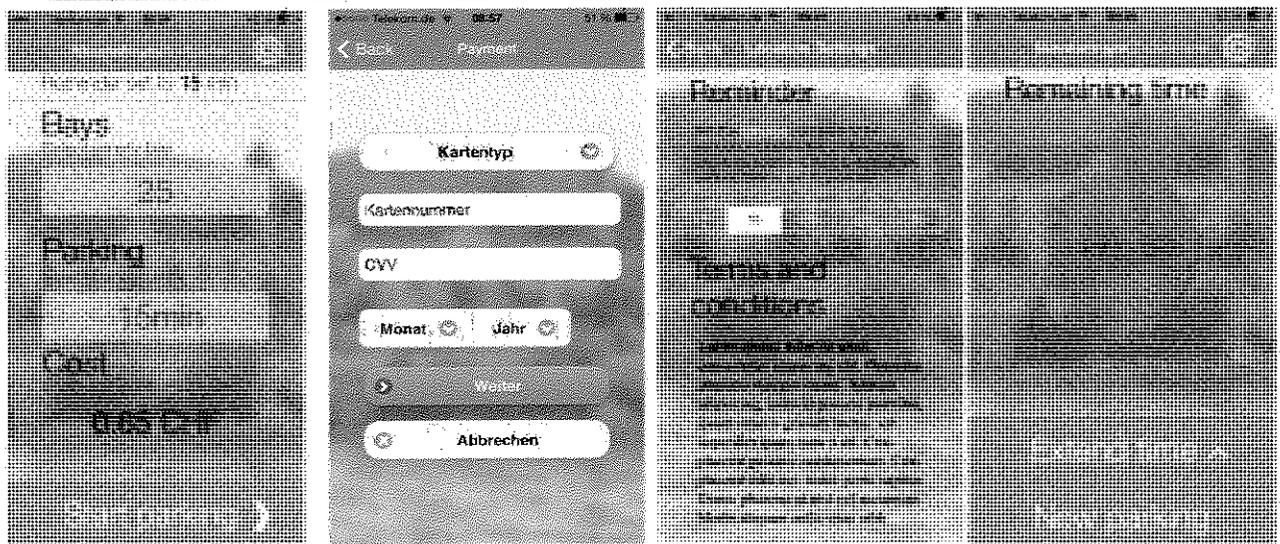
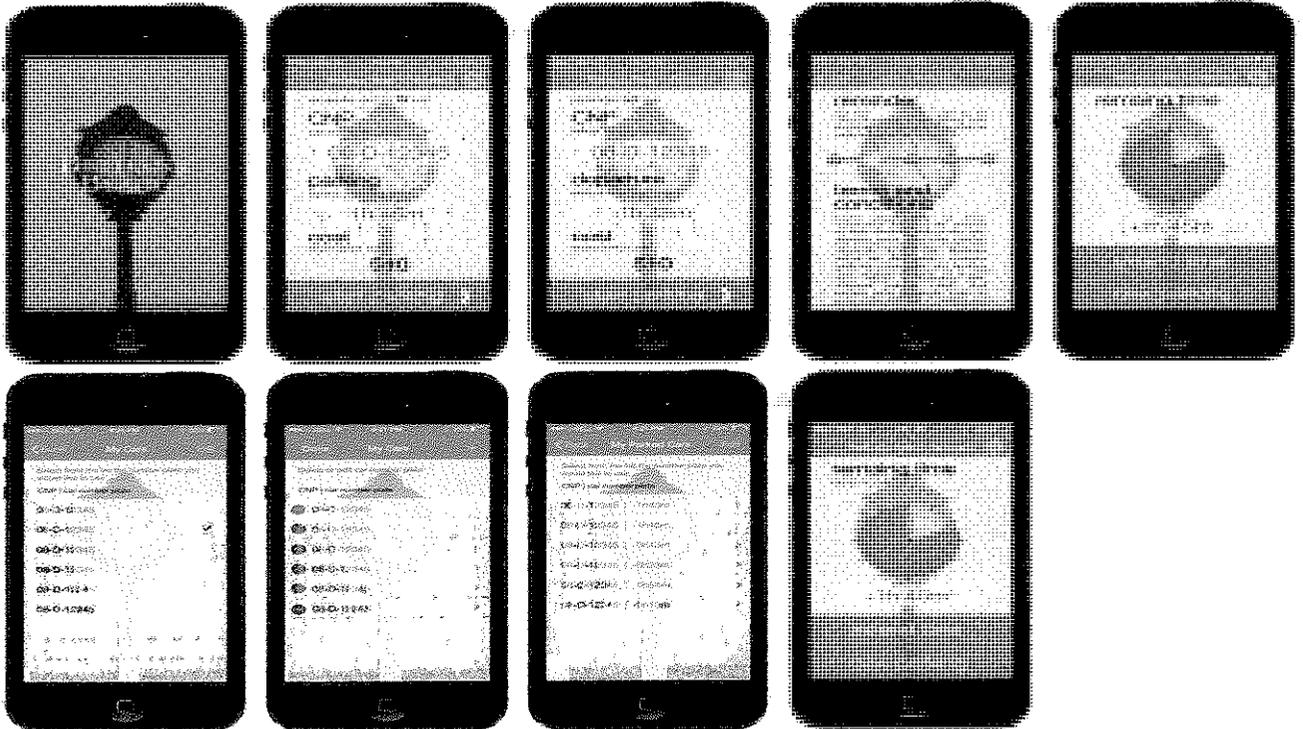
- **PM Configuration - .5 hour**
 - a. Areas
 - b. Creating a machine
 - c. Relocating a machine
 - d. Configuring a machine
 - e. Configuring PMs by list
 - f. Data transfer

