

Meeting Date: 10/20/2015

Report Type: Consent

Report ID: 2015-00860

Title: Contract Award: Parking Access and Revenue Control System (Published for Review 10/08/2015)

Location: Citywide

Recommendation: Pass a Resolution: 1) authorizing the City Manager to execute a contract for a new Parking Access and Revenue Control System (PARCS) with Amano McGann, Inc. for an amount not to exceed \$5,752,963; 2) authorizing the City Treasurer or his designee to secure financing for the acquisition and installation of the PARCS system and approve, execute, and deliver related financing documents; 3) declaring the City's intent to use proceeds of an obligation, i.e. the proceeds obtained through a Master Lease Purchase Agreement and to reimburse itself for the original expenditures; 4) authorizing the City Manager to amend the Public Works department budget to reflect the procurement and financing as secured by the City Treasurer or his designee; and 5) establishing capital improvement project (CIP) PARCS Replacement (V15610003).

Contact: Mike King, Program Specialist (916) 808-1172; Matt Eierman, Parking Services Manager (916) 808-5849, Department of Public Works

Presenter: None

Department: Public Works Department

Division: Off-Street Parking Admin

Dept ID: 15001211

Attachments:

1-Description/Analysis

2-Background

3-Resolution

4-Exhibit A (Amano McGann Contract)

5-Exhibit B (Bank of America Term Sheet)

City Attorney Review

Approved as to Form

Gerald Hicks

9/30/2015 11:11:22 AM

Approvals/Acknowledgements

Department Director or Designee: Jerry Way - 9/25/2015 8:01:24 AM

Description/Analysis

Issue Detail: The City's existing Parking Access and Revenue Control System (PARCS) is more than 14 years old. Within the industry, the average life span of a PARCS is about 7-10 years. On March 31, 2015, the City Council determined it was in the City's best interest to suspend competitive bidding and authorized staff to issue a Request for Proposals ("RFP") for a new PARCS. After a thorough selection process, Amano McGann, Inc. was selected as the most qualified and responsive proposal.

Policy Considerations: This recommended action is consistent with:

1. City Council's motion directing staff to pursue parking modernization through technology and rate enhancements.
2. 2014 City of Sacramento Selected Parking Assets, Parking System Assessment
3. The Central City Parking Master plan goal to leverage technology to use time limits, rates and enforcement to manage parking supply efficiently.

Economic Impacts: None.

Environmental Considerations:

California Environmental Quality Act (CEQA): The project is categorically exempt from CEQA pursuant to CEQA Guidelines sections 15301. The project involves the replacement of existing facilities. The new facilities are located on the same site and will have substantially the same purpose and capacity as the existing facilities.

Sustainability Considerations: This action supports the City of Sacramento's sustainability goals to improve and optimize the transportation infrastructure.

Commission/Committee Action: Not applicable

Rationale for Recommendation: On May 26, 2015, the Public Works Department issued RFP No. P11511131027 for a new PARCS. Proposals were received from Amano McGann, Inc. and Sentry Skidata Group.

A selection committee comprised of City staff, representatives of the Sacramento Kings, local business associations, Sacramento County, as well as parking managers from several California municipalities, evaluated the responses to the RFP based on vendors' compliance with technical and functional specifications, written deliverables, references, and industry experience.

The Sacramento Kings and Sacramento County had previously expressed interest in a new PARCS for their facilities and were invited to participate in the selection process in an effort to create a more integrated parking system throughout the City. While either party would negotiate and contract directly with Amano, their PARCS would operate through the City's datacenter which will provide customers greater flexibility and convenience when parking in the downtown area. Other entities in the Sacramento region will be encouraged to integrate their parking systems with the City.

Amano McGann, Inc. was selected as the most qualified and responsive vendor for a new PARCS and supporting services for the City's parking modernization program. Headquartered in Minneapolis, Minnesota, Amano McGann, Inc. is a leader in the parking industry with over 6,000 installations worldwide, serving clients that include hospital systems, universities, hotel chains, municipalities, and sports complexes. Amano McGann, Inc. has 18 branch offices, including one in Sacramento, and over 40 distribution partners throughout the United States and Canada.

Features of the new PARCS will include:

- Expandability from the current five city-owned parking garages to any future facilities the City may acquire, construct or manage on behalf of other parties.
- Customers will have the ability to reserve spaces, especially for events, along with the ability to pre-pay for parking, which will streamline entry and exit.
- License Plate Recognition (LPR) technology to validate parkers as they approach the gates, allowing the gates to open without requiring customers to stop and use an access card.
- Advanced wayfinding capability to notify parkers which level of a garage has available parking spaces.
- Ability to meet current and future payment card industry standards (PCI). The current system does not have the capability to meet current PCI standards.
- Enhanced customer and merchant self-service features that will eliminate the need for customers to visit the customer service counter or call Parking Services staff to complete routine transactions such as purchasing monthly parking permits or merchant validations.
- Acceptance of a wider range of electronic payment methods, including pay-by-phone, reducing the amount of cash that is processed within the facility.
- Ability to implement dynamic/demand-based pricing.
- Provision of occupancy statistics, available to outside parties for inclusion in wayfinding and parking location services, to make it easier for customers to find parking near their destinations.
- More options to enter and exit garages while tracking each session and calculating the appropriate fee, while also reducing the number of tickets and access cards that are required for transactions.
- Voice Over Internet Protocol (VOIP) intercom with camera at each entry, exit, and pay-on-foot station (POF), ensuring that calls for assistance are answered quickly and agents can see customers, allowing for remote activation of gate arms if warranted.
- 24/7 toll-free customer service support.
- Full reporting (revenue and statistics), with flexibility in content, formatting, and timing of management reports.
- A complete test environment, including workstations, cashiering stations, entry/exit station simulators, POF machines, and additional systems to be used for testing new features and ongoing staff training.

The proposed procurement will include a commodities purchase of Facility Control Hardware, Facility Control Software, Entry and Exit Stations, Pay on Foot Stations, LPR Systems, Cashiering

Stations, Electronic Signage, and installation. The procurement will allow for additional purchases in the future at proposed pricing levels.

The vendor will warrant equipment and installation (100% parts and labor) for a period of five years from the date of final acceptance by the City. The vendor will also provide a separately priced option for a series of one-year maintenance and service contracts renewable upon completion of the warranty for a period up to ten years.

It is projected the proposed PARCS system will increase revenues approximately 10% as the result of better customer service, increased payment methods, and cash security.

Financial Considerations: The initial procurement of goods and services will be for the City's five parking garages: Capitol Garage, City Hall Garage, Memorial Garage, Tower Bridge Garage, and Old Sacramento Garage. A complete test environment for training purposes will also be purchased.

The system cost will be for a not-to-exceed amount of \$3,998,684 which will be paid from capital lease financing. The Office of the City Treasurer (CTO) requested interest rate and term proposals from JP Morgan Chase, N.A. and Banc of America Public Capital Corp (BofA), the banks included in the pool of Tax-Exempt Lease Financing Providers established on September 27, 2012. BofA offered the initial terms that would be in the best interest of the City of Sacramento for this financing (Exhibit B) including a not to exceed amount of \$4,500,000. The source of repayment for the lease financing will be from the parking fund. The terms of the financing arranged by the City Treasurer are as follows:

Approximate Lease Financing Amount:	\$4,000,000
Term of Loan:	5 years
Interest Rate:	1.485%*
Estimated Annual Debt Service	\$833,032

*The interest rate is set until October 30, 2015. If the transaction is not funded by that date the interest rate may change.

After system acceptance there will also be \$908,449 in operating expenses over the initial five years for warranty and recurring costs, plus staff is budgeting \$845,830 for spare parts if needed.

System Costs	
Sum of Costs for Facilities	\$3,588,446
Total Network and Data Center Costs	\$175,556
Total Other Deployment Costs (system-wide)	\$234,682
Sub-Total	\$3,998,684
Annual/Recurring Services and Parts	
Warranty for hardware and software. Recurring costs, including cloud services, licensing, credit card processing, and third-party cloud service license	\$908,449
Spare Parts Allowance (consumables and replacement)	\$845,830
Sub-Total	\$1,754,279
Total Contract	\$5,752,963

Funds are available in the Parking Services Division, Off-Street Parking operating budget (Fund 6004). There are no General Funds planned or allocated for this action.

Local Business Enterprise Program (LBE): Amano McGann, Inc. is an LBE.

Background Information

The City's Parking Services Division currently operates five City-owned parking garages in the downtown area: Capitol Garage, City Hall Garage, Memorial Garage, Tower Bridge Garage, and Old Sacramento Garage. Combined, these garages have over 4,400 parking spaces that generate approximately \$12 million in revenue.

The current parking access and revenue control equipment that manages the City's parking garages are over 14 years old. Within the industry, the average life span of a PARCS is about 7-10 years.

On August 9, 2012, City Council passed a motion directing staff to pursue parking modernization through technology/rate enhancements, expansion, and legislation. Staff's report to Council at that meeting described technology enhancements, including an update to the garage PARCS and accounting equipment.

Working with our stakeholders, Parking Services developed a list of features and functionality for its future PARCS. In December 2014, a Request for Qualifications ("RFQ") was published and vendors were invited to respond with their capabilities and specifications. A selection committee comprised of City staff, representatives from the City's business associations, and representatives of other cities, reviewed the Statements of Qualification submitted by vendors and determined that four vendors offered most of the features and had the resources to install and support a PARCS that would meet the City's needs.

On March 31, 2015, City Council determined it was in the City's best interest to suspend competitive bidding and authorized staff to issue a Request for Proposals (RFP) for a new PARCS. Issuing a RFP allowed the City to select a vendor based on its capability to provide the level of features and service the City is seeking instead of based on price alone.

RESOLUTION NO.

Adopted by the Sacramento City Council
on October 20, 2015

Contract Award for Parking Access and Revenue Control Equipment; Declaration of Official Intent to Reimburse Certain Expenditures from the Proceeds of an Equipment-Lease Financing

BACKGROUND

- A. The City's existing Parking Access and Revenue Control System ("**PARCS**") is more than 14 years old, and within the industry the average life span of a PARCS is about 7 to 10 years.
- B. On August 9, 2012, the City Council passed a motion directing staff to pursue parking modernization through technology/rate enhancements, expansion, and legislation, and staff's report to the City Council at that meeting described the technology enhancements, including an update to the garage PARCS and accounting equipment (the "**PARCS Replacement Project**").
- C. On March 31, 2015, the City Council determined it was in the City's best interest to suspend competitive bidding and authorized staff to issue a Request for Proposals ("**RFP**") for the PARCS Replacement Project.
- D. On May 26, 2015, the Public Works Department issued RFP No. P11511131027 for the PARCS Replacement Project. Proposals were received from Amano McGann, Inc. and Sentry Skidata Group. After a thorough selection process, Amano McGann, Inc. was determined to be the most qualified and responsive proposer.
- E. On September 8, 2015, the Treasurer's Office, Finance Department, and Public Works Department met to discuss the financial viability of using lease financing for the PARCS Replacement Project. All parties agreed there will be sufficient resources in the Parking Fund (Fund 6004) to meet the debt-service obligation.
- F. On September 25, 2015, the Treasurer's Office received rate quotes from banks within the pool of equipment lease providers, and Banc of America Public Capital Corp provided the terms that would be in the best interest of the City of Sacramento. The City and Banc of America Public Capital Corp are parties to a Master Equipment Lease/Purchase Agreement, dated as of March 16, 2004, and amended by Amendment No. 1 to the Master Lease Agreement, dated as of November 18, 2009, and Amendment No. 2 to Master Lease Agreement, dated as of February 7, 2012 (collectively, the "**Master Lease**").

BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

- Section 1. The City Manager is hereby authorized to execute a contract for the PARCS Replacement Project with Amano McGann, Inc. for an amount not to exceed \$5,752,963.
- Section 2. The City Treasurer or his designee is hereby authorized (a) to secure lease financing from Banc of America Public Capital Corp for the PARCS Replacement Project in an amount not to exceed \$4,000,000; and (b) to approve, execute, and deliver related lease-financing documents, including but not limited to an amendment to the Master Lease (the “**Financing**”).
- Section 3. The City Council hereby declares the City’s official intent to use proceeds of an obligation, i.e., the proceeds obtained through the Financing, and to reimburse itself from the proceeds for certain expenditures the City expects to pay for the PARCS Replacement Project before the Financing is consummated. This declaration of official intent is solely for purposes of establishing compliance with the requirements of Section 1.150-2 of the United States Treasury Regulations. It does not bind the City to make any expenditure, incur any indebtedness, or proceed with the PARCS Replacement Project.
- Section 4. The City Manager is hereby authorized to amend the Public Works Department budget to reflect the procurement and financing as secured by the City Treasurer or his designee;
- Section 5. The PARCS Replacement Project (V15610003) is hereby established as a new Capital Improvement Project.

PROJECT #: 15001211
PROJECT NAME: Parking Access and Revenue Control Equipment/Related Services Procurement
DEPARTMENT: Public Works
DIVISION: Parking Services

CITY OF SACRAMENTO

NONPROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made at Sacramento, California, as of October 20, 2015, by and between the **CITY OF SACRAMENTO**, a municipal corporation ("CITY"), and
Amano McGann, Incorporated
2699 Patton Road
Roseville, MN 55113-1137
Tel: 612-331-2020 Ext. 6176/Fax: 612-331-5187
("CONTRACTOR"), who agree as follows:

- Contract.** The Contract shall consist of this Agreement and each of the following documents (if applicable), which are incorporated herein by reference:

Invitation to Bid	Contractor's Bid Proposal Form
Instructions to Bidders	Workers' Compensation Certificate
Local Business Enterprise (LBE) Requirements	Certificate(s) of Insurance
Drug-Free Workplace Policy and Affidavit	Technical Specifications
Declaration of Compliance (Equal Benefits Ordinance)	
Declaration of Compliance (Living Wage Ordinance)	
- Services.** Subject to the terms and conditions set forth in this Agreement, CONTRACTOR shall provide to CITY the services described in Exhibit A. CONTRACTOR shall provide said services at the time, place, and in the manner specified in Exhibit A. CONTRACTOR shall not be compensated for services outside the scope of Exhibit A unless prior to the commencement of such services: (a) CONTRACTOR notifies CITY and CITY agrees that such services are outside the scope of Exhibit A; (b) CONTRACTOR estimates the additional compensation required for these additional services; and (c) CITY, after notice, approves in writing a Supplemental Agreement specifying the additional services and amount of compensation therefor. CITY shall have no obligations whatsoever under this Agreement and/or any Supplemental Agreement, unless and until this Agreement or any Supplemental Agreement is approved by the Sacramento City Manager or the City Manager's authorized designee, or by the Sacramento City Council, as required by the Sacramento City Code.
- Payment.** CITY shall pay CONTRACTOR for services rendered pursuant to this Agreement at the times and in the manner set forth in Exhibit B. The payments specified in Exhibit B shall be the only payments to be made to CONTRACTOR for the services rendered pursuant to this Agreement unless pursuant to Section 1, above, CITY approves additional compensation for additional services. CONTRACTOR shall submit all billings for said services to CITY in the

manner specified in Exhibit B, or, if not specified in Exhibit B, according to the usual and customary procedures and practices that CONTRACTOR uses for billing clients similar to CITY.

4. **Facilities and Equipment.** Except as set forth in Exhibit C, CONTRACTOR shall, at its sole cost and expense, furnish all facilities and equipment that may be required for furnishing services pursuant to this Agreement. CITY shall furnish to CONTRACTOR only the facilities and equipment listed in Exhibit C according to any terms and conditions set forth in Exhibit C.
5. **General Provisions.** The General Provisions set forth in Exhibit D, that include indemnity and insurance requirements, are part of this Agreement. In the event of any conflict between the General Provisions and any terms or conditions of any document prepared or provided by CONTRACTOR and made a part of this Agreement, including without limitation any document relating to the scope of services or payment therefor, the General Provisions shall control over said terms or conditions.
6. **Wage Requirements.** This Agreement is subject to the provisions of Sacramento City Code Chapter 3.58, Living Wage. The requirements of Sacramento City Code Chapter 3.58 are summarized in Exhibit E. The CONTRACTOR is required to sign the attached Declaration of Compliance (Living Wage Ordinance) to assure compliance with these requirements. In addition, for services that constitute "public works" under California Labor Code section 1720 et seq., payment of the prevailing rate of wages is required as indicated in Exhibit D, Section 4 of this Agreement. If both prevailing wage and living wage requirements apply, CONTRACTOR shall pay the higher of the two rates.
7. **Non-Discrimination in Employee Benefits.** This Agreement is subject to the provisions of Sacramento City Code Chapter 3.54, Non-Discrimination in Employee Benefits by City Contractors. The requirements of Sacramento City Code Chapter 3.54 are summarized in Exhibit F. CONTRACTOR is required to sign the attached Declaration of Compliance (Equal Benefits Ordinance), to assure compliance with these requirements.
8. **Authority.** The person signing this Agreement for CONTRACTOR hereby represents and warrants that he/she is fully authorized to sign this Agreement on behalf of CONTRACTOR and to bind CONTRACTOR to the performance of its obligations hereunder.
9. **Exhibits.** All exhibits referred to herein are attached hereto and are by this reference incorporated as if set forth fully herein.

Executed as of the day and year first above stated.

CITY OF SACRAMENTO
A Municipal Corporation

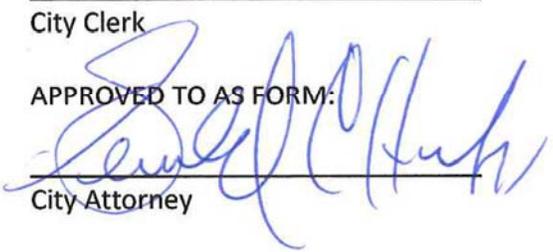
By: _____

Print name: Jerry Way
Title: Director, Department of Public Works
For: John F. Shirey, City Manager

ATTEST:

City Clerk

APPROVED TO AS FORM:



City Attorney

Attachments

- Exhibit A - Scope of Service
- Exhibit B - Fee Schedule/Manner of Payment
- Exhibit C - Facilities/Equipment Provided
- Exhibit D - General Provisions
- Exhibit E - Living Wage Requirements
- Exhibit F - Non-Discrimination in Employee Benefits

CONTRACTOR:

Amano McGann, Incorporated

NAME OF FIRM

26-1521048

Federal I.D. No.

SRYOHA101-051224

State I.D. No.

1000109

City of Sacramento Business Op. Tax Cert. No.

TYPE OF BUSINESS ENTITY (check one):

- Individual/Sole Proprietor
- Partnership
- Corporation (may require 2 signatures)
- Limited Liability Company
- Other (please specify: _____)



Signature of Authorized Person

Print Name and Title

Additional Signature (if required)

Print Name and Title

DECLARATION OF COMPLIANCE
Living Wage Ordinance

Name of Contractor:

Amano McGann, Inc.

Address:

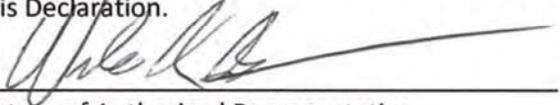
2699 Patton Road, Roseville, MN 55113-1137

The above-named contractor ("Contractor") hereby declares and agrees as follows:

1. Contractor has read and understands the Living Wage Requirements (the "Requirements") attached hereto as Exhibit E.
2. As a condition of receiving this Contract, Contractor agrees to fully comply with the Requirements, as well as any additional requirements that may be specified in the City of Sacramento's Living Wage Ordinance codified at Chapter 3.58 of the Sacramento City Code (the "Ordinance"). If required by the Ordinance, Contractor will pay not less than the minimum compensation specified in the Ordinance to Contractor's employees, for all time spent performing any work under this Contract.
3. If the amount of this Contract is less than \$100,000, as a condition of receiving this Contract, Contractor will notify the City of Sacramento ("City") in writing if the aggregate value of this Contract and of any other Nonprofessional Services contract(s) covered by the Ordinance that the City has awarded to Contractor within the previous 12 months, is \$100,000 or more.
4. Contractor acknowledges and agrees that the Requirements, the Ordinance and this Declaration shall constitute part of this Contract, and that these provisions shall govern in the event of any conflict with any other provisions of the Contract.
5. Contractor further acknowledges and agrees that any violation of the Requirements or the Ordinance constitutes a material breach of this Contract, and that, if such a breach occurs, the City will be authorized to terminate the Contract, and pursue all available legal and equitable remedies.
6. If requested by the City, Contractor will promptly submit certified payroll records to the City, for itself and/or for Contractor's subcontractor(s), as requested by the City, and Contractor will take any other steps as may be required by the City to determine whether Contractor's subcontractor(s) or Contractor have complied with the Requirements and the Ordinance.
7. Contractor will require all of its subcontractors who are covered by these requirements to comply with the Requirements and any additional requirements that may be specified in the Ordinance, and Contractor will include these requirements in all subcontracts covered by the Ordinance.