- **Administration -- .5 hour**
 - a. Telephone Book
 - b. Local Mandator
 - c. Daylight savings time
 - d. License Administration
 - e. License Report
 - f. Local derivations
 - g. Assigning an application role
 - h. Creating a new user
 - i. Action locks

Hectronic's Pay by Mobile Application

Hectronic offers a city branded Pay by Mobile application as additional optional form of payment.

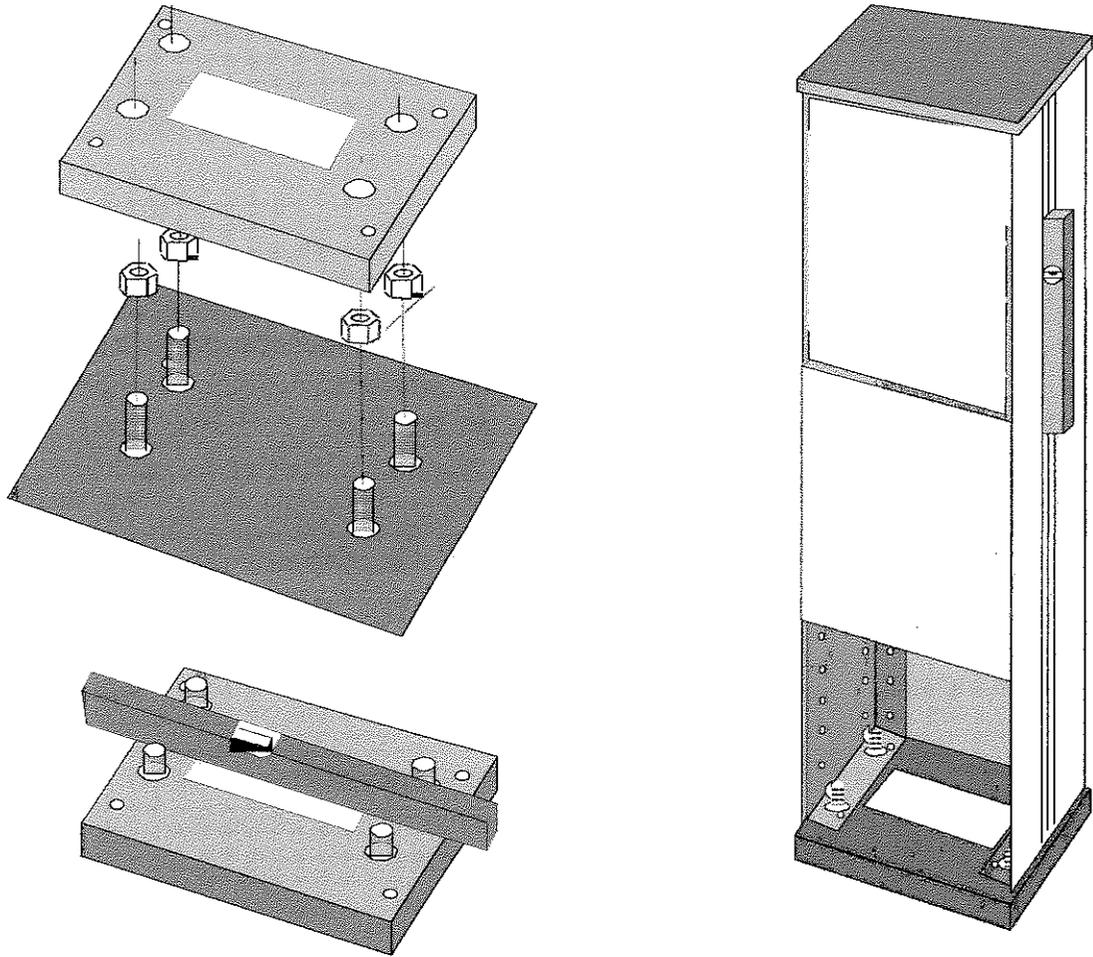
Easy to use application, all data can be stored in application for speed and convenience of payment that is easy and secure