8. Contractor agrees to defend, indemnify and hold harmless the City, its officers and employees against any claims, actions, damages, costs (including reasonable attorney fees) or other liabilities of any kind arising from any violation of the Requirements or the Ordinance by Contractor or by any subcontractor retained to perform work or provide services under this Contract.

The undersigned declares under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that he or she is authorized to bind the Contractor to the provisions of this Declaration.



Date: 10/2/2015

Signature of Authorized Representative

Print name: Wade R. Bettisworth

Title: Vice President

**DECLARATION OF COMPLIANCE
Equal Benefits Ordinance**

Name of Contractor:

Amano McGann, Inc.

Address:

2699 Patton Road, Roseville, MN 55113-1137

The above-named Contractor (“Contractor”) hereby declares and agrees as follows:

1. Contractor has read and understands the Requirements of the Non-Discrimination In Employee Benefits Code (the “Requirements”) attached hereto as Exhibit F.
2. As a condition of receiving this Contract, Contractor agrees to fully comply with the Requirements, as well as any additional requirements that may be specified in the City of Sacramento’s Non-Discrimination In Employee Benefits Code codified at Chapter 3.54 of the Sacramento City Code (the “Ordinance”).
3. Contractor understands, to the extent that such benefits are not preempted or prohibited by federal or state law, employee benefits covered by the Ordinance are any of the following:
 - a. Bereavement Leave
 - b. Disability, life, and other types of insurance
 - c. Family medical leave
 - d. Health benefits
 - e. Membership or membership discounts
 - f. Moving expenses
 - g. Pension and retirement benefits
 - h. Vacation
 - i. Travel benefits
 - j. Any other benefit offered to employees

Contractor agrees that if Contractor offers any of the above-listed employee benefits, Contractor will offer those benefits, without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouses and domestic partners of such employees.

4. Contractor understands that Contractor will not be considered to be discriminating in the provision or application of employee benefits under the following conditions or circumstances:
 - a. If the actual cost of providing a benefit to a domestic partner or spouse exceeds the cost of providing the same benefit to a spouse or domestic partner of an employee, Contractor will not be required to provide the benefit, nor shall it be deemed

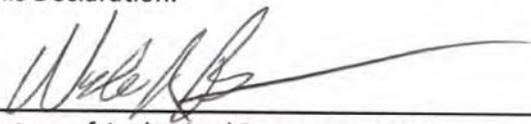
discriminatory, if Contractor requires the employee to pay the monetary difference in order to provide the benefit to the domestic partner or to the spouse.

- b. If Contractor is unable to provide a certain benefit, despite taking reasonable measures to do so, if Contractor provides the employee with a cash equivalent Contractor will not be deemed to be discriminating in the application of that benefit.
 - c. If Contractor provides employee benefits neither to employee's spouses nor to employee's domestic partners.
 - d. If Contractor provides employee benefits to employees on a basis unrelated to marital or domestic partner status.
 - e. If Contractor submits written evidence of making reasonable efforts to end discrimination in employee benefits by implementing policies that will be enacted before the first effective date after the first open enrollment process following the date this Contract is executed by the City of Sacramento ("City"). Contractor understands that any delay in the implementation of such policies may not exceed one (1) year from the date this Contract is executed by the City, and applies only to those employee benefits for which an open enrollment process is applicable.
 - f. Until administrative steps can be taken to incorporate nondiscrimination in employee benefits. The time allotted for these administrative steps will apply only to those employee benefits for which administrative steps are necessary and may not exceed three (3) months from the date this Contract is executed by the City.
 - g. Until the expiration of a current collective bargaining agreement(s) if employee benefits are governed by such collective bargaining agreement(s).
 - h. Contractor takes all reasonable measures to end discrimination in employee benefits by either requesting that the union(s) involved agree to reopen the agreement(s) in order for Contractor to take whatever steps are necessary to end discrimination in employee benefits or by ending discrimination in employee benefits without reopening the collective bargaining agreement(s).
 - i. In the event Contractor cannot end discrimination in employee benefits despite taking all reasonable measures to do so, Contractor provides a cash equivalent to eligible employees for whom employee benefits, are not available. Unless otherwise authorized in writing by the City Manager, Contractor understands this cash equivalent must begin at the time the union(s) refuse to allow the collective bargaining agreement(s) to be reopened or not longer than three (3) months after the date this Contract is executed by the City.
5. Contractor understands that failure to comply with the provisions of Section 4(a) through 4(i), above, will subject Contractor to possible suspension and/or termination of this Contract for cause; repayment of any or all of the Contract amount disbursed by the City; debarment for

future contracts until all penalties and restitution have been paid in full and/or for up to two (2) years; and/or the imposition of a penalty, payable to the City, in the sum of \$50.00 for each employee, for each calendar day during which the employee was discriminated against in violation of the provisions of the Ordinance.

6. Contractor understands and agrees to provide notice to each current employee and, within ten (10) days of hire, to each new employee, of their rights under the Ordinance. Contractor further agrees to maintain a copy of each such letter provided, in an appropriate file for inspection by authorized representatives of the City. Contractor also agrees to prominently display a poster informing each employee of these rights.
7. Contractor understands that Contractor has the right to request a waiver of, or exemption from, the provisions of the Ordinance by submitting a written request to the City's Procurement Services Division prior to Contract award, which request shall identify the provision(s) of the Ordinance authorizing such waiver or exemption and the factual basis for such waiver or exemption. The City shall determine in its sole discretion whether to approve any such request.
8. Contractor agrees to defend, indemnify and hold harmless, the City, its officers and employees, against any claims, actions, damages, costs (including reasonable attorney fees), or other liabilities of any kind arising from any violation of the Requirements or of the Ordinance by Contractor.

The undersigned declares under penalty of perjury under the laws of the State of California that the foregoing is true and correct, and that he or she is authorized to bind the Contractor to the provisions of this Declaration.



Signature of Authorized Representative

Date: 10/2/2015

Print name: Wade R. Bettisworth

Title: Vice President

EXHIBIT A

NONPROFESSIONAL SERVICES AGREEMENT

SCOPE OF SERVICES

1. Representatives.

The CITY Representative for this Agreement is:

*Mike King, Parking Technology & Infrastructure Manager
Parking Services Division, 300 Richards Blvd
Sacramento, CA 95811
Phone 916-808-1172/Fax 916-808-5115/mking@cityofsacramento.org*

All CONTRACTOR questions pertaining to this Agreement shall be referred to the CITY Representative or the Representative's designee.

The CONTRACTOR Representative for this Agreement is:

*Wade Bettisworth – Vice President – Western Region
900 Doolittle Dr. Ste. 8A, San Leandro, CA 94577
Tel: 510-568-6484, ext. 104 Fax: 510-568-0687
Wade.Bettisworth@amanomcgann.com*

All CITY questions pertaining to this Agreement shall be referred to the CONTRACTOR Representative. All correspondence to CONTRACTOR shall be addressed to the address set forth on page one of this Agreement. Unless otherwise provided in this Agreement, all correspondence to the CITY shall be addressed to the CITY Representative.

- 2. **Scope of Services.** The services provided shall be as set forth in Attachment 1 to Exhibit A, attached hereto and incorporated herein.
- 3. **Time of Performance.** The services described herein shall be provided during the period, or in accordance with the schedule, set forth in the scope of services.
- 4. **Prevailing Wage Requirement.** *[To be completed by the City Representative:]*

The services provided under this Agreement constitute "public works" under California Labor Code section 1720 *et seq.* and are either ***[check one if applicable]:***

- Construction work in an amount exceeding \$25,000; or
- Alteration, demolition, repair, or maintenance work in an amount exceeding \$15,000.

If either line is checked above, this Agreement is subject to the provisions of Sacramento City Code section 3.60.180 which requires, among other things, that CONTRACTOR pay not less than the prevailing rate of wages, as determined by the Director of the California Department of Industrial Relations pursuant to California Labor Code section 1773. If payment of the prevailing rate of wages if required, CONTRACTOR and every lower-tier subcontractor shall submit certified payrolls and labor compliance documentation electronically when and as required by CITY. CONTRACTOR is responsible for compliance with Sacramento City Code section 3.60.180, and shall include these requirements in every subcontract or subagreement. This Agreement is subject to compliance monitoring and enforcement by the California Department of Industrial Relations, as specified in California Labor Code section 1771.4.

ATTACHMENT 1 TO EXHIBIT A

SCOPE OF SERVICES

FOR

CITY OF SACRAMENTO

PARKING ACCESS AND REVENUE CONTROL

SYSTEM (PARCS)

Table of Contents

SECTION I: PROGRAM SPECIFICATION	6
1 Summary	6
2 Implementation	6
2.1 Delivery, Storage, Handling.....	6
2.2 Installation	6
2.3 Testing and Acceptance	6
2.4 Project Manager.....	6
2.5 Project Coordination	7
3 Documentation	7
4 Training	8
5 Support/Customer Service.....	10
6 System Security.....	10
7 Warranty	10
8 Maintenance Contract	11
9 Liquidated Damages and Service Guarantees	13
9.1 Liquidated Damages – Delay.....	13
9.2 Liquidated Damages – Gate Malfunction	14
9.3 Service Guarantee Credits	14
SECTION II: TECHNICAL REQUIREMENTS AND FUNCTIONAL SPECIFICATION	16
1 Summary	16
2 Scope of System.....	16
2.1 Current and Future Facilities.....	16
2.2 Summary Scope of Functionality	16
3 System Features and Functionality.....	18
3.1 System-wide requirements.....	18
3.1.1 General.....	18
3.1.2 Information Security Standards and Requirements	18
3.1.3 Payment methods	20
3.1.4 Tickets	20
3.1.5 “Virtual midnight”	20
3.1.6 Credit/debit card Merchant Bank Account.....	20

- 3.2 Central Management System 20
 - 3.2.1 Central host or servers..... 20
 - 3.2.2 User access..... 21
 - 3.2.3 Rate management..... 22
 - 3.2.4 Monitoring and fault reporting..... 23
- 3.3 Customer/user account management 23
- 3.4 Customer Access Credentials 25
 - 3.4.1 Ticketless credentials 25
 - 3.4.2 Ticketed..... 27
- 3.5 Significant subsystems/components 27
 - 3.5.1 Entry stations 27
 - 3.5.2 Express exit (unattended) stations 29
 - 3.5.3 Cashier stations (attended exits) 31
 - 3.5.4 Automated/Pay-on-Foot (POF) stations 34
 - 3.5.5 Lanes that can switch between entry and exit lanes..... 37
 - 3.5.6 Entry and Exit Lane Vehicle Detection Device 37
 - 3.5.7 Barrier Gates 37
 - 3.5.8 Entry/Exit Lane Status Signs..... 38
 - 3.5.9 External signage/displays..... 39
 - 3.5.10 Uninterruptible Power Supplies..... 40
- 3.6 Customer/merchant self-service 40
 - 3.6.1 Monthly access permits 41
 - 3.6.2 Contract access permits..... 41
 - 3.6.3 Multi-day/multi-use permits..... 42
 - 3.6.4 Event prepayment/reservations 42
 - 3.6.5 EV access permits..... 44
 - 3.6.6 Valet access permits 45
 - 3.6.7 Frequent parker/loyalty programs..... 45
 - 3.6.8 Premium parking and nested areas 46
 - 3.6.9 Merchant validations 47
- 3.7 Transaction requirements/rules 48
 - 3.7.1 Entry into facilities, non-event..... 48

- 3.7.2 Entry to facilities, event 50
- 3.7.3 Express exit from facilities 52
- 3.7.4 Cashiered exit from facilities..... 56
- 3.7.5 Transactions at a POF..... 58
- 3.7.6 Discount programs 60
- 3.7.7 Mobile payment services 63
- 3.7.8 Valet parking (as a service of the facility) 65
- 3.7.9 Grace periods 66
- 3.7.10 Receipts 66
- 3.7.11 Supervisor overrides 67
- 3.7.12 LPR Exception Review Stations 67
- 3.8 Monitoring Features 68
 - 3.8.1 Intercom/cameras..... 68
 - 3.8.2 License Plate Recognition (LPR) 70
 - 3.8.3 Mobile LPR or handheld LPR (inventory) 73
 - 3.8.4 Occupancy monitoring 73
- 3.9 Interfaces/Integration/Extensibility..... 76
- 3.10 Reporting..... 78
- 3.11 Auditing/administrative requirements 80
- 4 Design Requirements 81
- 5 System Performance Requirements 81
- 6 Exclusions for Additional Entry/Exit Lane at Old Sacramento Garage..... 83
- SECTION III: BASIC ELECTRICAL REQUIREMENTS..... 85**
 - 1 Summary 85
 - 2 Scope of Work..... 85
 - 2.1 Preparation of Drawings 85
 - 2.2 Preparation of Specifications 85
 - 2.3 Implementation 85
 - 3 Abbreviations 86
 - 4 Basic Electrical Requirements 86
 - 4.1 Codes, Fees, and Standards 86
 - 4.2 Investigation of Site 86

4.3 Supervision of the Work 87

4.4 Coordination 87

4.5 Demolition 88

APPENDIX A: PROJECT MANAGER 90

APPENDIX B: CITY IT ENVIRONMENT 94

APPENDIX C: PARCS REPORTS 106

APPENDIX D: VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE 109

SECTION I: PROGRAM SPECIFICATION

1 Summary

The Program Specifications section describes the minimum administrative and project implementation requirements that CITY has deemed necessary for the successful installation and operations of the new PARCS.

2 Implementation

2.1 Delivery, Storage, Handling

1. CONTRACTOR shall assume care, custody and control of all PARCS equipment and components.
2. CONTRACTOR shall replace materials damaged during shipping or while in storage at no cost to CITY.
3. CONTRACTOR shall deliver equipment to site packaged to prevent damage and marked for easy identification.
4. CONTRACTOR shall store equipment in original containers in clean, dry location secured by the PARCS CONTRACTOR.

2.2 Installation

1. CONTRACTOR shall be responsible for all necessary permits
2. All mounting hardware for all components, including any overhead mounting structures, shall be provided by the CONTRACTOR.

2.3 Testing and Acceptance

1. CONTRACTOR shall provide testing procedures, including test scripts, for all functions that are performed by the system (e.g. standard functionalities for the PARCS), for all testing phases
2. At a minimum, testing phases shall include the following:
 - a. Factory acceptance test
 - b. Lane acceptance test
 - c. Site (facility) acceptance test
 - d. Operational (system-wide) demonstration test
3. Test scripts shall be provided to CITY within five days after Notice to Proceed.

2.4 Project Manager

1. CONTRACTOR shall be responsible for contracting with an independent, third-party project manager to oversee installation of the new PARCS. Project Manager shall:

- a. Report solely to CITY's project manager and coordinate the PARCS installation with CITY processes.
 - b. Schedule and lead weekly project meetings with appropriate personnel.
 - c. Review plans and specs to make sure all contractual and system requirements are met.
 - d. Inspect the CONTRACTOR's work to ensure it complies with all applicable codes and standards, including ADA.
 - e. Inspect installation for quality assurance and project milestones are being met.
2. The Project Manager is identified in Appendix A.
 - a. CITY must approve any change in the assigned Project Manager.

2.5 Project Coordination

1. CONTRACTOR and Project Manager shall meet with representatives of CITY within two days of Notice to Proceed, or another date agreed by CITY, to verify all details of PARCS installation.
2. CONTRACTOR shall finalize project schedule within 15 days of Notice to Proceed, which shall be subject to CITY approval.

3 Documentation

1. CONTRACTOR shall submit the following documentation to CITY:
 - a. Installation diagrams, details and templates for setting mounted equipment
 - b. Templates and cast-in inserts to anchor freestanding equipment to curbs and bases
 - c. Electrical wiring diagrams and details
 - d. Electrical installation requirements
 - e. Electrical power requirements
 - f. Record documentation of all systems and components installed ("as built")—depiction of the actual installed equipment and cabling components, with configuration settings of each component/subsystem upon the completion of any acceptance test. CONTRACTOR shall update the most recent record drawings submitted as further changes occur in the field or as a result of a patch or upgrade to an installed system.
 - g. Preventive Maintenance schedules and procedures: the CONTRACTOR shall submit a recommended schedule and task list of preventive maintenance services for the PARCS equipment. The preventive maintenance schedule will include maintenance services such as cleaning reader heads, lubricating moving parts, and other functions as required to assure basic unit operations. Preventive maintenance will be performed by CITY personnel who have received the factory certified training provided by service CONTRACTOR.
 - h. Interface file specifications, APIs, and all software documentation necessary for third parties to share data with the PARCS
 - i. CONTRACTOR shall provide a summary of its disaster recovery plans, describing how the system and support are designed to assure business continuity in the face of

various scenarios, including power loss, communication failure, hardware malfunction, software defects, and other points of failure. The summary should include requirements for spares and expectations of CITY staff to handle any situation.

2. CONTRACTOR shall provide the following manuals:
 - a. PARCS user manuals
 - b. PARCS subsystems manuals
 - c. Maintenance/repair manuals
 - d. Cashier's manual
 - e. Audit manual
 - f. Credit/debit card processing manual, including
 - i. A flowchart of the entire credit/debit card payment process from the time the card is presented for payment to the time the funds are deposited in CITY's account
 - ii. A List of all subcontractors involved in each step (e.g., communications providers)
 - iii. A list of all other third-party equipment, services, and software
 - iv. The authorization procedure during loss of communication ("offline")
 - g. Reporting manual, describing all the reports currently in the system, and how the report generation system can be adapted to enhance existing reports or create new reports
 - h. CONTRACTOR shall provide a full sample set of standard and custom reports 45 days prior to FAT, for CITY to review and approve
 - i. Training manuals, including workbooks, lecture notes, and slide shows to be used in live training sessions to include the following:
 - i. Cashier Manual
 - ii. Supervisor Manual
 - iii. Reporting Manual
 - iv. Audit Manual
 - v. User Administration Manual
 - vi. Systems Administration Manual
 - j. Device manuals
 - k. Failover/fallback manual
 - l. Third-party subsystem manuals
3. All user documentation shall be provided with Microsoft Word versions, so CITY can edit them to incorporate CITY's specific processing/procedures to generate Sacramento-specific user documents.

4 Training

1. CONTRACTOR shall develop and implement a comprehensive training program for CITY personnel.
2. Training shall be conducted on-site in Sacramento, California at a location to be determined by CITY.

3. The proposed curriculum shall be designed so that each group of trainees shall be trained in full repertoire of system commands that they may have to use in the course of performing their designated functions.
4. Training shall be accomplished through use of lectures, visual presentations, hands-on operation of equipment and any materials necessary to perform each job.
5. Each trainee shall be provided with a complete set of training materials (including checklists) and operating manuals during training sessions which the trainees will be able to retain at completion of training.
6. CONTRACTOR's training program shall provide complete coverage, at minimum, of the following topics:
 - a. Parking Technicians (maintenance and repair)—At conclusion of this training, City staff, at minimum, shall be able to easily complete the following tasks:
 - i. Maintenance and repair of entry stations, exit stations, cashier stations, POFs, LPR equipment, lane detectors, variable message signs, barrier gates, UPS equipment, occupancy monitoring, and other subsystems
 - b. Cashier Operational Training Hardware components of the cashier terminal—At conclusion of this training, City staff shall be able to easily complete the following tasks:
 - i. Sign on/off procedures and shift management
 - ii. Routine and exception transactions
 - iii. Reporting
 - iv. Minor maintenance of cashier terminal (i.e., refill ink, printer paper, tickets, etc.)
 - v. Cashier terminal messages
 - c. Revenue Collectors—At conclusion of this training, City staff, at minimum, shall be able to easily complete the following tasks:
 - i. Collection and/or replenishment of POFs
 - d. Financial and Administration Training—At conclusion of this training, City staff, at minimum, shall be able to easily complete the following tasks:
 - i. Process customer transactions
 - ii. Download and create financial reports
 - iii. Navigate and trouble-shoot system diagnostics
 - iv. Set configuration parameters
 - v. Monitor overall performance
 - e. Supervisors—At conclusion of this training, City staff, at minimum, shall be able to easily complete the following tasks:
 - i. Perform all supervisory functions
7. CONTRACTOR shall provide a complete test environment, including workstations, POS/cashier stations, POF machines, entry/exit station simulators, and back office environment for testing new features and for training purposes.

5 Support/Customer Service

1. Toll-free customer support shall be available 24/7, including official City of Sacramento holidays. If Customer Support is not available when a call is placed, CITY shall receive a call back within 15 minutes during operating hours. Calls requiring a response from a senior member of the CONTRACTOR's staff shall be returned within 30 minutes during the above hours. CITY reserves the rights to change the business hours to reflect changes in the hours and days of operation.

6 System Security

1. CITY shall meet or exceed CONTRACTOR's security recommendations for any equipment that is maintained by CITY; e.g., servers, workstations, facility controllers, etc., along with the networks to which they are connected. Should a security breach or intrusion occur (e.g., if the system or components are "hacked"), CONTRACTOR shall assume full responsibility for fixing any security weaknesses in CONTRACTOR-furnished PARCS equipment and software. CONTRACTOR liability for any compensation to CITY, with respect to a security breach or intrusion, shall be limited to the extent of insurance coverage carried by the CONTRACTOR in connection with this Agreement, and shall be limited to the extent that CONTRACTOR is responsible for the security breach or intrusion. CONTRACTOR shall name CITY as an additional insured on the Certificate of Insurance.

7 Warranty

1. General: CONTRACTOR shall warrant equipment and installation (100% parts and labor) for period of five years from date of final acceptance by CITY. System shall be serviced against any and all malfunctions due to manufacturing or installation defects at no cost to CITY during warranty period. Software support shall be provided during warranty period.
2. Warranty Period: Warranty period shall begin after CONTRACTOR has demonstrated satisfactory performance of completed Parking Access and Revenue Control System and CITY has signed a Certificate of Acceptance.
3. Warranty shall include the following terms:
 - a. CONTRACTOR shall provide support, parts and labor to repair all hardware and software faults, regardless of whether CONTRACTOR or third party OEM supplier is still supporting that version/product generally.
 - b. During Warranty Period, fully-qualified maintenance technician shall be on site within 24 hours of service request.
 - c. CONTRACTOR shall repair or replace all defective or damaged items delivered under contract by end of calendar day the following day on which notice was given by CITY or its agent, unless documented extenuating circumstances require additional time, and CITY grants approval, which shall not be unreasonably withheld. CONTRACTOR may elect to have any replaced item returned to manufacturer at no additional expense to CITY. If CONTRACTOR is not available, CITY/Operator personnel may

initiate repairs. CONTRACTOR shall then reimburse CITY for parts necessary to correct deficiencies as defined within warranty clause and time.

- d. CITY shall receive expedited priority service and free shipping of parts. Critical parts shall be serviced on an exchange or loaner basis to minimize downtime. Parts removed from on-site spare parts inventory shall be replaced as soon as practicable after use.
 - e. Non-critical software support (other than repairs due to malfunction of software) including but not limited to questions, clarification, training, etc shall be provided 7 am to 6 pm Pacific Standard Time (PST) zone, seven days per week. Guaranteed response time for requests for support during this period shall be within 15 minutes.
 - f. Additional fees shall not be charged for repair/correction of software functions required by specifications, even if undiscovered during testing, commissioning or warranty period, including report formatting and data recovery or fixing resulting from software deficiencies.
 - g. CONTRACTOR shall keep a log of all maintenance, preventive maintenance and repair work performed under warranty. The log should be in a CITY approved format and shall be available for inspection by CITY at any time. The Maintenance Log should be kept on a component-by-component basis with separate sections or volumes as appropriate for each component. The log should itemize the history of preventive and emergency maintenance activities, stating the character, duration, cause, and cure of all malfunctions along with the individual who completed the repair. Additionally, the log will record all hardware and software updates.
 - h. All commercially-released software updates, patches and upgrades applicable to this system shall be installed at no additional cost.
 - i. During the warranty period, software shall be modified to meet statutory, legal, and/or regulatory compliance at no additional cost, including but not limited to change in sales and/or use taxes such as parking-specific tax, PCI/CISP compliance, etc. In the event changes or additions to hardware are required to meet statutory, legal, and/or regulatory compliance, CONTRACTOR will provide such additional hardware, and/or changes to hardware to CITY at CONTRACTOR's cost plus a twenty (20) percent markup to cover CONTRACTOR's administrative costs for procurement, integration, and deployment of the hardware.
4. Parts and labor for non-covered consumable supplies/stock items shall be offered at competitive rates.
 5. CONTRACTOR shall pre-qualify appropriate CITY/Operator personnel to effect repairs and identify types of repair each trained individual is qualified to perform after training of City personnel.

8 Maintenance Contract

1. CONTRACTOR shall provide a separately priced option for a series of one (1) year maintenance and service contracts renewable upon completion of Warranty for a period

up to ten (10) years. The costs of the Maintenance and Service Contract shall be broken-out by maintenance service function. Pricing shall stipulate hourly labor rates for agreed upon services based upon maintenance service function. Labor rates shall include separate hourly rates for travel time to and from site. Maintenance service functions shall consist of the following as described:

- a. **Basic Repair:** The manufacturer shall train and factory-certify City personnel to perform all basic manufacturer repair functions in support of the PARCS equipment.
 - b. **Emergency Maintenance:** Emergency maintenance is classified as support that is necessary to remedy system failures that prevent basic operations of the multi-meter system. Emergency maintenance shall be supported by an on-call support team and remote system access capability from the Service CONTRACTOR. Response time should be within one hour and on site within twenty-four hours if needed.
 - c. **Maintenance Log:** The Maintenance Service CONTRACTOR shall maintain a Maintenance Log of all Preventive and Emergency Maintenance services performed during the Maintenance Service Contract. The log should be in a CITY approved format and shall be available for inspection by CITY at any time. The Maintenance Log should be kept on a component-by-component basis with separate sections or volumes as appropriate for each component. The log should itemize the history of preventive and emergency maintenance activities, stating the character, duration, cause, and cure of all malfunctions along with the individual who completed the repair. Additionally, the log will record all hardware and software updates.
2. Upgrades to hardware shall be offered at competitive rates, including upgrades in currency acceptance/issuance devices required by changes in currency design by US Government.
 3. CONTRACTOR shall provide upgrades and enhancements to system software (the OPUSuite® Cloud Based Parking Management Platform) at no charge throughout the term of the maintenance contract.
 4. Any additional system training and support for new hires by CITY shall be offered at competitive rates during term of maintenance contract.
 5. Professional Services (including on-site/web based/remote site training, additional/custom report formatting, modifications/ changes/ reprogramming of specified system functions after warranty period), and excluded malfunctions (from acts of God, vandalism, misuse, electrical power surges, power failure), shall be offered at competitive rates.
 6. During the extended maintenance contract periods, fully-qualified maintenance technician shall be on-site within twenty-four hours of service request (Saturdays, Sundays and federal holidays excluded).

9 Liquidated Damages and Service Guarantees

CONTRACTOR acknowledges certain failures will cause CITY to incur costs and inconvenience not contemplated under this Agreement. Such costs and inconveniences will constitute damage to CITY and the public.

9.1 Liquidated Damages – Delay

It is acknowledged that the CONTRACTOR's failure to achieve Completion of the Work in accordance with the schedule set forth in the scope of services will cause CITY to incur economic damages and losses of types and in amounts which are difficult to determine with certainty as a basis for recovery by CITY of actual damages, and that liquidated damages represent a fair, reasonable and appropriate estimate thereof. Accordingly, in lieu of actual damages for such delay, the CONTRACTOR agrees that liquidated damages may be assessed and recovered by CITY as against CONTRACTOR, in the event of delayed Completion and without CITY being required to present any evidence of the amount or character of actual damages sustained by reason thereof; therefore CONTRACTOR shall be liable to CITY for payment of liquidated damages in the amount of Five Hundred Dollars (\$500) for each day that Completion is delayed beyond the time set forth in the scope of services as adjusted for time extensions provided by the Contract Documents. Such liquidated damages are intended to represent estimated actual damages and are not intended as a penalty. CONTRACTOR's liability for Liquidated damages shall not exceed \$50,000.00.

Completion is understood to mean the work is sufficiently complete so that CITY can utilize the PARCS system for its intended use. It shall be understood between the parties that punch list items or any custom functionality/report deliverables may remain open beyond completion and will not trigger Liquidated damages (punch list to be mutually and reasonably agreed by CONTRACTOR and CITY).

The August 31, 2016 completion date is based upon notice to proceed for all facilities by October 21, 2015, and timely completion of any CITY work or work by CITY subcontractors. Any delay in notice to proceed, or completion of work by CITY or CITY subcontractors will advance the completion date by the number of days of delay. Any change orders for additional work may also impact the completion date.

Milestone dates shall be mutually and reasonably agreed by CONTRACTOR and CITY. Milestones shall be subject to reasonable adjustment as the project progresses, and shall not be subject to liquidated damages.

Liquidated damages for delay shall only apply to the City of Sacramento contract, and includes the following five City-owned parking facilities: City Hall Garage; Capitol Garage; Old Sacramento Garage; Tower Bridge Garage; and Memorial Garage. Liquidated damages associated with the County or Arena entities shall be subject to negotiation.

9.2 Liquidated Damages – Gate Malfunction

This section addresses CITY's concerns regarding claims relating to vehicle damage caused by a malfunction of a CONTRACTOR-furnished gate provided under the Agreement, subject to these terms and conditions:

- Up to \$2,500 per occurrence, payable to CITY as reimbursement for actual vehicle repair cost resulting from gate arm contact with vehicle. CONTRACTOR liability for damages shall not exceed \$25,000.00 and shall not apply beyond expiration of the initial warranty period.
- Damages provision shall only apply to the City of Sacramento contract for the following five City-owned parking facilities: City Hall Garage, Capitol Garage, Old Sacramento Garage, Tower Bridge Garage, and Memorial Garage; and shall not apply to any other entities including, but not limited to, Sacramento Downtown Arena and The County of Sacramento.
- CITY shall ensure gate arm protective rubber edge is in good condition at all times.
- CITY shall provide proof of occurrence, evidence of insurance claim, and documentation/evidence that a malfunction of an AMI gate was the cause.
- Exclusions include but are not limited to:
 - Improper use (e.g. backing of vehicles over detector loops, tailgating, wrong-way traffic, pushing of carts/dollies/two-wheel hand trucks and other metallic objects in proximity to detector loops)
 - Environmental conditions (e.g. heat, expansion/contraction of asphalt/concrete in proximity to detector loops)
 - Structural conditions (e.g. proximity of re-bar to detector loops, detection of high vehicles on level below detector loop)
 - Electrical surges and power failure
 - In-ground detector loop failure due to structural or environmental conditions
- If, in AMI's sole and reasonable opinion, an occurrence is not proven to be caused by a gate malfunction, AMI will agree to contract with CITY to determine the cause and provide a quotation for any recommended structural repairs, equipment/lane reconfiguration, electrical repairs or other repairs that may be required.

9.3 Service Guarantee Credits

CITY shall receive a Service Guarantee Credit of \$100 per day, per component that remains functionally out of service, as reasonably determined by CITY and agreed upon by CONTRACTOR, for more than 10 days beyond expiration of the 48 hour Notification and Acknowledgment period described below, unless CITY agrees to extend the time to repair. The Service Guarantee Credit provision shall require CITY to provide immediate written notification to CONTRACTOR when a PARCS component is determined functionally out of service beyond the repair period as described in the Program Specification. CONTRACTOR shall review the Notice and respond with an acknowledgement of receipt within 48 hours describing potential causes and communicating a corrective plan of action. Contractor shall provide written confirmation to CITY when the component is restored to functionally in-service condition and CITY shall provide written acknowledgement within 24 hours.

"Component" shall be defined as a major PARCS device, including entry stations, exit stations, barrier gates, pay-on-foot machines, cashier stations, programmable signage/displays, intercom/cameras, license plate recognition systems, occupancy monitoring systems, and the OPUSuite® Cloud Based

Parking Management Platform. Service Guarantee Credits will be deducted from the monthly licensing and processing fees. A maximum of \$40,000 will apply for all Service Guarantee Credits. Service Guarantee Credits will not be assessed beyond the initial warranty period. Service Guarantee credits shall apply only to City of Sacramento contract, and shall not apply to any other entities including but not limited to Sacramento Downtown Arena and The County of Sacramento.

Service Guarantee credits will not be imposed for any component out of service due to: acts of God; negligent actions or inactions of CITY, its partners, contractors, or subcontractors; failure of CITY to perform preventive maintenance per schedule; repairs by CITY personnel using repair methods not certified by CONTRACTOR; repairs by non-factory certified CITY personnel; repairs by non-CONTRACTOR personnel without express written consent of CONTRACTOR; failure of third-party providers of electrical power, Internet access, or other communications; electrical surges; collision; vandalism; misuse; improper installation of consumable supplies (e.g. ribbons, paper tapes); or the use of non-manufacturer approved supplies.

Service Guarantee credits will not be imposed in the event that repair is delayed by: acts of God, delay by CITY, or documented extended parts availability lead-time caused by third party suppliers outside of CONTRACTOR control.

SECTION II: TECHNICAL REQUIREMENTS AND FUNCTIONAL SPECIFICATION

1 Summary

This section defines the functional (technical) requirements for the Parking Access and Revenue Control System (PARCS) for the City of Sacramento.

2 Scope of System

This section describes the operating environment and summarizes the scope of operations for the PARCS.

2.1 Current and Future Facilities

1. At contract execution, there are five locations (5,000+ stalls) owned and operated by City of Sacramento. All facilities are in operation 24/7 for contract and transient parkers, but are not attended at all times. See Table 1 for a list of facilities.
2. The system shall be expandable to potentially 50+ locations (250K stalls), owned by other entities and operated by various parties, including the City of Sacramento.
3. The system shall meet or exceed CITY's requirements for overall management, system efficiency, revenue accounting, revenue security, and customer service aspects of the off-street parking operations for at least the next ten years after CITY's final acceptance.

2.2 Summary Scope of Functionality

The system shall:

1. Account for all revenue, by facility, lane, employee, customer, event, program, payment method, and time period, with complete audit trails (any transaction shall be completely auditable from start to finish)
2. Minimize theft and loss of revenue, with accounting for lost or stolen tickets and IOUs
3. Maintain a PCI/DSS-compliant environment, consistent with evolving standards and requirements
4. Incorporate single source capability to manage all facilities for better accountability
5. Provide flexibility in tariff schedules for all types of parking customers, and the ability to introduce new parking programs in the City
6. Accurately calculate appropriate fees for all manners of transactions
7. Increase efficiency of operations and maintenance
8. Provide full reporting (revenue and statistics), with flexibility in content, formatting, and timing of the pertinent operational and management reports

9. Ensure flexibility for any future need to update, upgrade, and/or expand the system readily (either additional lanes or additional facilities)
10. Provide an intuitive and user-friendly interface for customers and City personnel
11. Be fully protected against and not affected by weather/environmental conditions, including temperature extremes, humidity, rain, dust, RFI/EMI, and static electricity
12. Not emit excessive heat, RFI/EMI, static electricity, or fumes
13. Meet all ADA requirements (federal, state, local) as of the date of acceptance, along with any requirements that are published as of contract execution date but are due to be implemented at a later date
14. All equipment shall be UL listed or tested and certified by an OSHA-recognized testing laboratory and approved for the intended use

Table 1: Current City of Sacramento Facilities

Facility	Number of Stalls	Number of Entry Lanes ¹	Number of Exit Lanes ¹	Number of Reversible Lanes ¹	Number of Cashier Booths	Number of POFs	Number of Valet-only entry lanes	Number of valet-only exit lanes
Capitol Garage 10th & L Streets	988	2	4	0	1	4	0	0
City Hall Garage 10th & I Streets	1,035	4	4	1	2	3	0	0
Old Sacramento Garage 2nd and I Streets²	878	3	3	0	2	3	0	0
Tower Bridge Garage Front Street and Capitol Mall	451	3	2	0	2	3	0	0
Memorial Garage 14th and H Streets	1,060	4	5	2	1	5	0	0

¹ For Entry Lane and Exit Lane counts, the number reflects the maximum number of lanes for that function when reversible lanes are configured for that direction. For example, for City Hall Garage, there is one reversible lane. There are four entry lanes when the reversible lane is configured for entry, and there are four exit lanes when the reversible lane is configured for exit.

² The Old Sacramento Garage will be augmented with an additional entry lane and an additional exit lane near Oak Alley, on the west side of the facility, in the 1000 block of 2nd Street. The chart does not reflect this additional entry/exit.

3 System Features and Functionality

The following subsections describe requirements for the features and functionality in the PARCS.

3.1 System-wide requirements

This set of requirements applies to the system as a whole.

3.1.1 General

1. CONTRACTOR and system must comply with all State and Local codes and ordinances, as applicable. CONTRACTOR has done the necessary research and can answer without qualification.
2. The system shall have the ability to process transient and contract parkers (the latter by variable timeframes, not just by month).
3. The system shall be scalable and modular, such that new facilities can be added with no loss of performance. System shall allow expansion to at least 50 facilities and 250,000 parking spaces.
4. Facilities shall be classified into groups (including groups of one) to be treated as a “subsystem,” such that administrators of any group shall not be able to access records and configuration for other groups.
 - a. Parking Services staff shall be able to access any group at any time, should the role require it.
 - b. Parking Services shall be able to configure selected groups such that financial data are not available unless approved/released by the groups’ administrators.
5. The system shall provide the ability to separate/sever a facility or group of facilities and place into operation as a completely independent facility/group at any time (e.g., the back office server equipment/software or cloud will always be available for purchase by another party throughout the lifetime of the system).
6. The system shall provide the ability for users to see data customized to U.S. view (e.g., date/time format, currency format, etc.), regardless of the origin of the system.
7. The credit card payment gateway provider shall be compatible with and certified for use by the credit card processor at the acquiring bank of Parking Services’ choice (currently Bank of America Merchant Services, but Parking Services reserves the right to change at any time), subject to CONTRACTOR providing and updating a list of approved credit card processors that are compatible with CONTRACTOR’s gateway provider.
8. The system shall support all programs and policies as defined at the Parking Services Division’s web site at sacpark.org.

3.1.2 Information Security Standards and Requirements

To ensure the security of credit card data, the entire system, including equipment, software, installation, and configuration must meet all PCI DSS (Payment Card Industry Data Security Standard) standards, as well as any and all standards required by federal and state law. All equipment and software must have met the PA-DSS standards and must be published on the PCI Council web site.

1. PCI DSS Compliance
 - a. CONTRACTOR shall be a PCI DSS Level 1 Service Provider, or shall delegate to a PCI DSS Level 1 Service Provider to store, process, or transmit cardholder data
 - b. The PARCS shall comply with Payment Card Industry Data Security Standard (PCI DSS), and CONTRACTOR shall verify that the system is properly configured and securely implemented per PCI DSS 3.1 requirements.
 - c. The PARCS shall comply with Payment Application Data Security Standard (PA DSS), and CONTRACTOR shall validate to PA DSS version 3.1 no later than the implementation of the first facility.
 - d. In addition to adhering to the PCI DSS compliance, validation is required for all service providers and shall be a PCI DSS Compliance certificate or letter and Report of Compliance provided by a Qualified Security Assessor, subject to an annual assessment in order to remain PCI DSS compliant
 - e. Any software upgrades or software changes, hardware changes, or hardware additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be included in the cost proposal as described herein, or shall be provided at no additional cost. Any hardware changes or additions required to maintain 100% PCI compliance through the warranty period and any extensions, including optional maintenance contracts, shall be provided to CITY at CONTRACTOR's cost plus a twenty (20) percent markup to cover CONTRACTOR's administrative costs for procurement, integration, and deployment of the hardware.
2. The PARCS shall comply with EMV standards effective at the time of implementation, including being capable of supporting fully compliant EMV "chip and PIN" readers and back-office processing. Determination whether to utilize EMV readers will be at the discretion of Parking Services. CONTRACTOR implementation is subject to CITY's processor's capabilities for implementation of EMV processing.
3. The PARCS shall comply with City of Sacramento IT Standards:
 - a. City of Sacramento IT cabling and infrastructure Standards:
 - i. ANSI/TIA 568 C.0-C.4, commercial building cabling standards
 1. Terminated using T568B
 - ii. ANSI/TIA 569.B Telecommunication Pathway and Spaces
 1. Used to define conduit and other raceway fill ratios, and supports.
 - iii. ANSI/TIA 606-A Labeling of cabling pathways and spaces
 1. Used to identify conduits, patch panels, work area outlets, closets...
 - iv. ANSI J/STD 607-A Grounding and Bonding
 1. Used to size and secure grounding and bonding wires and buss bars for racks and raceway
 - v. NFPA 70: National Electrical Code, latest edition
 - vi. BSCSI TDMM 13th edition
 1. Used for all other infrastructure not defined by other standards listed
 - b. User authentication, with ability to define user rights for access, review, and edit of data

- c. Security audit reporting, including reports which identify who has access to run reports, audit trail log depicting report additions, deletions or changes, noting the user who made, with time and date stamp
4. City of Sacramento Facilities Standards: see Section III, *Basic Electrical Specification*.

3.1.3 Payment methods

The system shall allow multiple methods for making payment for parking sessions.

1. Cash and coins (at cashier booths, selected POFs, CITY's Customer Service Desk—the latter for passes only)
2. Credit/debit card (including contactless, mag stripe, chip and pin)
3. Mobile payments (including Parkmobile, CITY's current mobile payment provider)
4. Google Wallet/ApplePay
5. CITY payment card (processed like a credit card)
6. Licensed transit cards
7. Toll systems, such as Bay Area FasTrak
8. The PARCS shall have a mechanism(s) to interface with additional payment systems, provided through a variety of vendors, for prepayments as well as to pay for an open parking session
9. The PARCS shall accept Amano McGann's MiParc (through the Accounts Receivable module).