Standard parking ticket

<p>*** PLACE TICKET ON *** DASHBOARD VISIBLE FROM OUTSIDE *** THIS WAY UP***</p> <p>Citea Demonstration</p> <p>No000093 11:39 13.09.06 Expiry</p> <p>12:16</p> <p>13.09.06</p> <p>£ 2.50</p>	<p>Informational text (3 lines)</p> <p>Location of parking space</p> <p>Parking ticket number, arrival time and date</p> <p>Expiry time and date</p> <p>Amount paid</p>
<p>Parking ticket w/ tear-off receipt</p> <p>*** PLACE TICKET ON *** DASHBOARD VISIBLE FROM OUTSIDE *** THIS WAY UP***</p> <p>Citea Demonstration</p> <p>No000094 11:44 13.09.06 Expiry</p> <p>11:52</p> <p>13.09.06</p> <p>£ 0.50</p> <p>Citea Demonstration Ticket No. 000094 Expiry 11:52 Mo 13.09.06 Amount £ 0.50 MACH NO. 549436503362329 VISA CREDIT A0000000031010 XXXXXXXXXXXX6035 VALID 03/85 TO 05/07 100 ISSUE 21 SALE AMOUNT GBP0.50 PIN VERIFIED RETAIN FOR YOUR RECORDS 11:44 13/09/06 : 40:C397992E6F300C32 006A E5 REF 0499 SN 02390050 TXN 0033</p>	<p>Informational text (3 lines)</p> <p>Location of parking space</p> <p>Parking ticket number, arrival time and date</p> <p>Expiry time and date</p> <p>Amount paid</p> <p>Receipt information regarding credit card payment (15 lines) with or without advertising text (5 lines)</p>

Installation



1. Concrete foundation should be 18 wide X 18 long X 24 deep.

Available Spare parts

Hectronic has a fully stock warehouse of spare parts that are available for shipment within 48 hours. Hectronic recommends the city purchase a small quantity of seed stock to reduce equipment downtime. Hectronic will offer a 40% discount off of list price on all spare parts ordered as part of the equipment order.

Citea Paystations								
Name	Hectronic part number					Quantity	Price	Life Expectancy
	hc53	6300	106					
SM2 chip reading contact and magnetic reader head controller for SM2 card reader	hc53	6300	106			1	\$652.17	475,000 transactions
WH coin validator	hc20	2	300	31		1	\$301.82	700,000 coins
AC ARM-9 controller UL	2062	72	10	5		1	\$1,145.08	10-12 years
display controller for Citea with/without 12-key pad	2062	45	40	5	6	1	\$510.42	7-10 years
coin shutter	hc20	2	100	2		1	\$174.42	700,000 coins
escrow assembly	hc20	2	200	1		1	\$227.50	
motor for coin validator	2062	30	132	0		1	\$145.60	700,000 coins
MSC printer with paper guiding	hc20	7	10	3		1	\$937.30	325,000 transactions
2 button module: red & green pushbuttons w/gasket	2062	30	83	1		1	\$153.18	
4 button module: yellow pushbuttons w/gasket	2062	30	84	1		1	\$136.50	
cable for 12V 75Ah battery (*)	2057	78	38	0		1	\$59.15	
display alphanumeric	2062	72	34	01		1	\$250.25	
12 button keypad (***)	2062	30	85	1		1	\$510.42	12-15 years
Bill Acceptor	2062	45	26	11		1	\$2,690.00	

Recommended Spares

Spare Parts List

Name	Hectronic part number				
controller for SM2 card reader	2057	72	205	2	
WH coin validator	hc20	2	300	31	
AC ARM-9 controller UL	2062	72	10	5	
coin shutter	hc20	2	100	2	
motor for coin validator	2062	30	132	0	
display alphanumeric	2062	72	34	01	