3.1.4 Tickets

1. Tickets shall be off-the-shelf, not proprietary to CONTRACTOR
2. Tickets shall not require contact with PARCS components for processing; e.g., magnetic stripe tickets are not desired
3. The system shall maintain a digital archive of tickets (to avoid physical archive)

3.1.5 "Virtual midnight"

1. The PARCS shall allow CITY to establish a "virtual midnight" for ending the day's credit/debit card processing on a facility-by-facility basis, based on the facility's characteristics, including operating hours, bank card merchant account, etc.

3.1.6 Credit/debit card Merchant Bank Account

1. The PARCS shall allow CITY to configure or establish the bank card merchant account for each facility independently; however, CITY shall be permitted to use a given bank card merchant account at more than one facility

3.2 Central Management System

This section establishes requirements for the main control system for the PARCS.

3.2.1 Central host or servers

CONTRACTOR shall provide a central host system that is a hybrid between "cloud" (remotely hosted) and in-house servers, as detailed in its proposal.

3.2.1.1 City IT environment

CITY shall provide a server and networking environment that meets CONTRACTOR'S requirements, as described in Appendix B.

3.2.1.2 System IT requirements

1. The system shall provide fault tolerance and redundancy, such that a server failure does not impact continuity of operations
2. CONTRACTOR shall provide a Service Level Agreement ("SLA") for uptime, processing times, and response times
3. The system shall support HTTPS using TLS 1.1 and TLS 1.2 protocols for secure data transmission
4. The system shall incorporate provisions for backups of data and configurations
5. The system architecture shall enforce immediate data updates to all field devices; examples:
 - a. Upon the purchase of a monthly account, its credentials shall immediately be valid and accepted for entry and exit in the facility(ies) for which it was purchased, not requiring the customer to wait until the next "batch update"
 - b. The "session" or "transaction" for an entry into a facility shall be broadcast to the other equipment in the facility, so that a vehicle will be able to exit even if a communications failure occurs subsequent to entry
 - c. The "session" or "transaction" for a non-transient entry into a facility shall be broadcast to other facilities, so that other facilities will not permit non-transient entry for additional credentials on that account (e.g., if an account has both LPR and QR code credentials, and the plates on the account access one facility, another person cannot use the QR code to enter that facility, nor any other facility within the system)
 - d. A merchant validation applied electronically against a specific parking session shall be sent to the facility, so the validation discount will be applied against the session fee, even if there is a subsequent communications failure.

3.2.2 User access

1. CONTRACTOR shall provide licenses to allow 15 concurrent users to be simultaneously connected to iParkProfessional through a network or Internet connection.
2. Authorized users shall be able to access with a workstation (desktop computer) with a recent version of any of the following browsers: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari
3. Access through one of the browsers shall not require a plug-in or run-time environment (such as Citrix or Java)
4. Access to the system shall not be restricted to devices on the same LAN as the PARCS servers and devices; an authorized user shall be able to access from any Internet-connected location
5. The PARCS shall provide flexible user access rights/permissions, based on roles and facilities/accounts. For example, a cashier/lot attendant shall not be able to run reports, and an accounting clerk shall not be able to change rates.
6. A user shall be able to access online help for any function s/he is authorized to access while logged into the system

7. The system shall provide support for administrators to perform the frequently used functions using a mobile device, such as a smartphone or tablet
 - a. Customer support
 - b. Viewing the operator console for intercom calls
 - c. Viewing any dashboards and facility occupancy statistics
 - d. Updating/overriding the content of any dynamic messaging signs
 - e. Viewing the exception log
 - f. Running and viewing reports
 - g. Processing supervisor overrides for parking fees
 - h. Activating a gate at any facility exit (including express exits)
 - i. Coupon management
 - j. Valet management (tracking vehicles and keys)
 - k. LPR image review/updating, available by July 2016.

3.2.3 Rate management

1. The system shall allow configuration of standard tariffs on a facility-by-facility basis
 - a. A rate per time period (hour, block of hours, or fraction of hour)
 - b. Variable rates through the day; e.g., 8 am – 11 am at \$2/hour, 11 am – 2 pm at \$3/hour, 2 pm – 6 pm at \$2.50/hour, 6 pm – midnight at \$3.50/hour, and midnight – 8 am at \$1/hour. The system shall allow at least five rate bands per day, and each day of the week shall be distinct; e.g., for a given week, the system shall allow 35 rate bands.
 - c. A maximum amount for a given period (usually 24 hours, but with the ability to define a different period, such as 12 hours or 4 hours)
 - d. A flat rate that applies, regardless of length of stay, for a given period (usually 24 hours, but with the ability to define a different period, such as 12 hours or 4 hours)
2. The system shall allow configuration of standard tariffs to be applied to a group of facilities
3. The system shall allow configuration of dynamic rates, which shall allow rates in a facility or group of facilities to vary, using formulae based on time of entry or exit, facility occupancy, events in progress, etc.
4. The system shall allow configuration of event pricing
 - a. The system shall maintain a schedule of events and the facilities affected by each event
 - b. The system shall allow a rate to be assigned for each facility for each event
 - c. At the configured time, the facility shall start charging the event rate
 - d. The PARCS shall allow facility operators to vary the rates for pre-purchased event parking, based on criteria such as a mix of the following (numbers are examples):
 - i. The first nn purchases will cost \$10 and subsequent purchases will cost \$15 (with a high or no limit to the number of quantity tiers)
 - ii. Purchases made more than nn days before the event will cost \$10 and purchases after that date shall cost \$15, if the price adjustment is made manually by the Facility Operator or Parking Services
 - iii. Purchases made with a promo code shall receive a \$5 discount
5. The system shall provide the ability to change any rate at any facility:

- a. Immediately
 - b. At a future scheduled time
 - c. Based on events (if/then logic)
6. The system shall provide complete audits of all rate management activity
 7. The system shall provide “what if” scenarios to predict effect of rate changes, by allowing a manager to provide a hypothetical rate, for which the system would calculate the revenue difference based on historical occupancy
 8. The system shall account for multi-day parking, taking into account all rate structures, any dynamic rates, any event rates, and any discounts or validations, so the multi-day customer is properly charged for the duration of the stay
 9. Authorized users, as determined by role permissions, shall have the ability to implement rate changes per terms above

3.2.4 Monitoring and fault reporting

1. The system shall log all exception conditions
2. The log shall continue to accumulate all exception conditions until manually purged by an authorized user
3. The system shall have configurable alarms and make alerts based on exception
4. Mechanisms for alerts shall include, but not be limited to:
 - a. Email
 - b. SMS
 - c. Flashing messages on work station screens and audible alarms, on any workstation with the Amano web application running in foreground

3.3 Customer/user account management

The PARCS shall perform all customer management and tracking activities, providing self-service and automation for all transactions and account management.

1. The account management system shall allow an unlimited number of groups or categories for customers and an unlimited number of accounts within each group.
2. Management of various customers within the PARCS (e.g., monthly parkers, car pool, EV users, and merchants) shall not require additional, separate external databases to track relevant information.
 - a. Once a given customer is in the system, that customer’s account credentials shall be usable at any facility, assuming the customer has paid the appropriate fees for the facilities s/he wishes to use, even if the facilities are in different groups. In other words, a customer who has paid appropriate fees in Group A for monthly access to Facility 1 and has paid Group B for access to Facility 2 can use the same access credential for both locations; e.g., s/he shall not be required to carry or have separate credentials for each facility. To the customer, it shall appear to be one large system.
3. The account management system shall provide for expiration of an account for unpaid fees, and/or imposition of late fee at user-programmable intervals.

4. User groups and individuals within the user groups shall each assign access privileges based upon facility(ies), date, day of week, time of day, or any combination thereof. Examples:
 - a. It shall be possible to set an account's access privileges to allow access to a specific facility to be valid only Monday – Friday from 8:00 am – 5:00 pm
 - b. It shall be possible to set a different user's access privilege to three facilities 24x7 but the other two may be accessed only during City business hours
 - c. It shall be possible to set another user's access privileges to access one or more facilities during the period of 6 pm – 8 am Monday-Friday and all day Saturday and Sunday, along with 20 days only of weekday parking
5. The account management system shall allow setting a user-configurable limit on the number of individuals within a given user group that can be present within a facility(ies) based on day of week, time of day, or other user-configurable parameter(s). For example, Group A has 20 individual user accounts, and the group has been configured to allow only 10 individual users to be present in any one facility at any given time. When the 11th individual from that group attempts to access one of the designated facilities, s/he will not be allowed access until one of the other users from that group exits the parking facility.
6. It shall be possible to modify user groups or individual accounts to be exempt from anti-passback rules.
7. The account management system shall provide full accounting functions including account generation, tracking, invoicing, and account payment collection.
8. Each account shall be designated for its type:
 - a. Contract: a participant in a group for which an entity (such as an employer, organization, or service provider) has contracted with CITY to provide parking under specific terms and conditions, at specific rates. The contracting entity shall have the ability to administer the individual users.
 - b. Monthly: an individual that purchases parking directly from CITY for a month at a time, for one or more facilities
 - c. Pre-paid: an individual that purchases parking directly from CITY and deposits funds in advance, to be deducted on usage
9. The system shall provide capability to "migrate" current account user information from the old system to eliminate or reduce data entry (along with the credentials for those accounts), and provide an "export" capability to share data with other systems in the future (such as creating mail merge lists)
10. There shall be a distinction between a customer account and the credential that represents that account. For example, an account may be represented by a proximity card, a vehicle's license plate, and/or a plastic card with a QR code.
11. An account shall be allowed to have more than one credential; e.g., it shall be valid for an account to use LPR and/or a proximity card and/or a QR code.
12. For facility access, all credentials are considered equivalent, such that entry by one credential shall cause the system to recognize the account is in the facility, and treat attempts to enter with another credential (into any facility) as a passback.

13. The system shall have anti-passback capabilities that can be turned on or off for each user group/category, with the ability to override for a specific account, or a specific credential for the account.
 - a. The system shall allow anti-passback to either deny the access or to log the access on the daily “exception transaction” report.
 - b. Anti-passback shall apply to an account, not the credentials (except when a specific credential has been exempted), and shall be enforced at the entry/exit gates.

3.4 Customer Access Credentials

Credentials give customers access to facilities, and allow recognition of an account (for recognized customers) or a session (for transient parkers).

1. The credential used to access a facility may be tied to an existing account within the PARCS, an account managed and maintained in an external system that communicates with the PARCS, or with no account (e.g., a transient user)
2. The acceptable credentials at any given time shall depend on the location, the program, and whether events are in progress. For example, when an event is in progress, the system may deny access to all credentials except those related to a pre-paid session for the duration of the event.

3.4.1 Ticketless credentials

1. The system shall allow the vehicle’s license plate, as read and interpreted by the LPR system, as a credential
 - a. The customer shall have already registered with the system and chosen to use LPR as the credential
 - b. Customers who choose this option shall be offered a backup credential, such as QR code on a wallet size printout or plastic card that can be scanned to enter and exit the facility
2. The system shall allow a customer to use A phone number or other self- selected number that can be entered on a keypad at entry and exit
3. The system shall allow a user to use A bank credit/debit card for entry, exit, and payment (e.g., “credit card in/out”)
4. The system shall allow access to a customer using a bar code or QR code
 - a. The bar code or QR code shall generated by the system or another system integrated with the PARCS
 - b. The system shall read, at the entry, exit or POF station, a bar code or QR code that is printed on paper or plastic
 - c. The system shall read, at the entry, exit or POF station, a bar code or QR code that is displayed on a smartphone
 - d. If the bar code or QR code was issued for one-time access, the system shall reject additional attempts to use the same bar code or QR code
5. NFC on supported mobile devices (e.g., Android phones)
6. Proximity cards
 - a. The system shall use commercially available RFID cards available through any source

- i. Parking services may issue a limited number of cards for specific uses, but in general, will look to other forms of credentials
 - ii. All proximity cards shall have a mill thickness equal to that of a standard credit card
 - iii. Cards may be issued by other parties (such as employee IDs) or specific customer groups
 - iv. A customer shall be able to “bring your own card” to have it recognized by the system and tied to his/her account
 - v. The system shall integrate with CITY’s employee badge/proximity card access system (manufactured by Hirsch)
 - b. Current proximity cards (HID cards issued by former vendor) shall work with new system
 - c. Each proximity card shall have a unique ID that allows the card to be administered remotely; e.g., with the card number, a customer service rep should be able to access and change the account profile.
 - d. Each proximity card shall be associated with an account, whereby the account’s profile controls the allowable use of the card
 - e. The system shall provide the appropriate tools to program and administer proximity cards from any workstation that can access PARCS, assuming the user has the correct privileges

7. The Connect Transit Card

The Connect Transit Card System (“Connect Card” or “Connect Card System”) is a contactless smart card fare system that is being implemented by the Sacramento Area Council of Governments (SACOG) and six participating transit operators in the Sacramento region. The program administrators endorse the participation by the Parking Services Division, City of Sacramento. Upon receipt of final specifications by CONTRACTOR, CONTRACTOR shall provide a quotation for development and hardware changes to implement the Connect Card. After agreement by CITY and a change order/Notice To Proceed has been given by CITY to CONTRACTOR, CONTRACTOR shall implement Connect Card access to facilities in the PARCS to meet this functionality:

- a. The Connect Transit Card shall be accepted by the PARCS as a credential and a payment method
 - b. The PARCS shall use the interface/APIs provided by the Sacramento Area Council on Governments (SACOG)
 - c. At entry, the PARCS shall confirm the card is valid and has a cash balance sufficient to pay a moderate parking fee
 - d. At exit, the PARCS shall charge the fee for the session to the card

8. The Clipper Card

The Clipper Card is a contactless smart card fare system that is managed by the San Francisco Bay Area Metropolitan Transportation Commission (“MTC”). It currently is accepted for fare payment with 13 Bay Area transit agencies, and it is also accepted at five parking garages in San Francisco. Details about the Clipper Card can be found at <http://clipper.mtc.ca.gov/>. Information about the use of the Clipper Card in parking garages can be found at

<https://www.clippercard.com/ClipperWeb/parking/index.do>. Upon request, CONTRACTOR shall provide a quotation for development and hardware changes to implement the Clipper Card. Once a change order/Notice To Proceed has been given by CITY to CONTRACTOR, and CONTRACTOR has received all specifications, CONTRACTOR shall implement Clipper Card access to facilities in the PARCS to meet this functionality:

- a. The Clipper Card shall be accepted by the PARCS as a credential and a payment method
 - b. The PARCS shall use the interface/APIs provided by the MTC
 - c. At entry, the PARCS shall confirm the card is valid and has a cash balance sufficient to pay a moderate parking fee
 - d. At exit, the PARCS shall charge the fee for the session to the card
9. The system shall have the capability to be upgraded to accept a transponder, such as an AVI or FasTrak, for access to the a facility, and potential payment.

3.4.2 Ticketed

1. The system shall use printed tickets, with QR codes, bar codes, or other mechanism for encoding information that can be photographed or otherwise viewed, not requiring physical contact (magnetic stripe tickets are undesirable because they must be passed over a reader/writer to process)
2. When a ticket is issued, it shall contain:
 - a. A unique serial number (system-wide, not just for the facility) for the transaction
 - b. Complete date and entry time
 - c. Facility code, lane number, equipment ID
3. The system shall have the capability to generate multi-use (limited duration or quantity) tickets
4. The system shall prevent a processed ticket or validation from being reused

3.5 Significant subsystems/components

The PARCS has a number of significant components or subsystems that control access to facilities, receive payment from customers, and provide information to customers.

3.5.1 Entry stations

The entry stations are the customers' first experience within the facility, and therefore, they must provide a positive experience, allowing quick, trouble-free ingress. The following requirements apply to entry stations.

1. Entry stations shall be connected to barrier gates that inhibit ingress until a credential has been recognized or a ticket has been taken
2. Entry stations shall have a Vehicle Detection Device, as described below
3. Entry stations shall have an IP intercom with camera, as described below
4. At designated facilities, entry stations shall have an LPR camera and processing equipment, to recognize the license plates on vehicles as they arrive at the entry station
5. The entry station user interface shall have the following features:
 - a. A "cancel" button that shall allow the customer to cancel at any point prior to opening the gate

- b. Re-programmable buttons, to allow customization of the user interface as needs dictate
 - c. A color message screen that is easily readable in all ambient lighting conditions or with appropriate backlighting
 - d. Visual instructions for patrons to understand the sequence of events to start a parking transaction and gain access to the facility
 - e. Audio voice instructions to complement the visual instructions
 - f. A push-button to initiate ticket issue
 - g. CONTRACTOR shall provide entry stations per its proposal.
6. Entry stations shall have access door(s) with appropriate tamper-resistant locking system (compatible with Medeco NexGen XT cylinders)
 7. Entry stations shall have a ticket dispenser/reader:
 - a. The ticket dispenser shall issue one credit card-sized, QR-or barcode-encoded parking ticket for each transient entry transaction, after the customer presses a button to cause the ticket to be issued
 - b. The ticket reader shall be capable of reading a credit card-sized, QR- or barcode-encoded parking ticket (provided to customer prior to entry as a credential for facility entry)
 - c. The ticket dispenser and reader shall be a single mechanism
 - d. If a dispensed ticket is not taken within a configurable time frame, ticket shall be retracted into the station so it is not available for someone else
 - e. The entry station shall hold a minimum of 8,000 blank tickets
 - f. When the ticket stock in one "tray," "hopper," or "stack" is empty, the entry station shall raise an alarm to indicate that ticket stock is "low" until the stock is replenished
 - g. When the ticket stock in both "trays," "hoppers," or "stacks" is empty, the entry station shall raise an additional alarm to indicate the ticket stock is "out"
 8. Entry stations shall have a reader for an International Standards Organization (ISO) standard side-stripe magnetically encoded card such as a credit card
 9. The slot(s) on entry stations for insertion of credit cards, tickets, etc. shall be illuminated so they can be used easily in low-light conditions
 10. Entry stations shall have a scanner capable of reading QR codes and bar codes printed on paper or plastic cards, or displayed on smartphones and other handheld devices
 11. Each entry station shall have a unique machine identification number within the global system
 12. Each entry station shall have stand-alone capabilities, in the event that network communication is lost, regardless of where on the network the communication interruption occurs
 - a. Each entry station shall provide offline transaction storage capacity for all transactional information for a minimum of 1000 transactions
 - b. "Credit-Card-In" functionality shall be disabled at entry stations while they are in an off-line mode
 - c. An entry lane shall automatically close in the event that the offline transaction threshold in the entry station is reached and shall remain closed until communications are reestablished

- d. Each entry station shall automatically upload all transaction information to the host or servers once communications are restored
13. Each entry station shall have a proximity card reader integrated into the face, with a minimum read range of six inches
14. Each entry station shall generate and propagate alarms for all exception conditions, including "Ticket stock low" and "Ticket stock out"
15. Each entry station shall generate and propagate to the host a "door open" alarm that is cancelled when the door is closed
16. Each entry station shall generate and propagate a "door open" log entry
17. Each entry station shall be protected from vehicles by bollards
18. Each entry station shall receive data from the occupancy monitoring system to indicate if the facility is allowing transient entry

3.5.2 Express exit (unattended) stations

The express exit stations are most customers' last experience within the facility, and therefore, they must provide a positive experience, allowing quick, trouble-free egress. The following requirements apply to express exit stations.

1. Express exit stations shall be connected to barrier gates that inhibit egress until a credential representing an account has been recognized or a payment has been tendered for a transient transaction
2. Express exit stations shall have a Vehicle Detection Device, as described below
3. Express exit stations shall have an IP intercom with camera, as described below
4. At designated facilities, express exit stations shall have an LPR camera and processing equipment, to recognize the license plates on vehicles as they arrive at the express exit station
5. The express exit station user interface shall have the following features:
 - a. A "cancel" button that shall allow the customer to cancel at any point prior to making payment
 - b. Re-programmable buttons, to allow customization of the user interface as needs dictate
 - c. A color message screen that is easily readable in all ambient lighting conditions or with appropriate backlighting
 - d. A button for requesting a receipt for payment
 - e. Visual instructions for patrons to understand the sequence of events to complete a transaction, including presentation of credential, making payment, and obtaining a receipt
 - f. Audio voice instructions to complement the visual instructions
 - g. . CONTRACTOR shall provide exit stations per its proposal.
6. Express exit stations shall have access door(s) with appropriate tamper-resistant locking system (compatible with Medeco NexGen XT cylinders)
7. Express exit stations shall have a ticket reader that is capable of reading a credit card-sized, QR- or barcode-encoded parking ticket or validation

8. Express exit stations shall have a reader for an International Standards Organization (ISO) standard side-stripe magnetically encoded card such as a credit card
9. Express exit stations shall have the option of an EMV reader with ten-key pad for entry of PIN. Parking Services will determine whether to implement EMV “chip and PIN” transactions.
10. All slots on express exit stations (for insertion of credit cards, tickets, etc.) shall be illuminated so they can be used easily in low-light conditions
11. Express exit stations shall have a scanner capable of reading QR codes and bar codes printed on paper or plastic cards, or displayed on smartphones and other handheld devices
12. Each express exit station shall have a unique machine identification number within the global system
13. Each express exit station shall have retractable ticket and receipt mechanisms, should a customer not take a returned ticket or a printed receipt
14. The express exit station receipt printer shall use commercial off-the-shelf receipt paper
15. Express exit stations shall properly calculate tariffs for a given parking transaction
16. The system shall provide for exception handling by authorized users for express exit stations:
 - a. An authorized user at a nearby cashier station shall be able to process exception transactions for an express exit station, using the Negotiated Fee module
 - b. An authorized user with a system mobile device (e.g., a Microsoft Surface or compatible device) shall be able to process exception transactions for an express exit station, using the Negotiated Fee module.
 - c. An authorized user at a remote terminal, such as Parking Services’ offices or CITY’s 311 call center, shall be able to process exception transactions for an express exit station, using the Negotiated Fee module
 - d. The system shall include all exception transactions for express exit stations on the Daily Exceptions Report
17. Each express exit station shall have stand-alone capabilities, in the event that network communication is lost, regardless of where on the network the communication interruption occurs
 - a. Each express exit station shall provide offline transaction storage capacity for all transactional information for a minimum of 1000 total transactions, and a minimum of 500 credit/debit card transactions
 - i. While the express exit station is in off-line mode, all transaction data shall be stored in a manner that it will not be lost in case of power interruption
 - ii. All transaction data shall be encrypted or otherwise unreadable should an unauthorized party gain access to it
 - b. An express exit station shall automatically close in the event that the offline transaction threshold in the entry station is reached and shall remain closed until communications are reestablished
 - i. The express exit station shall cause an alert to be sent to System Notification Services when the transaction storage threshold is nearing. The alert shall be propagated through standard Notification Services processing.

- c. Each express exit station shall calculate the tariff due based on information available at hand, including data on a presented ticket, any presented validations or coupons, or information received by the express exit station prior to the communications interruption
 - d. Each express exit station shall automatically upload all transaction information to the host or servers once communications are restored
 - i. The host shall validate each completed transaction; if any miscalculations occurred due to device or system communication issues, a report shall automatically be generated to alert staff
18. Each express exit station shall have a proximity card reader integrated into the face, with a minimum read range of six inches
 19. Each express exit station shall generate and propagate alarms for all exception conditions, including "Receipt stock low" and "Receipt stock out"
 20. Each express exit station shall generate and propagate to the host a "door open" alarm that is cancelled when the door is closed
 21. Each express exit station shall generate and propagate a "door open" log entry
 22. Each express exit station shall be protected from vehicles by bollards

3.5.3 Cashier stations (attended exits)

The cashier stations are some customers' last experience within the facility, and therefore, they must provide a positive experience, allowing quick, trouble-free egress, by providing the tools for attendants (cashiers) to assist customers in an efficient manner. The following requirements apply to cashier stations.

1. The cashier station shall have an adjacent Express exit (unattended) station that a patron in a vehicle is able to reach when booth is in non-attended mode
 - a. The Express exit located next to the cashier station shall operate and have the same capabilities and requirements as a standalone express exit station
2. During periods of operation where no cashier/attendant is available, the lane with the cashier station shall function as an express exit station
 - a. When a cashier is logged into the POS, the station will be in "attended mode," and the payment equipment for "unattended mode" will not be operable
 - b. When a cashier is not logged into the POS, the station will be in "unattended mode," and the equipment for "unattended mode" will be operable
 - c. While in "attended mode," customers who are exiting with credentials that do not require a payment (including LPR, proximity cards, AVI/transponder, bar codes/QR codes, etc.) shall be able to use the exit lane
3. Cashier stations shall be connected to barrier gates that inhibit egress until a credential representing an account has been recognized or a payment has been tendered for a transient transaction
4. Cashier stations shall have a Vehicle Detection Device, as described below
5. Cashier stations shall have an IP intercom with camera, as described below

6. At designated facilities, cashier stations shall have an LPR camera and processing equipment, to recognize the license plates on vehicles as they arrive at the cashier station
7. The cashier station shall have a customer user interface for attended mode
 - a. The cashier station shall have an external fee display that is easy to read, easily visible to a driver in a vehicle
 - b. The cashier station shall have an external EMV reader with ten-key pad for entry of PIN, within reach of the driver of a vehicle permitted within the facility
 - c. The cashier station shall have an external scanner for QR and bar codes to read from a smartphone display (e.g., when attended, the outside scanner shall be enabled to allow the customer to scan a smartphone display without requiring handing it to the cashier)
8. The cashier station shall have a fee computer/point-of-sale (POS) for use by the cashier/attendant in the booth
 - a. The POS shall have a touch screen cashier monitor supplemented with standard QWERTY keyboard and mouse {A}
 - b. The POS shall have dual cash drawer operation (allowing a relief cashier to operate out of separate cash drawer) with removable, lockable inserts (compatible with Medeco NexGen XT cylinders)
 - c. The cashier drawer shall only open for:
 - i. Transactions where payment is made in cash, after cashier has entered the amount tendered ,or
 - ii. Allowing the cashier to remove funds to “drop” the excess money into the safe
 1. The threshold of cash in the drawer requiring a drop shall be configurable by Parking Services or a Facility Operator
 2. The cashier shall be alerted that the threshold has been exceeded and the amount to be removed from the drawer and placed in the safe
 - d. Cashier drawers shall incorporate a slot for the insertion of checks and signed credit card slips without opening the drawer
 - e. The POS shall have preset buttons or keys for most common transactions
 - i. The buttons shall be configurable by Parking Services
 - f. The POS shall be capable of reading a credit card-sized, QR- or barcode-encoded parking ticket or validation
 - g. The POS shall have properly calculate tariffs for a given parking transaction
 - h. The POS shall have scanner for QR and bar codes to read from paper, plastic cards, or a smartphone display
 - i. The POS shall have a receipt printer to produce receipts upon request (only enabled in attended mode)
 - j. The POS receipt printer shall use commercial off-the-shelf receipt paper
 - k. The POS shall have tamper detection mechanisms that provide audible alerts as well as exception logging
 - l. The POS shall have the ability to maintain an attendant’s “daily log” of events, which will be incorporated into the daily exception report

9. The system shall provide for exception handling by authorized users for cashier station transactions:
 - a. An authorized user at the cashier station shall be able to process exception transactions
 - b. An authorized user at a remote terminal, such as Parking Services' offices or CITY's 311 call center, shall be able to process exception transactions for a cashier station
 - c. The system shall include all exception transactions for cashier stations on the Daily Exceptions Report
10. The cashier station shall incorporate an emergency alarm, to allow cashier to summon help with the press of one button
11. Each cashier station shall have stand-alone capabilities, in the event that network communication is lost, regardless of where on the network the communication interruption occurs
 - a. Each cashier station shall provide offline transaction storage capacity for all transactional information for a minimum of 5,000 total transactions, and a minimum of 500 credit/debit card transactions
 - i. While the cashier station is in off-line mode, all transaction data shall be stored in a manner that it will not be lost in case of power interruption
 - ii. All transaction data shall be encrypted or otherwise unreadable should an unauthorized party gain access to it
 - b. The POS shall continue to store transactions until communications are restored
 - c. Each cashier station shall calculate the tariff due based on information available at hand, including data on a presented ticket, any presented validations or coupons, or information received by the express exit station prior to the communications interruption
 - d. Each cashier station shall automatically upload all transaction information to the host or servers once communications are restored
 - i. The host shall validate each completed transaction; if any miscalculations occurred due to device or system communication issues, a report shall automatically be generated to alert staff
12. A cashier station can only process a transaction when a vehicle is present; e.g., a "walkup" transaction cannot be performed
13. Each cashier station shall be protected from vehicles by bollards
14. CONTRACTOR shall provide a quotation for an Optional Cashier Station CCTV—Audio/Visual Functionality upon request from CITY.
 - a. CCTV cameras and microphones shall be installed within each cashier booth to capture interaction between the cashier and the patrons or to capture the interaction of the patron to the lane equipment when the lane is operating in an unmanned mode
 - b. The image and audio shall be tied to each transaction
 - c. The CCTV system shall also have one pan/tilt/zoom camera located at the entrance to each lane to capture every transaction that shall also be tied to each transaction
 - d. All cameras and audio shall be synchronized, record each transaction, and be associated with each transaction

- e. The CCTV—Audio/Visual shall exist as one integrated system and not separate subsystem components
- f. The CCTV—Audio/Visual shall store data for a minimum of fourteen (14) calendar days online and archive an additional thirty (30) days

3.5.4 Automated/Pay-on-Foot (POF) stations

The pay-on-foot stations are some customers' next-to-last experience within a facility, and therefore, they must provide a positive experience, allowing quick, trouble-free payment. The following requirements apply to pay-on-foot stations.

1. POF stations shall have an IP intercom with camera, as described below
2. The POF station user interface shall have the following features:
 - a. A "cancel" button that shall allow the customer to cancel at any point prior to making payment
 - b. Re-programmable buttons, to allow customization of the user interface as needs dictate
 - c. A color message screen that is easily readable in all ambient lighting conditions or with appropriate backlighting
 - d. Content on the screen that is customizable/configurable by Parking Services, to allow it to be modified as needs dictate
 - e. Keypad or touchscreen to allow entry of LPN, phone number, or other parking credential
 - f. CONTRACTOR shall provide options for the language for the transaction instructions, to include at a minimum, English, Spanish, and French, no later than 8/31/2016. Until language options are available, the transaction instructions shall be provided in English.
 - g. A button for requesting a receipt for payment
 - h. Visual instructions for patrons to understand the sequence of events to complete a transaction, including presentation of credential, making payment, and obtaining a receipt
 - i. Audio voice instructions to complement the visual instructions, in a choice of languages
3. POF stations shall have access door(s) with appropriate tamper-resistant locking system (compatible with Medeco NexGen XT cylinders)
4. POF stations shall have a ticket dispenser/reader:
 - a. The ticket reader shall be capable of reading a credit card-sized, QR- or barcode-encoded parking ticket
 - b. The ticket dispenser shall issue a credit card-sized, QR-or barcode-encoded parking ticket as required by certain transactions, such as replacement of a lost ticket
 - c. The ticket dispenser and reader shall be a single mechanism
 - d. If a dispensed ticket is not taken within a configurable time frame, ticket shall be retracted into the station so it is not available for someone else
 - e. The POF shall hold a minimum of 250blank tickets
 - f. When the ticket stock is empty, the POF shall raise an alarm

15. Each POF station shall have a unique machine identification number within the global system
16. The system shall provide for exception handling by authorized users for POF stations:
 - a. An authorized user at a nearby cashier station shall be able to process exception transactions for a POF station
 - b. An authorized user at a remote terminal, such as Parking Services' offices or CITY's 311 call center, shall be able to process exception transactions for a POF station
 - c. The system shall include all exception transactions for POFs on the Daily Exceptions Report
17. Each POF station shall have stand-alone capabilities, in the event that network communication is lost, regardless of where on the network the communication interruption occurs
 - a. Each POF station shall provide offline transaction storage capacity for all transactional information for a minimum of 1000 total transactions, and a minimum of 500 credit/debit card transactions
 - i. While the POF station is in off-line mode, all transaction data shall be stored in a manner that it will not be lost in case of power interruption
 - ii. All transaction data shall be encrypted or otherwise unreadable should an unauthorized party gain access to it
 - b. An POF station shall automatically close in the event that the offline transaction threshold in the entry station is reached and shall remain closed until communications are reestablished
 - c. Each POF station shall calculate the tariff due based on information available at hand, including data on a presented ticket, any presented validations or coupons, or information received by the express exit station prior to the communications interruption
 - d. Each POF station shall automatically upload all transaction information to the host or servers once communications are restored
 - i. The host shall validate each completed transaction; if any miscalculations occurred due to device or system communication issues, the host shall maintain records of the transaction to allow later research
18. Designated POF stations with the capacity shall have a proximity card reader integrated into the front of the machine, with a minimum read range of six inches
19. Each POF station shall capture and propagate a log of all events, including but not limited to door opening/closing, vault door opening, coin or bill vault removal, coin or bill recycler removal, and maintenance activities
20. POF stations shall have alarms for all exception conditions, including "Receipt stock low" and "Receipt stock out" alarms
21. Each POF station shall generate and propagate a "door open" alarm that is cancelled if the technician enters a security code or uses some other method to validate the entry, within a configurable number of seconds (defaulted to 15)
22. Each POF that is equipped with a proximity card reader shall be able to accept payment from customers for various permits, especially monthly permits, for which a proximity card is the credential

23. Each POF shall have a low power “sleep” mode

- a. The POF shall place itself in a “dormant” mode after it has not been used for more than 15 minutes
- b. The POF shall recognize when a customer has arrived within range of the POF and it shall awaken to process transactions

3.5.5 Lanes that can switch between entry and exit lanes

Some facilities have entry gates adjacent to exit gates. To better manage traffic flow during high volume times, such as events, the PARCS shall allow the capability to change certain lanes from entry to exit or vice versa.

3.5.6 Entry and Exit Lane Vehicle Detection Device

Fast, accurate detection of a vehicle’s presence in a lane, along with its direction, is critical to properly accounting for and protecting the revenue.

1. The detectors shall detect the presence or movement of any vehicle that is legally permitted to be in the facility, including the direction
2. Entry lane vehicle detectors shall detect vehicular presence, legal entry, illegal exit, back-out, and clearing the barrier gates after entry
3. Exit lane vehicle detectors shall detect vehicular presence, legal exit, illegal exit, back-out, and clearing the barrier gates after exit
4. The detectors shall each incorporate a sensitive “tailgate recognition system” capable of resolving two vehicles within six inches of each other, and an alarm shall be raised and recorded
5. The detectors shall automatically adjust their sensitivity so they will properly recognize the presence and direction of any distinct vehicle that legally is permitted to access the facility in a range of environmental conditions
6. “Legally permissible” vehicles include most passenger cars and light duty pickup trucks (under $\frac{3}{4}$ ton) that can fit within a space within the facility

3.5.7 Barrier Gates

1. Barrier gates shall have a direct drive mechanism
2. Each barrier gate shall have a padded arm to prevent damage to objects that may be underneath when it lowers
3. Barrier gates shall be highly visible even in low- or no-light conditions
4. Barrier gates shall have non-resettable, mechanical gate action counters mounted in the barrier gate housing
5. Barrier gates shall have a break-away design that can be easily and inexpensively repaired or replaced if broken
6. Barrier gates shall have an arm length that can vary between six and ten feet, depending on the width at a given facility
7. Barrier gates shall have a single piece arm or shall be articulated as required by height limitations

8. Barrier gates shall have enough power or resistance to ensure they cannot manually be forced open
9. Barrier gates, when closing, shall detect and reverse to the “up” position if an object is struck when descending
 - a. Barrier gates shall retry to close after 30 seconds
10. Barrier gates installed at the entry lanes shall remain in the closed position in an event there is a power failure and the UPS is no longer able to provide sufficient power to operate the lane
11. Barrier gates installed at the exit lanes shall have the option to fail to the open position or closed position in the event there is a power failure and the UPS is no longer able to provide sufficient power to operate the lane
12. Barrier gates shall provide a mechanical method to raise or lower a gate arm from within the locked housing, in case of power outage
13. Barrier gates shall provide a switch to raise or lower a gate arm, from within the locked housing. It shall be possible to disable the switch through software so that the switch is available only per management request
14. Barrier gates shall activate an alarm if they are kept open for more than 30 seconds due to the presence of a vehicle that is permitted to enter or exit but hasn't moved
15. Barrier gates shall activate an alarm if an attempt is made to raise them or lower them manually; e.g., someone attempts to force the gate into the opposite position
16. Barrier gate housings shall generate an alarm if opened, but shall be cancelled if the technician enters a security code or uses some other method to validate the entry, within a configurable number of seconds (defaulted to 15)
17. Barrier gates shall have be protected from vehicles by bollards
18. Any activation of an alarm by a barrier gate shall engage any active and currently recording LPR, CCTV system, or intercom with camera, if connected in the facility, to record the activity that generated the alarm and any subsequent actions

3.5.8 Entry/Exit Lane Status Signs

Status signs over each lane inform customers of the availability of each lane or any limits on transaction types that can be performed in the lanes.

1. The PARCS shall include signs over the entry and exit lanes that normally show dynamic messages that are established by Parking Services; the types of messages include:
 - a. Closed
 - b. Cash only
 - c. Credit/debit card only
 - d. Express exit
 - e. Prepaid only
 - f. Monthly and prepaid only
2. Entry/exit lane status signs shall allow multiple messages to be programmed, and messages shall change based on timelines established during programming
3. Messages on Entry/exit lane status signs shall scroll as needed.

4. Entry/exit lane status signs shall allow multi-color messages, with minimum of two colors (red and green)
5. Entry/exit lane status signs shall be easily readable in all ambient lighting conditions, from a distance of 200 feet and with a minimum viewing angle of 120 degrees
6. Entry/exit lane status signs shall be controlled automatically, based on rules established by Management; *examples* include:
 - a. When an entry lane in operation, the entry Lane Status Sign shall automatically be set to "OPEN"
 - b. When the facility occupancy exceeds a certain threshold, the entry Lane Status Sign shall automatically be set to "FULL: MONTHLY/PREPAID ONLY"
 - c. When an express exit station is out of operation or in maintenance mode, the Lane Status Sign shall be automatically set to "CLOSED"
 - d. When an exit station is attended, the Lane Status Sign shall automatically be set to "ALL TRANSACTIONS"
 - e. When an exit station is unattended, the Lane Status Sign shall automatically be set to "CREDIT/DEBIT/MOBILE PMT ONLY"
 - f. On a reversible lane, the sign for the current direction shall show information per the rules listed above, and the sign for the alternate direction shall indicate "[X] DO NOT ENTER" in red
7. Supervisors shall be able to override the default messaging through an easy-to-use interface within the PARCS
8. CONTRACTOR shall provide entry/exit lane status signs per its proposal.

3.5.9 External signage/displays

External signage is used to inform customers about the facility's pricing and availability: "What are the rates?" "Is it open?" "Are spaces available, and where?" "Are there any special deals or events in progress?"

1. External signage shall be programmable by Parking Services through the PARCS
2. External signage shall have "default" programming, including the following components:
 - a. Availability (based on occupancy as reported by the Occupancy Monitoring System)
 - i. Facility-wide
 - ii. Per level
 - b. Hours of operation
 - c. Current Rates, as configured into the PARCS for tariff calculations
 - d. Informational messages ("Open 24 hours," "Monthly Parkers Only," "Closes at Midnight," "Early Bird until 9 am," "Prepayment required," "Prepaid Only," "Event Parking 5-10 pm," etc.) based on schedule, occupancy, or other criteria
3. External signage shall support "override programming"—the ability for someone with appropriate privileges to create a special message, such as "Closed until 6 pm," "No validations accepted," "Happy Holidays," etc.

4. External signage shall allow multiple messages to be programmed, to rotate at timeframes established during programming.
5. CONTRACTOR shall provide an integrated signage solution that combines Identipark's counting solution and Daktronics sign products. This solution shall be able to display a hybrid message, combining elements of a static message (for example, "Space Available") with a dynamic message that displays the value from the dynamic counting system (for example, the spaces available or the floors that have spaces).

3.5.10 Uninterruptible Power Supplies

Uninterruptible power supplies (UPS) shall be used to maintain continuity of operation for transient power outages and protect the equipment from unstable power supplies.

1. UPS shall provide conditioned and backup/emergency power for all PARCS components (including, but not limited to, lane equipment, POFs, occupancy monitoring, signs, LPR units, and any IT, networking or facility control computers) for all facilities to protect components from loss of power, power spikes, and power sags, as defined as necessary by the CBEMA
2. UPS battery back-up for all equipment shall provide power for at least two hours
3. Any location with multiple PARCS components, such as an individual entry lane or exit lane, shall have a single UPS unit, appropriately sized, to support those PARCS devices. Non-PARCS devices, such as cashier booth HVAC units, are not included in this requirement. UPS units that supply conditioned and back-up power to multiple components at a single location are required to minimize maintenance.
4. All UPS units shall allow automated notification to the host/servers when battery power is activated or the battery levels become critically low. On-line communication using an appropriate UPS monitoring software application shall be provided on one or more workstations with user selectable options to view the status of each individual installed UPS unit. At a minimum, the monitoring software shall display the operational status of each UPS unit (line/battery, online/offline) and generate alarms in the event the UPS unit's battery power is activated, becomes low or is completely exhausted.

3.6 Customer/merchant self-service

CITY expects a PARCS that allows customers and merchants to perform the majority of transactions without staff intervention.

1. Customers shall be able to access with a workstation (desktop computer) with a recent version of any of the following browsers: Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari
2. Access through one of the browsers shall not require a plug-in or run-time environment (such as Citrix or Java)
3. Access to the system shall be permitted from any Internet-connected location
4. The system shall provide support for customers to conduct all online transactions using a mobile device, such as a smartphone or tablet

3.6.1 Monthly access permits

Monthly access permits are purchased by individuals to have flat-rate parking at one or more specific facilities, at rates established by facility operators.