Warranty Statement

Limited Warranty

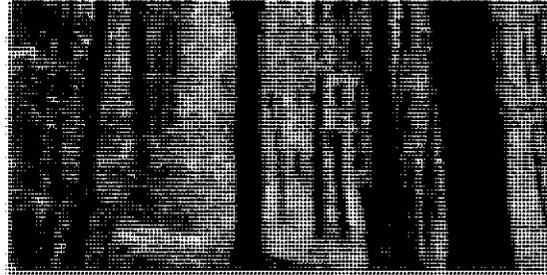
Seller warrants that all goods shall be free from defects for a period of twenty four (24) months from the date of delivery. Seller warrants that any replacement parts shall be free from defects for a period of three (3) months from the date of installation or the expiration of the original warranty period, whichever is greater. Seller's liability hereunder is limited solely to the cost of the replacement parts. Seller shall not be liable for any labor, transportation charges or consequential damages, including without limitation lost profits or lost opportunity.

Any repair of damage resulting from acts of vandalism, accident (vehicle impact), failures in the electrical supply to the multi-space meters, operator error, (e.g. but not limited to: no ticket stock, no coin box fitted, wrong time/date) or the use of non-approved ticket stock on the meters are not covered under this agreement. Hectronic will provide estimates of this repair cost upon receipt of a written request from The Customer. The terms "vandalism" or "vandalized" shall mean any willful damage caused to the meters (break-ins etc.) which affect the appearance or operation of the meters or interferes with the normal use of the meters.

To maximize meter uptime the Customer can purchase a compliment of replacement parts which would consist of the frequently used items and is based on the number of meters purchased by the Customer. Hectronic can provide guidance to The Customer regarding a suggested number of parts to be included in this inventory along with the applicable pricing.

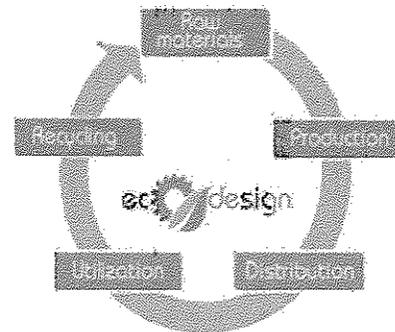
Notwithstanding anything contained herein to the contrary, for this warranty to be effective, Seller must receive written notification of a warranty claim within the warranty period. THE FOREGOING IS IN LIEU OF ALL WARRANTIES AND LIABILITIES WHETHER STATUTORY, EXPRESSED OR IMPLIED. SELLER MAKES NO WARRANTY OF MERCHANTABILITY OF THE GOODS OR OF THE FITNESS OF THE GOODS FOR ANY PURPOSE OR OF WORKMANLIKE SERVICE.

Environmental



HECTRONIC headquarters is located in the middle of the scenic Black Forest in Southern Germany, between traditional manufacturers of cuckoo clocks and rich Black Forest cakes. The regional patriotism of HECTRONIC and its employees is perhaps a reason why environmental protection is such a fundamental component of the company philosophy.

Environmental concerns are implemented on the basis of the EcoDesign concept. This means that the product lifecycle is considered as a whole, starting from raw materials extraction to manufacturing, sales, use, and finally disposal or recycling. HECTRONIC generates energy balances for each of its products and internal processes in a continuous procedure. Conclusions derived from this information allow the company to continually implement improvement measures.



What we do for the environment?

- The modularity of our equipment allows us to manufacture highly different products from the HECTRONIC GmbH portfolio customized to specific requirements by using only a few basic modules. This flexibility in both the manufacturing and recycling process is especially environmentally-friendly.
- Our device housings are made of aluminum which has the excellent recycling rate of 100 percent. Aluminum can be processed any number of times to secondary aluminum without a loss in quality. The reprocessing procedure (secondary aluminum) requires only seven percent of the energy necessary to create primary aluminum. In light of these facts, we use a very high percentage of secondary aluminum in our production.
- HECTRONIC gears its products and internal work processes to strict environmental protection criteria and satisfies all the statutory requirements (Waste Electrical and Electronics Equipment Directive [European Union] and Reduction of Hazardous Substances Directive [European Union]).

Certifications

Hectronic GmbH
Allmendstrasse 15
Bonndorf 79848
Germany

Attention: Burkhard Schmidt

Re: CardPay Server for CITEA Version 1.0.1.1

Dear Mr. Schmidt

This letter is to inform Hectronic GmbH that its payment application, CardPay Server for CITEA Version 1.0.1.1, has received a grade of **PASS** from the PCI Security Standards Council (the "Council") Quality Assurance Team. Your PA-QSA has been notified of this grade as well. This letter does not represent an endorsement of the Application, but rather validation that the minimum documentary requirements have now been met.