1. Monthly permits shall be available for global access, facility-specific access, multi-facility access, or facility-group specific access, with varying rates
2. Monthly permits shall allow off-peak vs on-peak pricing, where the peak period is defined by Parking Services
3. Monthly permits shall allow configuration for “event inclusive” or “event exclusive,” upon availability by CONTRACTOR
4. The PARCS shall allow pro-rated pricing for first month, or it shall allow the monthly permit to be effective for one month beginning on the date of purchase (e.g., if purchased on May 6, the permit shall be valid until June 6)
5. Registration and initial payment for monthly permits shall be done on-line
6. The system shall encourage monthly auto-payment through credit card, EFT, etc.
7. The PARCS shall allow payment for a monthly permit, for which the credential is a proximity card, at selected POFs with proximity card readers
8. The PARCS shall automatically block an account if the payment is not posted within n days of the date it is due, where n can be configured by Parking Services
9. The PARCS shall allow setting a limit for the number of permits that may be sold for a given facility, such that when the number of active monthly permits for a given facility is reached, the PARCS will not allow further sales
 - a. The PARCS shall allow Parking Services to change the limit as needed
 - b. The PARCS shall manage a waiting list for each facility; when the number active permits is below the limit, the first person on the waiting list shall have the opportunity to purchase a permit or choose to drop off the list, upon availability by CONTRACTOR
10. The PARCS shall allow a customer to choose LPR as the primary credential for entering and exiting selected facilities; the PARCS shall generate a backup credential, preferably a QR code or bar code that can be printed or displayed on a mobile device screen

3.6.2 Contract access permits

Various entities, such as employers and social organizations, have entered into a contract with Parking Services for parking in various facilities with different pricing plans (flat rate for the entity, flat rate per individual account, various discounted rates, etc.).

1. The contracted entity shall have ability to log in to an administrator’s panel to manage the individual accounts that are part of the contract
2. The contract administrator shall be able to add accounts, delete them, suspend (block) them, manage their credentials, etc.
3. An individual who is associated with a contracted account shall be able to make an online application for a permit; an individual’s permit request shall be “pending” until reviewed and approved by one of the following:
 - a. By the contract administrator

- b. By the facility operator
 - c. By Parking Services
Example: ability if a contract is with a company that pays for 40 spaces in a facility, a representative of that company should be able to log into the system with a role that allows only management of that company's permits, including approvals of permit requests, issuing permits, revoking permits, etc.
4. The PARCS shall provide waiting lists for each different contract, upon availability by CONTRACTOR
 5. The PARCS shall allow a customer to choose LPR as the primary credential for entering and exiting selected facilities; the PARCS shall generate a backup credential, preferably a QR code or bar code that can be printed or displayed on a mobile device screen
 6. The PARCS shall allow pro-rated pricing for first month, or it shall allow the monthly permit to be effective for one month beginning on the date of purchase (e.g., if purchased on May 6, the permit shall be valid until June 6), through CONTRACTOR's Accounts Receivable module
 7. The system shall encourage monthly auto-payment through credit card, EFT, etc., for individuals and contracts
 8. The system shall provide monthly invoicing for contracts
 9. The PARCS shall automatically block an account or a contract, as appropriate, if the payment is not posted within n days of the date it is due, where n can be configured by Parking Services
 10. Contract permits shall allow off-peak vs on-peak pricing, where the peak period is defined jointly by Parking Services and the contracting entity

3.6.3 Multi-day/multi-use permits

Certain customers have a need to for a permit that allows multiple visits to facilities, but without the overhead of having an account and managing billing.

1. The PARCS shall allow customers to purchase a permit that is valid for more than one parking session, either for a specific number of days, or a specific number of sessions
2. Purchase of a multi-day or multi-use permit shall be completed online
3. The parameters for the multi-day and multi-use permits (price, minimum/maximum duration of stay, the number of days of use, the number of entries and exits, etc.) shall be established for each facility
4. The PARCS shall allow a customer to choose LPR as the primary credential for entering and exiting selected facilities; the PARCS shall generate a backup credential, preferably a QR code or bar code that can be printed or displayed on a mobile device screen

3.6.4 Event prepayment/reservations

CITY's and its partners' parking facilities are frequently used by people attending a wide variety of events, and the frequency of this will increase when a local professional sports team opens its season in the fall of 2016 in a new downtown area. Section 4.2.3, *Rate management*, discusses event definition and pricing.

All parking facilities managed by the PARCS shall be capable of processing prepaid and reserved parking, even if not related to an event.

1. For an event, payment shall constitute a reservation
2. The system shall allow a customer to purchase a parking space for any events that Parking Services or a facility operator has “released” as available for sale
3. Customers shall be able to purchase parking before the event online through the PARCS self-service module
4. Customers shall be able to purchase parking before the event through any third party approved by CITY, such as TicketMaster, StubHub, Fandango, TicketsNow, SpotHero, Parkme, ParkWhiz, and so forth
 - a. The third party shall obtain availability and pricing information from the PARCS through an API
 - b. The third party shall present the availability and pricing information to the customer
 - c. The third party shall provide payment and reservation information, including a vehicle license plate, if chosen by the buyer, to the PARCS through an API
 - d. The PARCS shall provide a QR code or bar code image encoded with reservation details to the third party, to allow the third party to provide to the buyer as proof of purchase; this QR code or bar code shall be recognized at event entry as a valid parking pass
 - e. Pre-paid sales through this mechanism shall be considered by the Occupancy Monitoring System when determining whether a facility is “full”
5. Customers shall be able to purchase non-event pre-paid parking through any third party approved by CITY, such as SpotHero, Parkme, ParkWhiz, and so forth
 - a. The third party shall obtain availability and pricing information from the PARCS through an API
 - b. The third party shall present the availability and pricing information to the customer
 - c. The third party shall provide payment information, including a vehicle license plate, if chosen by the buyer, to the PARCS through an API
 - d. The PARCS shall provide a QR code or bar code image encoded with reservation details to the third party, to allow the third party to provide to the buyer as proof of purchase; this QR code or bar code shall be recognized at event entry as a valid parking pass
 - e. Pre-paid sales through this mechanism shall be considered by the Occupancy Monitoring System when determining whether a facility is “full”
6. The PARCS shall allow various types of reservations, such as “general,” “preferred parking,” “valet” (if enabled for the event), etc.
7. Parking Services shall have the ability to establish limits for each type of reservation
8. The PARCS shall prevent pre-purchase of a parking session if all spaces are sold based on the quantity available, as defined by the facility operator; e.g., a cap on the number of parking spaces that may be sold through third parties and a cap on the number of parking spaces that may be sold at the facility.
9. The customer shall be provided proof of the prepayment through a choice of media, including
 - a. A QR/bar code that can be scanned, either on paper or a mobile device screen

- b. Another credential on a mobile device “app” that can be verified at the facility at entry time
 - c. Registration of a vehicle’s LPN
 - d. A confirmation number that can be entered on an entry device or an attendant’s handheld device
10. The PARCS shall allow a customer to choose LPR as the primary credential for entering and exiting selected facilities; the PARCS shall generate a backup credential, preferably a QR code or bar code that can be printed or displayed on a mobile device screen
 11. Prepayment for event parking shall be allowed at any time prior to the point where event entry ends, unless the facility is already full
 12. The PARCS shall allow a customer to purchase any quantity of prepayments; for example, a wedding party may wish to purchase prepaid/reserved parking for its guests

3.6.5 EV access permits

Electric vehicles (“EVs”) that are owned or leased by individuals or enterprises are eligible for special monthly parking programs in designated parking facilities. Currently, two monthly parking programs are available:

- Limited EV Access: This monthly parking program allows free parking access at designated facilities
- Global EV Access: For a flat monthly rate, this monthly parking program allows access to all City-owned garages

Whenever a the volume of EV sessions in facility in the “Limited EV Access” category exceeds 5% of the total transactions in any month, that facility is removed from the “Limited EV Access” program.

Currently, the City does not impose a fee for the charging activity, but the City reserves the right to do so in the future.

More details about the EV discount programs are available at <http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/Electric-Vehicle>.

1. The PARCS shall support administration of multiple EV discount programs, at individual facilities and at groups of facilities, at varying rates per facility or group
2. Customers shall be able to apply online for any EV discount programs
3. A customer shall be required to upload a facsimile of the vehicle registration; the permit request shall be “pending” and the customer’s credit card shall not be not charged until the vehicle registration has been reviewed and approved by a clerk
4. Parking Services shall have the ability to set a limit on the number of participants of any program
5. Once the limit of participants for a program has been reached, the PARCS shall maintain a waiting list of applicants, upon availability by CONTRACTOR
6. Parking Services and facility operators shall be able to add or remove facilities at any time, either individually or as part of a group

7. Should a facility be added or removed from a group, the ability to access that facility shall be updated automatically for all participants in that group, without requiring action on CITY's PARCS administrators or clerks
8. Access to facilities participating in an EV discount program shall require use of LPR for the customer's credential, so a customer cannot register for the program with an EV and then access a facility while using another vehicle, to park at a free or discounted rate

3.6.6 Valet access permits

Facilities controlled by the PARCS are used to store customers' vehicles by local valet companies who are under contract to a variety of other businesses, including restaurants and hotels. The PARCS must support tracking and billing for this usage.

1. The PARCS shall support valet operator accounts
2. A "permanent" credential, such as an RFID card or scannable QR code or bar code shall be supplied to all valets (drivers) for facility ingress and egress
3. All access with the valet credential shall also be logged with vehicle plate for reporting
4. The PARCS shall permit configuration of distinct rate tables, discounts from standard rates, fixed fees, or a combination of all three, for each valet operation
5. The PARCS shall automatically generate monthly invoices based on the contracted rate plus any applicable per vehicle rate (including any on-peak premium tariffs)
6. The PARCS shall produce a daily report of entries/exits for each valet operation
7. CONTRACTOR will provide training and documentation on appropriate procedure to be used at valet station so that a customer who normally uses LPR as a credential is not charged for the session separately from the session charge for the valet session.

3.6.7 Frequent parker/loyalty programs

Parking Services intends to offer a program that would allow customers who may not be able to justify the cost of a monthly or contract permit to get many of the advantages of such permits. Such customers would have an account in the PARCS, which would allow them to:

- a) Pre-pay for transient parking, such so that the fee for each parking session is deducted from the balance, and/or
- b) Maintain a record of transient parking sessions, regardless of the payment method, and/or
- c) Earn "points" for parking sessions, for which "rewards" would be offered (discounted or free parking sessions, prizes from merchants, etc.)
- d) If configured by Parking Services or facility operators, to enter into a facility even when the occupancy monitoring system indicates the facility is full and transient customers otherwise are blocked from entering

The pre-paid function is similar to toll bridge and toll road accounts in various jurisdictions, such as the San Francisco Bay Area FasTrak system. The reward/loyalty function is similar to the rewards systems offered by airlines, retail merchants, and so forth, where a certain level of purchases makes the customer eligible for various awards, possibly offered by program partners.

1. The PARCS shall allow establishing accounts for the frequent parker/loyalty programs
2. An account established for such a program shall allow a customer to maintain a balance for automatic billing for each parking transaction (at the transient rate)
3. The PARCS shall enable a customer to maintain account information online, including name, address, credit card info, email address(es), license plate number(s)
4. The PARCS shall give Parking Services the ability to give discounted parking as a reward in various ways (e.g., 20th session at 50%, 40th session free, \$10 off a parking session after \$100 spent); customer must redeem points for a selected reward
5. The PARCS shall produce reports showing customers that have reached each reward level
6. The PARCS shall allow application of rewards to a subset of accounts that can be selected based on various criteria
7. The PARCS shall allow a customer to choose LPR as the primary credential for entering and exiting selected facilities; the PARCS shall generate a backup credential, preferably a QR code or bar code that can be printed or displayed on a mobile device screen
8. The PARCS shall allow a customer using this program with multiple vehicles to select any or all for LPR entry and exit

3.6.8 Premium parking and nested areas

In the future, Parking Services expects to have areas set aside within the facilities (“nested areas”) that are accessible only by specific customers or staff. These areas will have additional access control to limit them to pre-authorized customers. Such areas may be event premium parking, employee parking, valet parking, loading docks, etc.

1. The PARCS shall support nested areas within each facility
2. The nested areas shall have additional barrier gates to limit access to customers or other people who are designated or pre-authorized to park there
3. The PARCS shall allow pre-paid purchase of parking in a facility with nested areas to include a fee for access to a nested area; in a facility with multiple nested areas, the purchase will include pre-selection of the nested area
4. Parking Services, Facility Managers, and supervisors shall have the ability to grant access to the nest regardless of the paid status of the session (e.g., a transient parker may be given access or even directed to park in the nest)
5. Each nested area shall be separately controlled with entry and exit gates with vehicle detection devices
 - a. The PARCS shall allow a small nest to have a single lane with a single gate with two-way detection devices (per the discretion of the Facility Operator and Parking Services)
 - b. The entry and exit gates shall activate when a credential is presented that has authorization for access to the nest
6. The system shall incorporate compound anti-passback functionality to control nested areas within the parking facilities; i.e., if an account or pass is configured, the system shall enforce “in-in-out-out” credential usage into the nested area(s). There shall be a configurable amount of time that once a credential has been used to get inside a parking facility, the user must enter the

nested area. Should the configurable amount of time be exceeded before the patron enters the nested area, then the system shall allow the option to invoke one or any combination of the following:

- a. Deny access to the nest
- b. Allow access to the nested area, but generate an alarm for the event within the PARCS
- c.

3.6.9 Merchant validations

Merchants wish to offer validated parking to their customers, to entice them to patronize the businesses that depend on parking facilities.

1. The system shall allow merchants to register online to purchase validations with a credit/debit card
2. A merchant registration shall be “pending” until Parking Services reviews and approves the application
3. An approved merchant shall be able to purchase validations online
4. The cost per validation, the discount per validation, and any other validation parameters shall be established by Parking Services when the merchant is approved (with the ability for Parking Services to modify at any time)
5. The validation medium shall be selectable by the merchant. Options are:
 - a. The ability for a merchant to print a validation from a compatible device (such as a POS, computer with printer, stand-alone printing device, etc.) that can receive the validation parameters (such as a QR code image) from the PARCS
 - b. The ability for merchants whose POS systems already print bar/QR codes on receipts to integrate with the AMI iConnect API so that merchants’ receipts can be accepted as validations. Participating merchants shall be certified for the bar code type, data content, and location of bar code on receipt. The API shall collect and register real-time validations as receipts are created; the receipts shall be read via the AMI FlexScan readers.
 - c. The ability for a merchant to use a web page from a computer or handheld device, or to use an app on an handheld device, to enter a PARCS ticket number, vehicle license plate number, or other credential used by the customer upon entry to a facility
 - d. The ability for a merchant to use a web page from a computer and print a quantity of unique QR codes, allowing the merchant to provide the printed QR codes as validations
 - e. The ability for a merchant to stamp or print a unique, tracked validation on an entry ticket in the customer’s possession, perhaps by using an encoding machine
 - f. Any merchant shall be allowed, with Parking Services’ approval, to use more than one validation medium
 - g. Validations shall be unique, so that a single validation cannot be used more than once
6. Parking Services shall have the ability to establish limits on the number of validations that may be purchased by an individual merchant for a given timeframe, the number of validations that may be purchased for a specific facility, the facilities for which a merchant can purchase

validations, the number of unused validations a merchant may have on hand, and the expiration dates for validations (e.g., a validation must be used within 90 days of the time the merchant purchases it)

7. A merchant shall be able to participate in more than one validation program, with each program having its own rules and parameters (but only one validation shall apply to any vehicle on any given day)
8. A merchant shall be able to assign "issuer IDs" to its personnel or representatives who will be providing the validations to customers, to allow the merchant to track the validation activity by employee
9. A merchant shall be able to review the status of its account, including the individual validations that were used, along with issuer IDs
10. After issuance, Parking Services shall have the ability to void a validation unless it has been redeemed

3.7 Transaction requirements/rules

The PARCS shall be capable of processing transactions and determining tariffs under a variety of scenarios. Listed below are the most common types of transactions within the City of Sacramento facilities.

3.7.1 Entry into facilities, non-event

1. The lane detection device shall determine presence of a vehicle
2. The license plate number shall be captured by LPR
3. If the license plate is on a permit list, and no other credentials associated with the associated account are already in a facility (unless the permit allows), an entry transaction is generated and barrier gate opens
 - a. The gate shall open within five seconds of the time the lane detection device has determined the presence of a vehicle, for 97% of entries through this method
4. If an AVI system is configured into the PARCS and it recognizes a transponder in the vehicle, and no other credentials associated with the associated account are already in a facility (unless the permit allows), an entry transaction is generated and barrier gate opens
 - a. The gate shall open within five seconds of the time the lane detection device has determined the presence of a vehicle, for 97% of entries through this method
5. The entry station shall be activated within three seconds of the time the lane detection device has determined the presence of a vehicle, for 99% of entries through this method
 - a. If the Occupancy Monitoring system has informed the entry stations that the facility is not accepting transient customers, the display shall inform the customer that the facility is full
 - i. The customer shall be directed to back out of the entry lane
 - b. The display shall show and an audible voice shall announce instructions for customer to initiate a transaction
 - c. The customer shall initiate a transaction through one of the following methods:
 - i. The customer swipes a credit or debit card for "credit card in"

1. The system shall validate the card
 2. If the card is not validated or is on hot list, the customer shall be informed the card is not valid for entry and customer may attempt a different credential
 3. Once the card has been validated and returned to the customer, it shall be added to the “present in facility” list and shall not be accepted for any transactions or entries at any other facility except for settling the current session
- ii. The customer presses the button marked “Press for ticket”
 1. The system shall issue a ticket meeting the specifications described elsewhere in this document
 2. If the ticket not pulled from entry station ticket dispenser and the vehicle reverses, the transaction shall be voided, the ticket shall be retracted into the entry station, and the LPN shall be added to gray list
 - iii. The customer presents a QR code or bar code to the scanner on the entry station:
 1. The system shall validate the QR code or bar code and confirm it is present in a list of prepayments for the specific facility
 2. If the code is not validated or not present in the list of prepayments for the facility, the customer shall be informed the item is not valid for entry and the customer shall attempt a different credential or cancel the entry
 3. If the account represented by the code is already present in any facility, then the customer shall be so informed, and customer shall attempt a different credential (unless the account allows multiple uses)
 - iv. The customer waves a proximity card near the proximity reader:
 1. The system shall decode the identification information on the card and determine the “owner”
 2. If the card was issued from the PARCS or is associated with an account in the PARCS (e.g., a “bring your own” card), the system shall determine if the card is valid and the account is present in a list of prepayments for the specific facility
 3. If the card was not issued from the PARCS, the system shall check the Card Access System whether the card shall be allowed to enter the facility
 4. If the card is not validated by the PARCS and not permitted for access by an external system, the customer shall be informed the card is not valid for entry (or that the card is restricted) and customer may attempt a different credential or may use the intercom to get assistance to register the card

5. If account represented by the card is already present in any facility, then the customer shall be so informed, and customer may attempt a different credential (unless account allows multiple uses)
- v. Customer presents any other identifying credential:
 1. The credential shall be validated as approved for access to the specific facility
 2. If not validated, customer shall be informed the item is not valid for entry and customer may attempt a different credential
 3. If account is already present in any facility, then the customer shall be so informed, and customer may attempt a different credential (unless account allows multiple uses)
- d. The credential shall be validated within four seconds of the time it has been presented by the customer, for 99% of entries through this method
- e. After the credential is validated or customer takes a ticket, an entry transaction shall be created and LPR shall be associated with it
6. The barrier gate shall be opened, but if a ticket is issued, not until the ticket is taken from the entry device
7. When the interior lane detection device has determined the vehicle has entered the facility:
 - a. The barrier gate shall close
 - b. The facility vehicle count shall increment by one
 - c. The level vehicle count shall increment by one
 - d. The entry station shall reset and prepare for next transaction
8. If the interior lane detection device determines the vehicle has reversed instead of proceeding into facility:
 - a. The barrier gate shall close
 - b. The entry transaction shall be marked as voided
 - c. The ticket shall be voided so it cannot be used by another party
 - d. The LPN added to gray list as stolen ticket
 - e. The vehicle counts shall remain unchanged

3.7.2 Entry to facilities, event

To provide a better flow of vehicles both in and out of a facility before and after an event, the system shall provide the ability to define an "event."

1. An event shall have the following properties:
 - a. Beginning time for event entry
 - b. End time for event entry
 - c. Event flat rate
 - d. Event end time
 - e. Grace time after which a transient transaction will be priced at the event rate
 - f. Which discounts and coupons will be accepted/honored as discounts to the event rate

2. At the beginning time for the event, selected entry lanes (including all, if required by the Facility Operator) shall convert to attended “pre-pay” mode
3. During event entry, the entry stations shall be attended; the attendants will have change banks and handheld devices. The handheld devices shall:
 - a. Incorporate a credit card reader (capable of processing EMV cards when required)
 - b. Be capable of printing receipts (the receipt printer may be a separate device with a wireless connection to the handheld device)
 - c. Connect wirelessly to the PARCS such that it is another transaction terminal and can send/receive all necessary data for creating and/or updating transactions
 - d. Inform the attendant about the facility status, such as “Prepaid only,” “Facility full,” etc.
 - e. Provide the attendant with a “quick reference” for information about the event, such as where to go after parking, the time the event ends, etc.
 - f. Have a camera and/or scanner that can read bar codes, QR codes, and other information on paper, plastic, and mobile device screens
4. After an attendant is ready to process event payments and has logged into the handheld device, the entry gate for the lane shall open and remain open so that vehicles can proceed directly into facility as soon as the attendant has taken payment and issued a receipt
5. When the attendant logs out of the handheld device, or when the handheld device leaves the facility entrance area, the gate for the assigned lane shall close
6. Event processing:
 - a. Facility entry signs shall alert customers to event price and hours, along with facility vacancy information
 - b. Gates shall remain open where attendants have logged in and are present
 - c. LPR shall indicate plate validity by turning on a green indicator light on the gate housing for plates that are registered as prepaid and turning on a red indicator light on the gate housing to indicate the plate is not registered as prepaid, within four seconds of the time the vehicle arrives in the attendant’s area for 95% of transactions. If there are no gates at the entry, the information about pre-payment shall be transmitted to the attendant’s handheld device.
 - d. As each vehicle reaches attendant, attendant will process transaction:
 - i. Customer with a prepaid credential: if the credential is the license plate number, it will be recognized by the handheld, otherwise the attendant shall scan the credential or enter the information (e.g., a confirmation number) and the handheld shall validate the credential
 1. Validation shall be completed within five seconds of the time the information has been captured by the handheld, for 98% of transactions
 2. If the credential is valid, the transaction will be updated for the customer’s presence and the vehicle will be admitted into the facility with no further interaction

- c. Facility and level vehicle counts shall decrement by one
(Typically, this situation should only occur when the LPN was not properly recognized at entry or exit; if recognized at both, then payment at the POF should mark the transaction as “paid” and allow automatic exit without requiring the customer to stop and insert the ticket in the exit station.)
 5. The system shall calculate the fee and display it to the customer
 6. The customer shall be given an opportunity to present a validation or coupons
 7. The customer shall provide a credit card for payment
 8. The system shall authorize the credit card within four seconds for 97% of transactions
 9. The customer shall be offered a receipt
 10. Once payment has completed, the barrier gate shall open
 11. The LPN shall be removed from the active inventory
 12. Facility and level vehicle counts shall decrement by one
- iii. QR code or bar code
 1. The customer shall show the paper or device with the QR code or bar code to the scanner on the exit station
 2. The system shall find the transaction within one second
 3. The LPR data shall be compared to entry transaction; if not a match, then the transaction shall be sent to the Exception Review Station for disposition
 4. If the QR/bar code represents a pre-paid or permit transaction, then
 - a. The barrier gate shall open
 - b. The LPN shall be removed from the active inventory
 - c. Facility and level vehicle counts shall decrement by one
(Typically, this situation should only occur when the LPN was not properly recognized at entry or exit)
 5. If the transaction requires payment of a fee, the system shall calculate the fee and display it to the customer
 6. The customer shall be given an opportunity to present a validation or coupons
 7. The customer shall provide a credit card for payment
 8. The system shall authorize the credit card within four seconds for 97% of transactions
 9. The customer shall be offered a receipt
 10. Once payment has completed, the barrier gate shall open
 11. The LPN shall be removed from the active inventory
 12. Facility and level vehicle counts shall decrement by one
- iv. Proximity card
 1. The customer shall wave the proximity card near the proximity reader

2. The system shall find the transaction within one second
 3. The LPR data shall be compared to entry transaction; if not a match, then the transaction will be sent to the Exception Review Station for disposition
 4. If the proximity card is valid and represents permit transaction, then
 - a. The barrier gate shall open
 - b. The LPN shall be removed from the active inventory
 - c. Facility and level vehicle counts shall decrement by one
(Typically, this situation should only occur when the LPN was not properly recognized at entry or exit)
 5. If the proximity card is not valid, the exit station shall instruct the customer to present another credential
 6. If the account with which the proximity card is not in good standing, then the exit station shall engage the intercom for an attendant or operator to process as an exception
4. Exception situations: deviations from “normal” transactions shall follow the procedures below
- a. If LPR data does not match that recorded with the credential, the transaction shall be sent to the Exception Review Station for disposition. All known details about the transaction and the LPR data on file will be presented to the operator, who shall have the ability to override or confirm the transaction data and send it the exit station to allow the customer to complete the transaction and exit the facility.
 - i. Parking Services shall have the ability to disable forced LPR review and permit transactions to proceed based on the credentials that are presented
 - b. If a credit or debit card is not authorized, the exit station shall inform the customer, and suggest trying a different card or payment method, or use of the intercom to get assistance
 - c. If a vehicle approaching the exit is recognized by the LPR and is within the grace period for leaving a facility after entry, the gate shall open and allow the vehicle to exit; facility and level vehicle counts shall be updated, the transaction shall be cancelled, and the LPR data shall be removed from the active inventory
 - d. If a patron has lost his/her credential (or the credential is unreadable), s/he will use the intercom to request help. The system shall assist the operator to find the entry transaction based on the vehicle LPR data, including use of partial matches. If no candidates are found, the operator shall obtain an approximate entry time from the patron, then s/he shall review entry records with pictures from that timeframe to find the entry transaction. The transaction information shall be sent to the exit station from which the intercom call was received to allow the customer to complete the transaction and exit the facility.
 - e. The system shall detect an attempt to exit with a swapped ticket, based on LPR data. The transaction shall be sent to the Exception Review Station for disposition. The information shall be sent to an operator with simultaneous activation of the intercom, and “processing... please wait” shall be displayed on the exit station. The operator will

review the information, consider the customer's input, and make a determination of which rate should be charged. The modified transaction information will be transmitted to the exit station and the transaction will be completed there.

- f. The system shall detect an attempt to exit with a stolen ticket, based on LPR data. the transaction shall be sent to the Exception Review Station for disposition. The information shall be sent to an operator with simultaneous activation of the intercom, and "Activating intercom... please wait" shall be displayed on the exit station. The operator will review the information and modify the transaction to reflect the actual entry time of the vehicle. The transaction information will be transmitted to the exit station and the transaction will be completed there.
- g. If LPR determines the vehicle entered at an event rate but the vehicle remained in the facility after the grace period for the event, the exit station shall calculate the additional fee due, and process similarly to a "lost ticket" transaction, except there will be no automatic intercom call.
- h. If the customer does not have the ability to pay for the parking session (e.g., no credit/debit cards, no cash for POF or POF not working, cashier booth unattended, etc.), the customer shall use the intercom:
 - i. The agent shall be presented with the data the system has on file for the transaction, including LPR, credential data, etc.
 - ii. The agent shall determine whether to process the transaction, to direct the customer to another gate, or to send someone to process an "IOU"
 - iii. The agent shall have the ability to use the "open gate" button to allow the vehicle to exit the facility and close the transaction
- i. Tow exit: starting July 2016, the system shall have the ability to charge/process the tariff for both the parked vehicle and the tow vehicle; the system shall log all vehicles removed by a tow truck

3.7.4 Cashiered exit from facilities

During certain operating hours, one or more attendants may be present in the facility to assist customers with completing their transactions. Occasionally, attendants may be asked to assist customers using the express exits, either remotely, or through the IP intercom.

1. All transactions processed at a cashiered exit lane in unattended mode shall follow the same procedures as those for transactions at an Express Exit Station described above, using the Express exit station located immediately adjacent to the cashier's booth
2. The message signs above the lane shall automatically update to show the lane is available for attended/cashiered transactions when the cashier logs into the POS
3. When a vehicle is detected in an LPR-enabled cashiered exit lane, the LPR system shall capture the license plate and attempt to match it with an open transaction
 - a. If the LPN is associated with a valid pre-paid or permit transaction (including pre-paid at a POF) and no further action is required of the driver, the system shall notify the cashier the transaction is complete, remove the LPN from the active inventory, open the exit

- gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - i. The gate shall open within four seconds of the time the lane detection device has determined the presence of a vehicle, for 99% of exits through this method
- b. If the LPR is unable to match the LPN (including if the LPR does not successfully recognize a plate number), the exit station shall check for the presence of AVI or other transponder; if such a credential is present at the exit lane and the system records indicate the credential is present in the facility, the system shall open the exit gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - i. The gate shall open within five seconds of the time the lane detection device has determined the presence of a vehicle, for 97% of exits through this method
- 4. The cashier station shall display the transaction details as determined by the LPR, including the entry credential that was used
- 5. The customer shall hand the credential (ticket, credit card, QR code/bar code on printed material or handheld device display, etc.) to cashier. The customer shall have the option to self-scan printed material or a handheld display, using the scanner on the Express exit station to complete the transaction there.
 - a. The attendant shall process the offered credential if it matches the credential indicated on the cashier's POS
 - b. The cashier station shall calculate the fee and display it to the attendant on the POS screen and simultaneously on the external customer fee display
 - c. The cashier shall take customer's validation and/or coupons and insert or scan as appropriate
 - d. The cashier shall take payment from customer and offer a receipt
 - i. The cashier station shall allow a customer to combine multiple payment types for a single transaction
 - e. If the transaction is for cash, the cashier shall make change
 - f. If the transaction is on a credit/debit card, the card shall be authorized for transaction within four seconds for 97% of transactions
 - g. If required by business rules, the cashier shall have the customer sign the credit card slip
 - h. Once payment is completed and the drawer is closed (if it had been opened), the barrier gate shall open
 - i. The system shall remove the LPN from the active inventory
 - j. The facility and level vehicle counts shall decrement by one
 - k. If the customer used Credit-Card-In, the card shall be removed from the "present in facility" list and now can be used in another facility
- 6. Exception situations: deviations from "normal" transactions shall follow the procedures below
 - a. If LPR data does not match that recorded with the credential, the attendant will be notified. All known details about the transaction and the LPR data on file will be presented to the attendant.

- b. If a credit or debit card is not authorized, the cashier will be notified, allowing driver to present another form of payment
- c. If the vehicle approaching the exit is recognized by the LPR and is within the grace period for leaving a facility after entry, the attendant will be notified and the gate shall open and allow the vehicle to exit; facility and level vehicle counts shall be updated and the LPR data shall be removed from the active inventory
- d. If a patron has lost his/her credential (or the credential is unreadable), the system shall assist the operator to attempt to find the entry transaction based on the vehicle LPR data, including use of partial matches. If no candidates are found, the attendant shall obtain an approximate entry time from the patron, then s/he shall review entry records from that timeframe to find the entry transaction. Once found, the operator will complete the transaction as if the ticket/credential were present.
- e. The system shall detect an attempt to exit with a swapped ticket, based on LPR data. The attendant will review the information, consider the customer's input, and make a determination which rate should be charged.
- f. The system shall detect an attempt to exit with a stolen ticket, based on LPR data. The information shall be displayed to the attendant, who will review and process the ticket as if it were valid.
- g. If LPR determines the vehicle entered at an event rate but the vehicle remained in the facility after the grace period for the event, the Card Access software will display an access denial message and the customer will be unable to exit via the LPR credential. The attendant shall contact someone with LPR Exception Review Station access who shall determine the overstay fee. The attendant shall manually charge the customer using the "lost ticket" or "MISC" functionality at the cashier station. Alternatively, if the customer has his or her event barcode/QR code credential, the attendant may direct the customer to the Express exit station to complete the transaction and exit.
- h. If the customer does not have the ability to pay for the parking session (e.g., no credit or debit cards, no cash, etc.), the attendant shall use the "Short" button.
 - i. The "Short Money" form shall print from the POS
 - ii. The customer shall sign the "Short Money" form
 - iii. The cashier shall complete the transaction, allowing the gate to open

3.7.5 Transactions at a POF

The PARCS shall allow payment for an open parking session to be made at a Pay On Foot (POF) machine. In addition, certain other transactions that are within the capabilities of the equipment shall be possible at a POF.

1. If the POF is "dormant" or in "low-power mode," it shall be ready to process a transaction within two seconds of the time that a customer is ready to start
2. The POF display shall show, and an audible voice shall announce, instructions to the customer to lead the customer through making a payment for a parking session, making payment for a

monthly pass, determining the fee that would be due now for ending a parking session, or any other service or transaction available at the POF

3. Payment of an open parking session:
 - a. The customer shall be able to initiate payment for an open parking session by using one of the following methods:
 - i. Inserting a ticket issued by the facility at entry
 - ii. Scanning a QR code/bar code on printed material and/or a handheld device display
 - iii. Entering a license plate number at the machine, when he capability is available from CONTRACTOR
 - iv. Providing any other credential associated with a current transient parking session
 - b. Once the credential is recognized, the system shall calculate the fee and display it to the customer
 - c. The customer shall be given an opportunity to present a validation or coupons
 - d. The adjusted amount shall be displayed to the customer
 - e. The customer shall make payment
 - i. By inserting or swiping a credit card
 - ii. By inserting cash (bill and coins) at a machine that is configured to accept it
 - iii. A combination of both cash and credit card, at a machine that accepts cash
 - f. The system shall authorize a credit card within four seconds for 97% of transactions
 - g. The customer shall be offered a receipt
 - h. The transaction record will be updated to reflect the payment
 - i. If the transaction record has recognized a license plate with high confidence, the customer shall be informed that the exit gate will open automatically upon approach; otherwise, if a ticket was provide, the customer's ticket will be returned to use for exiting
4. Payment for a monthly pass:
 - a. The customer shall present a proximity card
 - b. The system will calculate the amount due
 - c. The customer shall make payment
 - i. By inserting or swiping a credit card
 - ii. By inserting cash (bill and coins) at a machine that is configured to accept it
 - iii. A combination of both cash and credit card, at a machine that accepts cash
 - d. The system shall authorize a credit card within four seconds for 97% of transactions
 - e. The customer shall be offered a receipt
 - f. The account shall be updated immediately so the pass may be used
5. Determining the fee currently due for an open parking session:
 - a. The customer shall be able to initiate the process by using one of the following methods:
 - i. Inserting a ticket issued by the facility at entry

- ii. Scanning a QR code/bar code on printed material and/or a handheld device display
 - iii. Entering a license plate number at the machine, after July 2017
 - iv. Providing any other credential associated with a current transient parking session
 - b. Once the credential is recognized, the system shall calculate the fee and display it to the customer
 - c. The customer shall be given an opportunity to present a validation or coupons
 - d. The adjusted amount shall be displayed to the customer
 - e. Any tickets and/or validations shall be returned to the customer
6. Exception situations: deviations from “normal” transactions shall follow the procedures below
 - a. If a credit or debit card is not authorized, the customer will be notified, allowing driver to present another form of payment
 - b. If a patron has lost his/her transient credential (or the credential is unreadable), the system shall assist the operator to attempt to find the entry transaction based on the vehicle’s license plate, including use of partial matches. If no candidates are found, the attendant shall obtain an approximate entry time from the patron, then s/he shall review entry records from that timeframe to find the entry transaction. Once found, the operator shall use the Negotiated Fee capability to establish the amount the customer must pay at the POF.
 - c. If LPR determines the vehicle entered at an event rate but the vehicle remained in the facility after the grace period for the event, the POF shall calculate the additional fee due, and process similarly to a “lost ticket” transaction.
 - d. If the customer does not have the ability to pay for the parking session (e.g., no credit or debit cards, no cash, etc.) and uses the intercom, the attendant shall direct the customer to drive the vehicle to the exit gate so the transaction can be completed there.
7. If the POF is configured to allow cash payment, it shall allow a customer to combine multiple payment types for a single transaction

3.7.6 Discount programs

The PARCS shall be capable of processing various types of discounts to be applied to the parking tariff for a specific transaction (or series of transactions). Requirements for specific types of discount programs follow, but general requirements include:

1. Parking Services shall have the ability to define rules about how discounts are to be applied; e.g., *Discount A* may be combined with *Discount B*, but not with *Discount C*; *Discount D* may not be used in *Facility 1*; *Discount E* may not be used between 8 am and 5 pm; only the single discount that has the greatest reduction on the parking fee shall be accepted; etc.
2. All discounts applied to parking fees shall be recorded in transaction logs, such that someone reviewing a transaction after the fact will be able to determine the discounts applied to the fees

3. A person with the appropriate privileges shall have the ability to generate a report(s) showing usage of discounts; for example, getting a report with detail of all discounts applied for a particular coupon

3.7.6.1 Validations

1. All transient parking transactions shall allow for use of a validation, although the types of validations that may be permitted for a given transaction may be limited
2. All facilities shall be capable of accepting/processing validations, but CITY shall have the ability to set rules for acceptance of specific validations, including which facilities will accept a given validation and whether a given validation can be used in conjunction with other validations
3. Prior to applying payment, the validation shall be applied to the fee and the adjusted amount shall be displayed to the customer
4. Validation options shall include, but not be limited to:
 - a. A specific dollar amount (e.g., \$5 off the parking price)
 - b. A percentage amount (e.g., 15% off the parking price)
 - c. A specific duration (e.g., two hours free; for a facility where the rate per hour may vary depending on length of stay, Parking Services will determine which hours will be discounted)
 - d. A fixed cost for the parking session, regardless of length of stay (including the ability to specify a cost of \$0)
5. Any given vehicle may be limited on the number of validations that can be used per day (usually, one validation per day), to be enforced by LPR (unless a specific validation is programmed as allowed in addition to other validations, to be set by Parking Services only)
6. The PARCS shall allow Parking Services to restrict the number of minutes a validation must be used after it is issued; for example, a validation issued by a merchant in a high-traffic shopping area may expire 180 minutes after it is issued
7. The PARCS shall accurately calculate appropriate discounts for validations, even when multiple rate tables apply to a parking session, including entry and exit spanning incremental and flat rate periods

3.7.6.2 Car pool parking

Car pool discounts allow a group of people to share parking at a discount. Information about the City's current car pool program can be found at <http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/Carpool>. However, the City expects to make the program more flexible with the implementation of a new PARCS, and adds the following requirements:

1. The PARCS shall enforce that only one (or a specified number of) vehicle(s) may use the car pool account for access at any given time to a facility (or facilities as defined). Once the threshold/limit has been met for an account, no more members can gain entry to a facility (or facilities as defined) until the lock-out threshold/limit is no longer being met for that group.
2. The system shall allow assignment of an unlimited number of accounts to a specific car pool
3. The car pool credential shall be separate, such that a customer who has a regular account may also be a member of a car pool, and cannot enter the facility as the car pool driver inadvertently

4. The system shall have the ability to set a limit on the number of car pool entries in any facility; once that number has been reached, no further car pool entries shall be permitted until a car pool has exited
5. The system shall have the ability alternately to set a limit on the number of car pool entries across all facilities or a group of facilities. Once that number has been reached, no further car pool entries will be permitted until a car pool has exited.
6. The system shall have the ability to set discounted or free parking for a session initiated as a car pool entry

3.7.6.3 *Early bird parking*

1. The system shall have the ability to define, per facility or group of facilities, an “early bird” rate that is charged automatically if the customer arrives within a time frame, and optionally, departs before or after a later time. Examples:
 - a. Arrive between 6 am and 9 am
 - b. Arrive between 7 am and 8 am, and depart before 5 pm
 - c. Arrive between 4 am and 7 am, and depart after 6 pm
 - d. Arrive between 6 am and 7 am, and depart between 4 pm and 7 pm
2. Parking Services shall have the ability to configure whether a validation or other discount can be applied to an early bird rate

3.7.6.4 *Later departure discount*

1. The system shall have the ability to define, per facility or group of facilities, a discount applied retroactively to a pre-paid parking session where the vehicle remained in the facility longer than a time established by the facility manager. For example, at the conclusion of an event, to encourage drivers not to leave all *en masse*, the facility manager may wish to offer a \$3 discount for drivers who wait for two hours before leaving.
2. The facility manager or Parking Services shall be able to enter the time into the PARCS at any point up to when the discount is available. For example, if the event ends at 8 pm and the discount is available two hours after the end of the event, then the discount time may be entered at any time until 10 pm.
3. Parking Services shall have the ability to configure whether a validation or other discount can be applied to a later departure discount

3.7.6.5 *Coupons*

1. The PARCS shall allow Parking Services to define coupons that may offer a discount on parking at selected facilities; the discount types shall be:
 - a. A specific dollar amount (e.g., \$5 off the parking price)
 - b. A percentage amount (e.g., 15% off the parking price)
 - c. A specific duration (e.g., two hours free; for a facility where the rate per hour may vary depending on length of stay, Parking Services will determine which hours will be discounted)
 - d. A fixed cost for the parking session, regardless of length of stay (including a cost of \$0)

2. Coupons shall be QR code or bar code information, printed on paper or displayed on a mobile device screen, and scanned at the point of payment (whether express exit, cashier station, or POF)
3. The system shall have the ability to produce a custom QR code or bar code that can be distributed through various media
4. The system shall have the ability to accept any generic QR code or bar code, such as the UPC label on a product, to apply a discount to transactions; e.g., if the person scans the bar code before payment, a discount as determined by Parking Services shall be applied. Example: the City reaches agreement with Acme Cola such that anyone scanning the bar code on the cola can will get a \$2 discount on parking in *Facility 3* or *Facility 5*.
 - a. The product/item on which the barcode is displayed shall physically fit into the flex scan reader slot/opening.
 - b. The barcode format shall meet AMI's specification for UPC numbers and usage rules that are populated in the Barcodes table. This can be done by using AMI's iConnect program to communicate with a customer developed UI, or we could develop a Web UI to do this.
 - c. The UPC barcode specification shall contain at least one alpha character or have the following quantity of numeric digits: 10, 11, 12, or between 14 and 34 digits.
5. The PARCS shall allow Parking Services to set a limit on the number of times a specific coupon code may be used, to set an end date after which a coupon will not be accepted (e.g., an expiration date), or both
6. The PARCS shall produce detailed reports showing when and where a discount or all discounts were applied

3.7.6.6 Other discount programs

The PARCS shall support other discount programs offered by the City of Sacramento and its partners.