Having achieved a passing grade, the Council will list the Application on its Validated Payment Application List once your invoice has been paid.

Please feel free to contact me with any questions you may have about this process.

Sincerely,



Lindsay De Santis
PA-DSS Program Manager
PCI Security Standards Council, LLC
401 Edgewater Place, Suite 600
Wakefield, MA 01880
pa-dss@pcisecuritystandards.org
781-876-6249

Konformitätserklärung Produkt

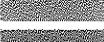
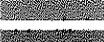


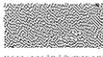
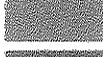
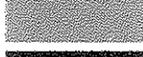
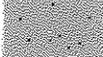
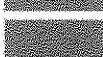
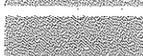
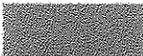
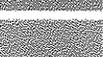
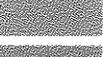
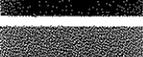
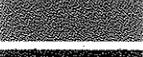
EG - KONFORMITÄTserklärung EC - Declaration of Conformity CE - Déclaration de Conformité				
Wir We Nous	Hectronic GmbH Tank- und Parksysteme Alimendstr. 15 D-79848 Bonndorf/Schw.	Hectronic AG Aaraustr. 69 CH-5200 Brugg		
Anschrift Address Adresse				
erklären, daß die Maschine mit Bezeichnung, Typ, Modell: declare, that the machine with name, type, model: déclarons, que le produit nom, type, modèle:				
Produktname		Produkt-Nr.		
Parkticketsautomat CITEA Parking ticket machine CITEA Horodateur CITEA		2052		
mit den Anforderungen der Normen und Richtlinien fulfills the requirements of the standard and regulations satisfait aux exigences des normes et directives				
Richtlinie		Ausgabedatum		
2004/108/EC				
EN 55022:1998 + A1:2000 + A2:2003 Class B		1998		
EN 61000-6-2		2005		
EN 61000-6-3		2007		
2006/95/EC				
EN 60950-1 + A11:2004		2001		
EN 12414		1999		
und den Prüfberichten übereinstimmt und damit den Bestimmungen entspricht, and the test reports and therefore corresponds to the regulations of the Directive, et les rapports d'essais notifiés et, ainsi, correspond aux règlement de la Directive.				
Bemerkungen				
Ort und Datum der Ausstellung: Place and Date of issue: Lieu et date d'établissement:		Bonndorf, den 24.09.2009		
Name und Unterschrift der Befugten: Name and Signature of the authorized person: Nom et signature de la personne autorisée:		<table border="0"> <tr> <td>Leitung EW D. Zeiler</td> <td>ZS T. Köhntopp</td> </tr> </table>	Leitung EW D. Zeiler	ZS T. Köhntopp
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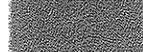
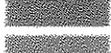
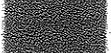
Formblatt Name	Formblatt Nr.	Rev. Stand	
Konformitätserklärung Produkt:	7.23.	02	Seite 1 von 1

Custom Colors

RAL COLOR CHART ***** This Chart is to be used as a guide only. Colors May Appear Slightly Different *****

RAL 1000		Green Beige	RAL 4007		Purple Violet	RAL 7006		Khaki Grey
RAL 1001		Beige	RAL 4008		Signal Violet	RAL 7009		Green Grey
RAL 1002		Sand Yellow	RAL 4009		Pastel Violet	RAL 7010		Tarpaulin Grey
RAL 1003		Signal Yellow	RAL 5000		Violet Blue	RAL 7011		Iron Grey
RAL 1004		Golden Yellow	RAL 5001		Green Blue	RAL 7012		Basalt Grey
RAL 1005		Honey Yellow	RAL 5002		Ultramarine Blue	RAL 7013		Brown Grey
RAL 1006		Maize Yellow	RAL 5003		Sapphire Blue	RAL 7015		Slate Grey
RAL 1007		Chrome Yellow	RAL 5004		Black Blue	RAL 7016		Anthracite Grey
RAL 1011		Brown Beige	RAL 5005		Signal Blue	RAL 7021		Black Grey
RAL 1012		Lemon Yellow	RAL 5007		Brilliant Blue	RAL 7022		Umbrage Grey
RAL 1013		Oyster White	RAL 5008		Grey Blue	RAL 7023		Concrete Grey
RAL 1014		Ivory	RAL 5009		Azure Blue	RAL 7024		Graphite Grey
RAL 1015		Light Ivory	RAL 5010		Gentian Blue	RAL 7026		Granite Grey
RAL 1016		Sulfer Yellow	RAL 5011		Steel Blue	RAL 7030		Stone Grey
RAL 1017		Saffron Yellow	RAL 5012		Light Blue	RAL 7031		Blue Grey
RAL 1018		Zinc Yellow	RAL 5013		Cobalt Blue	RAL 7032		Pebble Grey
RAL 1019		Grey Beige	RAL 5014		Pigeon Blue	RAL 7033		Cement Grey
RAL 1020		Olive Yellow	RAL 5015		Sky Blue	RAL 7034		Yellow Gre
RAL 1021		Rape Yellow	RAL 5017		Traffic Blue	RAL 7035		Light Grey
RAL 1023		Traffic Yellow	RAL 5018		Turquoise Blue	RAL 7036		Platinum Grey
RAL 1024		Ochre Yellow	RAL 5019		Capri Blue	RAL 7037		Dusty Grey
RAL 1027		Curry	RAL 5020		Ocean Blue	RAL 7038		Agate Grey

RAL 1028		Melon Yellow	RAL 5021		Water Blue	RAL 7039		Quartz Grey
RAL 1032		Broom Yellow	RAL 5022		Night Blue	RAL 7040		Window Grey
RAL 1033		Dahli Yellow	RAL 5024		Pastel Blue	RAL 7042		Traffic Grey A
RAL 1034		Pastel Yellow	RAL 6000		Patina Green	RAL 7043		Traffic Grey B
RAL 2000		Yellow Orange	RAL 6001		Emerald Green	RAL 7044		Silk Grey
RAL 2001		Red Orange	RAL 6002		Leaf Green	RAL 7045		Telegrey 1
RAL 2002		Vermillion	RAL 6003		Olive Green	RAL 7046		Telegrey 2
RAL 2003		Pastel Orange	RAL 6004		Blue Green	RAL 7047		Telegrey 4
RAL 2004		Pure Orange	RAL 6005		Moss Green	RAL 8000		Green Brown
RAL 2008		Bright Red Orange	RAL 6006		Grey Olive	RAL 8001		Ochre Brown
RAL 2009		Traffic Orange	RAL 6007		Bottle Green	RAL 8002		Signal Brown
RAL 2010		Signal Orange	RAL 6008		Brown Green	RAL 8003		Clay Brown
RAL 2011		Deep Orange	RAL 6009		Fir Green	RAL 8004		Cooper Brown
RAL 2012		Salmon Orange	RAL 6010		Grass Green	RAL 8007		Fawn Brow
RAL 3000		Flame Red	RAL 6011		Reseda Green	RAL 8008		Olive Brow
RAL 3001		Signal Red	RAL 6012		Black Green	RAL 8011		Nut Brown
RAL 3002		Carmine Red	RAL 6013		Reed Green	RAL 8012		Red Brown
RAL 3003		Ruby Red	RAL 6014		Yellow Olive	RAL 8014		Sepia Brow
RAL 3004		Purple Red	RAL 6015		Black Olive	RAL 8015		Chestnut Brown
RAL 3005		Wine Red	RAL 6016		Turquoise Green	RAL 8016		Mahogany Brown
RAL 3007		Black Red	RAL 6017		May Green	RAL 8017		Chocolate Brown
RAL 3009		Oxide Red	RAL 6018		Yellow Green	RAL 8019		Grey Brown
RAL 3011		Brown Red	RAL 6019		Pastel Green	RAL 8022		Black

RAL 3012		Beige Red	RAL 6020		Chrome Green	RAL 8023		Brown
RAL 3013		Tomato Red	RAL 6021		Pale Green	RAL 8024		Orange Brown
RAL 3014		Antique Pink	RAL 6022		Olive Drab	RAL 8025		Beige Brown
RAL 3015		Light Pink	RAL 6024		Traffic Green	RAL 8026		Pale Brown
RAL 3016		Coral Red	RAL 6025		Fern Green	RAL 8028		Terra Brown
RAL 3017		Rose	RAL 6026		Opal Green	RAL 9001		Cream
RAL 3018		Strawberry Red	RAL 6027		Light Green	RAL 9002		Grey White
RAL 3020		Traffic Red	RAL 6028		Pine Green	RAL 9003		Signal White
RAL 3022		Salmon Pink	RAL 6029		Mint Green	RAL 9004		Signal Black
RAL 3027		Raspberry Red	RAL 6032		Signal Green	RAL 9005		Jet Black
RAL 3031		Orient Red	RAL 7000		Squirrel Grey	RAL 9006		White Aluminum
RAL 4001		Red Lilac	RAL 7001		Silver Grey	RAL 9007		Grey Aluminum
RAL 4002		Red Violet	RAL 7002		Olive Grey	RAL 9010		Pure White
RAL 4003		Heather Violet	RAL 7003		Moss Grey	RAL 9011		Graphite Black
RAL 4004		Claret Violet	RAL 7004		Signal Grey	RAL 9016		Traffic White
RAL 4005		Blue Lilac	RAL 7005		Mouse Grey	RAL 9017		Traffic Black
RAL 4006		Traffic Purple	RAL 7006		Beige Grey	RAL 9018		Papyrus White

Pricing – LCD Display

Bidder - Please complete and return

BID SUMMARY

TITLE: MULTI SPACE METER SYSTEM

DUE DATE: FRIDAY, FEBRUARY 28, 2014 AT 10 AM

Having carefully examined the attached specifications and any other applicable information, the undersigned proposes to furnish all items necessary for and reasonably incidental to the proper completion of this bid. Bidder submits this bid and agrees to meet or exceed all requirements and specifications unless otherwise indicated in writing and attached hereto.

Bidder certifies that as of the date of this bid the Company or he/she is not in arrears to the City of Traverse City for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the City of Traverse City.

Bidder understands and agrees, if selected as the successful Bidder, to accept a Purchase Order / Service Order / Contract and to provide proof of the required insurance.

The Bidder shall comply with all applicable federal, state, local and building codes, laws, rules and regulations and obtain any required permits for this work.

The Bidder certifies that it is in compliance with the City's Nondiscrimination Policy as set forth in Administrative Order No. 47 and Chapter 605 of the City's Codified Ordinances.

The Bidder certifies that none of the following circumstances have occurred with respect to the Bidder, an officer of the Bidder, or an owner of a 25% or more share in the Bidder's business, within 3 years prior to the bid:

- (a) conviction of a criminal offense incident to the application for or performance of a contract;
- (b) conviction of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense which currently, seriously and directly reflects on the Bidder's business integrity;
- (c) conviction under state or federal antitrust statutes;
- (d) attempting to influence a public employee to breach ethical conduct standards; or
- (e) conviction of a criminal offense or other violation of other state, local, or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which in the opinion of the City indicates that the bidder is unable to perform responsibility or which reflects a lack of integrity that could negatively impact or reflect upon the City of Traverse City, including but not limited to, any of the following offenses or violations of:

- i. The Natural Resources and Environmental Protection Act.
- ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
- iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of ninety (90) days from the actual date of the opening of the bid.

I. Product Costs:

A. AC Powered

1.	1-3 Pay stations	
	a. Cellular Communications	\$ <u>10,365</u>
	b. WiFi Communications	\$ <u>10,315</u>
2.	4-7 Pay stations	
	a. Cellular Communications	\$ <u>10,225</u>
	b. WiFi Communications	\$ <u>10,175</u>
3.	8-12 Pay stations	
	a. Cellular Communications	\$ <u>9985</u>
	b. WiFi Communications	\$ <u>9935</u>

B. Solar Powered

1.	1-3 Pay stations	
	a. Cellular Communications	\$ <u>10,625</u>
	b. WiFi Communications	\$ _____
2.	4-7 Pay stations	
	a. Cellular Communications	\$ <u>10,485</u>
	b. WiFi Communications	\$ _____
3.	8-12 Pay stations	

Pricing – 8 Inch Color Touch

Bidder - Please complete and return

BID SUMMARY

TITLE: MULTI SPACE METER SYSTEM

DUE DATE: FRIDAY, FEBRUARY 28, 2014 AT 10 AM

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- (d) attempting to influence a public employee to breach ethical conduct standards; or
- (e) conviction of a criminal offense or other violation of other state, local, or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which in the opinion of the City indicates that the bidder is unable to perform responsibility or which reflects a lack of integrity that could negatively impact or reflect upon the City of Traverse City, including but not limited to, any of the following offenses or violations of:

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- iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules, or regulations.
- v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.

(f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder understands that the City reserves the right to accept any or all bids in whole or part and to waive irregularities in any bid in the best interest of the City. The bid will be evaluated and awarded on the basis of the best value to the City. The criteria used by the City may include, but will not be limited to: ability, qualifications, timeframe, experience, price, type and amount of equipment, accessories, options, insurance, permits, licenses, other pertinent factors and overall capability to meet the needs of the City. The City is sales tax exempt – Government.

Bidder agrees that the bid may not be withdrawn for a period of ninety (90) days from the actual date of the opening of the bid.

I. Product Costs:

Colon Touch

A. AC Powered

- 1. 1-3 Pay stations
 - a. Cellular Communications \$ 11,465
 - b. WiFi Communications \$ 11,415
- 2. 4-7 Pay stations
 - a. Cellular Communications \$ 11,325
 - b. WiFi Communications \$ 11,275
- 3. 8-12 Pay stations
 - a. Cellular Communications \$ 11,085
 - b. WiFi Communications \$ 11,035

B. Solar Powered

- 1. 1-3 Pay stations
 - a. Cellular Communications \$ 11,725
 - b. WiFi Communications \$ _____
- 2. 4-7 Pay stations
 - a. Cellular Communications \$ 11,550
 - b. WiFi Communications \$ _____
- 3. 8-12 Pay stations

Color Touch

a.	Cellular Communications	\$	11,310
b.	WiFi Communications	\$	
C.	Back Office Software Communications		
1.	1-3 Pay stations	\$	59.50/mth
2.	4-7 Pay stations	\$	59.50/mth
3.	8-12 Pay stations	\$	59.50/mth
II.	Maintenance Costs	\$	475
III.	Installation Costs	\$	125/machine
IV.	Training Cost	\$	500
V.	Additional Costs (Please List):		
A.	Shipping	\$	125 ⁰⁰
B.		\$	
C.		\$	
D.		\$	
TOTAL COST NOT TO EXCEED		\$	156,000

Submitted by:

Steven A Snyder

Signature

Steven Snyder President

Name and Title (Print)

215-206-8545 757-333-4998

Phone

Fax

HECTRONIC US

Company Name

820 Greenbrier Circle #25

Company Address

Chesapeake VA 23320

City,

State,

Zip

Corporation

Sole proprietorship/partnership/corporation

DELAWARE

If corporation, state of corporation

REFERENCES: (include name of organization, address, contact person, daytime phone number, and length of time services have been performed).

1. Waterbury CT 255 East Main Street Waterbury CT 06702

ED DAPONTE - 203-574-6911 - 2 years

2. Bethany Beach DE 214 Garfield Pkwy Bethany Beach DE 19930

STEVE GRAMES 302-539-8940 4 years

3. NIAGARA FALLS Ca. 4320 Bridge Street NIAGARA FALLS Ca.

Karl Drew - 905-356-7521 x 4509 6 years

SUBCONTRACTORS: (include name of organization, address, contact person, daytime phone number, and services to be performed).

1. _____

2. _____

3. _____

Assessed against the PCI Data Security Standard

Name & Services:

CreditCall Ltd

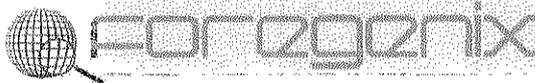
Date of ROC:

12th April 2013

The aforementioned customer has been assessed by Foregenix and was found to be compliant with the Payment Card Industry Data Security Standard v2.0, endorsed by American Express, MasterCard and VISA as well as all other leading card schemes.

Conditions of issue:

1. Foregenix Ltd has issued this certificate to indicate that the aforementioned company has been assessed against the objectives of the Payment Card Industry (PCI) Data Security Standard (DSS) validation methods and was found to be compliant with PCI DSS on the date of issue only. No other guarantees are given.
2. This certificate of compliance is deemed valid if produced in conjunction with a clean external vulnerability scan and valid listings on card scheme public websites. In this regard, a clean vulnerability scan report demonstrates no level 3, 4 or 5 vulnerabilities. The certificate offers no guarantee or warranty to any third party that the company specified is invulnerable to attack or breaches in its security, and Foregenix accordingly accepts no liability to any third party in the event of loss or damage of any description, caused by any failure in or breach of customer's security.
3. This certificate is subject to validation conditions as laid out within the Payment Card Industry Data Security Standard compliance program; any queries, please contact Foregenix Ltd on +44 845 309 6232 or compliance@foregenix.com
4. This certificate is valid for a period of 12 months from date of issue.



Signed:

A handwritten signature in black ink, appearing to read "Stuart Nash".

Stuart Nash, Lead Consultant