1. The PARCS shall support the City's Group Discount program
<http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/Group-Discounts>
2. The PARCS shall support the City's Alternate Mode Commuter Option (AMCO)
<http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/AMCO>
3. The PARCS shall support the City's Part-Time Employee Parking (P-TEP) program
<http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/P-TEP>
4. The PARCS shall support the City's Discount Employee Parking Program (DEPP) program
<http://portal.cityofsacramento.org/Public-Works/Parking-Services/Discount-Programs/DEPP>

3.7.7 Mobile payment services

CITY expects the PARCS to integrate with mobile payment providers, to give customers additional options for making payments. This will allow customers to use a mobile device app to pay for a transient parking session at a facility.

As of this writing, CITY accepts payments through Parkmobile for on-street metered spaces, and Parkmobile soon will be accepted in most City-owned and City-managed off-street parking lots. See

<https://parkmobile.zendesk.com/hc/en-us/articles/203299160-How-do-I-use-Parkmobile-in-Gated-Garage-Facilities> for details about Parkmobile's "gated parking" solutions.

1. The PARCS shall integrate with one or more mobile payments providers as designated by Parking Services and any Facility Operators
2. Customers with an active account with any designated mobile payments providers shall be able to use a provider to make payment for transient parking sessions
3. Customers shall be able to initiate a transaction through the mobile payment provider prior to arrival at the facility
 - a. Upon arrival, the customer shall scan a QR code on a the screen of a mobile device for entry into the facility
 - b. The PARCS shall attempt to capture the license plate and associate it with the transaction
 - c. At exit, if the LPN is associated with the transaction, the system shall remove the LPN from the active inventory, open the exit gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - d. At exit, if the LPN is not associated with the transaction, then the customer shall scan the QR code on the mobile device, and the system shall open the exit gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - e. In all cases, the PARCS shall provide the appropriate updates to the mobile payments provider's system
4. Customers shall be able to initiate a transaction through the mobile payment provider after entry into the facility
 - a. Upon arrival, the customer shall take a ticket
 - b. The PARCS shall attempt to capture the license plate and associate it with the transaction
 - c. After arrival, but before exit, the customer shall use the mobile payment provider's system to scan the PARCS QR code or bar code on the ticket received at entry to the facility
 - d. At exit, if the LPN is associated with the transaction, the system shall remove the LPN from the active inventory, open the exit gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - e. At exit, if the LPN is not associated with the transaction, then the customer shall insert the ticket into the exit station, and the system shall open the exit gate barriers, close the transaction, and decrement by one the facility and level vehicle counts
 - f. In all cases, the PARCS shall provide the appropriate updates to the mobile payments provider's system

5. - Upon direction from CITY, CONTRACTOR shall also deploy its “MiParc” mobile payment solution.

3.7.8 Valet parking (as a service of the facility)

Facilities owned/operated by the City of Sacramento or its partner facilities may wish to offer valet parking within the facility as a service to customers. This service will allow an incoming customer drop off his/her vehicles at the entry for a facility employee to park it, and when the customer returns for his/her car, a facility employee would retrieve it. In some situations, the valet may be “limited service,” where a facility employee parks the vehicle, but when the customer returns, s/he will pay the parking fees, be handed the keys, and be told where the vehicle is parked.

Upon request, CONTRACTOR shall provide a quotation for software and hardware additions to implement valet parking as a facility service, meeting the following specifications. Once a change order/Notice To Proceed has been given by CITY to CONTRACTOR, CONTRACTOR shall implement this functionality.

1. The PARCS shall manage valet reservations; e.g., a customer shall be able to reserve valet parking before an event
 - a. The PARCS shall allow valet reservations/purchases through the same external parties for which general pre-payments/reservations can be made
2. The PARCS shall capture, upon drop-off, the customer’s anticipated retrieval/departure time to allow management of storage locations
3. The PARCS shall provide claim checks that are correlated with (or in lieu of) other parking credentials; e.g., a customer shall not need a parking ticket or pass and a separate valet claim check
4. The PARCS shall have a “valet monitor” to track a vehicle’s location throughout transaction
5. The PARCS shall provide a mechanism to track valet customers’ keys such that the location of the keys for every vehicle is known at all times
6. The PARCS shall provide a mechanism that a customer may provide an alert to have the vehicle ready via phone call, text message, handheld device app, or other medium
7. The PARCS shall provide a method for a customer who arrives when no valets are available or when the facility is in “limited service” mode, to make payment and be directed to his/her vehicle’s location to self-retrieve it
 - a. The system shall recognize if the customer’s vehicle is blocked by other vehicles that would prevent self-retrieval
 - b. The system shall provide a method to find the proper vehicle keys, based on the claim check
8. When a vehicle is dropped off for valet operations, the PARCS LPR system shall capture the license plate number
 - a. If the vehicle’s license plate is used as a credential on a account for which the parking session otherwise would incur a charge, the PARCS shall not place charge against that account

3.7.9 Grace periods

The system shall allow configurable grace periods for the following:

1. Between entry with a transient ticket and arrival at the exit gates; for example, if a customer enters the facility and does not park.
 - a. This grace period shall be customizable per facility
 - b. This grace period shall allow automatic overrides during periods when facility occupancy is high, an event in progress, or other situations where it may take a customer a longer time to get to the exit
 - c. This grace period shall allow automatic overrides based on time and date
2. Between payment at a POF and exit from the facility, to allow a customer time to get to the vehicle and then proceed to the exit.
 - a. This grace period shall be customizable per facility
 - b. This grace period shall allow automatic overrides during periods when facility occupancy is high, an event in progress, or other situations where it may take a customer a longer time to get to the exit
 - c. This grace period shall allow automatic overrides based on time and date
3. Between the conclusion of an event and the exit from a facility, to give patrons sufficient time to return to their vehicles and depart the facility, but not to allow for additional parking, such as to go to dinner after an event
 - a. This grace period shall be customizable per facility
 - b. This grace period shall allow automatic overrides during periods when facility occupancy is high, an event in progress, or other situations where it may take a customer a longer time to get to the exit
 - c. This grace period shall allow automatic overrides based on time and date

3.7.10 Receipts

1. Receipts shall be optional at time of transaction; however, Parking Services shall have the ability to configure any payment device or station to change the default to “issue receipt automatically” for that device or station
2. The system shall offer the ability to generate a receipt after the fact
 - a. The customer shall provide sufficient details to find a unique transaction or a limited number of transactions, such as
 - i. license plate and range of dates for transactions
 - ii. credit card “first 6 + last 4” and range of dates for transactions
 - iii. facility, lane, date and exit time, and amount and type of transaction
 - b. The PARCS shall allow a receipt to be printed after the fact at the following locations:
 - i. At any attended cashier station
 - ii. From a self-service web page
3. Receipts shall print only the last four digits of credit card numbers
4. Information to be printed on receipt shall include:
 - a. Facility name and address

- b. Receipt #/Transaction #
 - c. Time, date, and lane in
 - d. Time, date, and lane out
 - e. Type of credential used for access
 - f. LPN
 - g. Length of stay, when CONTRACTOR develops this capability
 - h. Parking fee
 - i. Other fees charged
 - j. Discounts applied
 - k. Total amount, including any other fees charged
 - l. Method of payment
 - m. Amount paid
 - n. Change Due
 - o. Signature line, if required by the transaction
 - p. Cashier ID#
 - q. A custom message to be printed on every receipt
 - r. A custom message to be printed on receipts that meet certain criteria, such as the amount of the transaction, the type of credential used, certain discounts applied, etc.
5. Receipt paper shall be off-the-shelf, not proprietary to CONTRACTOR
 6. PARCS shall allow CITY to configure the receipt headers and footers

3.7.11 Supervisor overrides

1. The PARCS shall allow a supervisor to override a transaction (change the transaction's parameters, or discount the final tariff) from any computer or POS that can access the PARCS, as long as user is authenticated and has the appropriate privileges
2. An override transaction shall be permitted at the POS where the transaction is in progress, if the user's privileges allow
3. An override transaction shall be permitted at the POS where the transaction is in progress, if the user's privileges do not allow, but a user with appropriate privileges is also at the POS and is able to enter his/her authentication for the override
4. There shall be an audit trail of all overrides
5. All overrides shall appear on the Daily Exceptions Report

3.7.12 LPR Exception Review Stations

1. At least one LPR Exception Review session (web browser based) must be active at all times.
2. An on-call remote attendant/operator shall be able launch a new ERS web client session at the nearest workstation computer that has network/Internet access to the LPR server.
3. LPR exceptions shall be displayed on active ERS web client sessions.
 - a. When an exception occurs, it shall be displayed on active ERS web client sessions automatically.
 - b. If a new ERS web client is logged in, it shall have access to any pending LPR exceptions.

- c. Additional exception requests shall queue up in the order they occurred and can be addressed by multiple operators using the Exception Review Web Client on various desktops/workstations.
 - d. If there are multiple active review stations logged in, the review requests shall be balanced between them so as soon as any review station is available the next exception details will be displayed.
4. Any attendant/operator at any ERS web client session shall be able to review LPR exceptions.
5. The ERS shall display the entry and exit images (plate and overview) to the attendant/operator for comparison.
6. The ERS shall allow an immediate correction to be committed for minor LPR read discrepancies.
7. For exception situations that require interaction with the patron, the remote operator shall initiate an intercom communication with the patron in the lane via the system intercom console.
8. For any situation that does not require immediate intervention by security or management (such as a stolen plate or other abuse), once the operator has resolved the LPR exception and processed an override or corrected a mismatch, the transaction shall continue to completion in the lane as any normal transaction from payment, to gate opening, and receipt issuance.

3.8 Monitoring Features

To allow Parking Services and Facility Operators to effectively operate their facilities, the PARCS must provide proper tools.

3.8.1 Intercom/cameras

All entry, express exit, unattended cashier exit, and pay-on-foot stations shall have an intercom available for customer use.

1. The intercom shall consist of a microphone, speaker and a camera
2. Activation of the intercom shall initiate both two-way audio and one-way video (from the device to the answering point)
3. The audio shall function as a full-duplex speakerphone, to allow two way conversation between the customer at a facility and the person processing the call
4. The intercom shall be activated by push button on front of unit
 - a. The intercom shall have a configuration option, per device, to require two presses of the button to activate it (certain facilities have a high number of "accidental" intercom activations)
5. The intercom shall allow activation by a remote station with an authorized user, to monitor and record all activity on any intercom device
6. The intercom shall allow continuous activation, recording video, audio, or both, to a medium such as a DVR
7. The intercom shall be fully integrated into entry/exit stations, cashier stations, and pay-on-foot devices; the intercom shall not be a separate device attached to the PARCS equipment
8. The PARCS shall have an option to provide standalone intercom/camera devices in other areas, such as elevators, elevator lobbies, etc.

9. The intercom shall communicate over the TCP/IP networks already connected to the other PARCS equipment
10. The intercom shall have the ability to interface with CITY's Cisco VOIP system to add parties or transfer calls
11. The answering station shall be configurable by facility, group of facilities, or across the entire system
 - a. The intercom shall provide for answering schedules (e.g., calls are answered at the facility office or cashier booth during attended hours, at Parking Services' office during the rest of the day, and at CITY's 311 desk evenings and weekends)
 - b. The intercom shall allow an operator to make time-of-day or day-of-the-week changes to the answering destination(s) that can be set for a specified time
 - c. The intercom shall allow an operator to make a change to the answering destination(s) as a one-time event on the calendar that shall be in effect only for that day
 - d. The intercom shall allow for ad hoc changes of the answering station, for a facility or a single lane, after which an operator will need to reset the schedule.
12. The PARCS shall allow direction of intercom calls to any IP-capable device (computer, tablet, smartphone) or group of devices (e.g., if directed to the CITY 311 desk, any 311 agent shall be able to take the call)
 - a. The system shall also allow the calls to be distributed between multiple operators, if the destination supports the functionality; e.g., if the destination is CITY's 311 Center, then calls shall be distributed among 311 operators
 - b. The system shall provide the ability to route the audio portion of an intercom call to any publicly dialable telephone and allow the user to access the "console" through a standard web browser that can be logged into the PARCS
 - c. The intercom shall provide the ability to "conference" a third person by calling a publicly dialable telephone; e.g., an operator may wish to add a billing administrator to an intercom session
13. The PARCS shall provide the ability to define the protocol for forwarding calls that aren't answered; e.g., if an intercom call is not answered at the currently scheduled or configured primary answering point, the call shall be redirected to a backup answering point, and the caller should be informed appropriately
14. The answering device shall display to the operator the physical location of the calling device (type of device, lane identifier if applicable, and a small map to set context for the answering operator)
15. The system shall provide live video, location and lane info, as well as real-time rate information, and a rule system that will tell the agent exactly what to do for the particular type of issue.
 - a. All calls and all video tied to the calls shall be recorded and stored for a period of 7 years, by default, for review.
 - b. The system shall allow email notifications to be sent to managers or designated recipients for high priority issues like ticket jams, broken gates, etc.
16. Once answered, two-way communication shall be possible and the intercom line shall remain open until the operator terminates the call

17. If the answering device is on an intercom call and one or more additional calls arrive, the operator shall be able to put the current call “on hold” and take the additional call, and the operator shall be able to switch between calls as needed
18. Each device shall be able to place intercom calls independent of other devices; in other words, a call from one device shall not block other devices from making intercom calls, even devices in adjacent lanes in a facility
19. The operator’s control panel/app shall have a function to open the barrier arm on gates
 - a. The activation of the barrier arm shall be added to the User Change Report, and the customized Daily Exception Log
20. The intercom camera shall have sufficient resolution to allow an operator to read a ticket, validation, or customer’s driver’s license when held in front of the camera
21. The video and audio from each session shall be recorded digitally
 - a. The operator shall be offered the choice whether to save or delete the recording
 - b. Saved recordings shall be “linked” to exception transactions so they can be reviewed later
22. The operator shall have the ability to make screen shots of the video portion and then save or send the screen shots to other parties

3.8.2 License Plate Recognition (LPR)

CITY will use LPR in its facilities. However, some of its partners may opt not to use LPR in certain facilities, as business needs dictate. The following requirements apply to any facility where LPR will be deployed.

1. An LPR system shall record and recognize all license plates as vehicles enter or leave the facility
2. The LPR system shall perform OCR on each license plate
3. The LPR subsystem shall be fully interfaced and integrated into the PARCS
 - a. This integration shall include linking the LPN captured at entry to the unique transaction for every entry into a facility
4. The LPR database shall be used to conduct automated searches and queries for special circumstances, such as open sessions at any facility, prior entries with no exits, appearance on a Gray/Black List, validation already used for that vehicle for the current day, and “currently in facility”
 - a. All license plates shall be checked against “hot lists” and once identified, a notification shall automatically be transmitted Parking Services’ Enforcement Section, with the image, license plate number, times of entry and exit, and locations where the vehicle has entered and exited
 - b. If the LPR system recognizes a vehicle on the black list, entry shall be denied to the vehicle
5. At entry stations, license plates shall be checked against currently active permit lists, and if a match is found, an entry transaction shall be recorded and the barrier gates shall be opened

6. The use of LPR as the credential shall be optional for the customer, as the use could create complications in some situations where a customer's account has multiple vehicles and multiple drivers, but the account only allows one vehicle in a facility at a time
7. At exit stations, a license plate shall be checked against the inventory of vehicles for which there are open transactions in the facility; if the plate matches an open transaction and the transaction is already paid, then the transaction shall be closed and the vehicle shall be allowed to exit without interaction with payment services
8. License plate information and images shall be retained for the same duration as all other transactional information.
 - a. The system shall allow CITY to "purge" license plate information within transaction records and/or LPR images, should CITY require a shorter retention period in the future.
9. The LPR system shall keep a "Gray List" of exception transactions based upon vehicle LPN information
 - a. Exception transactions shall include insufficient fund transactions, lost ticket transactions, swapped media transactions, attempts to apply a validation to more than one transaction per day per vehicle, and passback violation transactions
 - b. This Gray List shall be maintained in the central PARCS server (not as independent gray lists in each facility)
 - c. As an exception transaction is processed, the LPN and corresponding transaction information shall be recorded as part of the Gray List record
10. The LPR system shall exchange information with CITY's Genetec AutoVu system, installed in spring 2014
 - a. Hot lists, including stolen vehicles, scofflaws, etc., maintained by the AutoVu system shall be accepted by the PARCS' LPR
 - b. Mobile patrols performed in the facility by CITY's enforcement and/or security teams shall provide the inventory data captured by the vehicles' AutoVu LPR to the PARCS' LPR
11. The PARCS shall have a mechanism(s) to exchange LPR data, provided to a variety of consumers or obtained from a variety of sources, using a documented API
12. LPR Cameras
 - a. CONTRACTOR shall furnish and install image capture cameras including any lights or shade canopies necessary at all public entry and exit lanes to provide system functionality
 - b. Devices shall be placed in theft deterrent and vandal resistant housings that meet applicable code requirements for outdoor equipment
 - c. CONTRACTOR, subject to approval, shall determine the exact location of each device
 - d. All entry images shall be pre-capture, meaning that the cameras are placed in such a position that a vehicle's LPN is photographed prior to the entry credential issuance to the patron or accepted by the system
 - e. All exit images are to be pre-capture, meaning that the cameras are placed such that a vehicle's LPN is photographed before the patron presents their parking credential at the exit
13. LPR Image Review

CITY understands that a small percentage of plates will not be recognized within the LPR system and that some entry transactions may not have a license plate number on file.

- a. If a vehicle arrives at an exit gate and the LPR plate number is not on file, a cashier or other employee (supervisor, 311 operator, etc.) shall have the ability to locate the original transaction in the system and view the images of the vehicle and plate to validate the transaction
 - b. The employee who reviews the images shall have the ability to enter an updated plate number for the entry and/or exit transaction(s)
 - c. The system shall allow an employee to enter a plate number and the LPR system shall attempt to find partial matches against the entry reads as well as the mobile reads. The search shall allow optional entry of additional criteria (e.g., range of entry dates/times, approximate location in facility, etc.) to limit the number of search results
 - d. Authorized users shall use the image review function to enable remote processing of exception transactions (e.g. Lost Ticket, Mutilated, Unreadable, etc.) at all Cashier Stations and Express Exit Stations
 - i. The authorized user shall use the LPR data sent from the lane to verify entry information and transmit the entry information to the exit station for automated calculation of the appropriate parking fee; for example, if a customer using an unattended facility attempts to exit through an express exit, s/he shall be able to use the intercom to obtain help, and the person answering the intercom shall be able to review the LPR data to find the entry transaction
 - e. The system shall allow, should CITY require in the future, to establish an image review system whereby images containing plates that are not recognized are routed to an attended operator's workstation to be reviewed and entered immediately
 - f. LPR Exceptions shall be processed as described in Section 3.7.12, *LPR Exception Review Stations*.
14. The system shall meet the following performance requirements:
- a. Acquire an image of a vehicle's entire license plate at a 99 percent (99%) rate for all non-exception vehicles; e.g., capture a visual record of 99% of all non-exception license plates entering or exiting the facility
 - b. OCR "N factor" rating of 95%; e.g., read all license plate characters, exclusive of stacked characters, correctly 95% of the time for all non-exception vehicles (missing, misread, or additional characters shall be counted against the read accuracy)
 - c. OCR "N-2 factor" rating of 98%; e.g., read all license plate characters except two, exclusive of stacked characters, correctly 98% of the time for all non-exception vehicles (missing, misread, or additional characters shall be counted against the read accuracy)
15. Exception vehicles are:
- a. Any vehicle whose license plate is obstructed, obscured, or encroached upon by a foreign object (having a foreign object within .375 inches ($\frac{3}{8}$ ") of any LPN character).
 - b. Oversized vehicles that have a total distance between the center of the drivers' side window and the end of the rear bumper greater than 12 feet.

- c. Vehicles that contain excessive graphics and advertising such that it is impossible for the LPR system to determine which graphics belong to the license plate and which graphics do not.
 - d. Vehicles with no license plate
 - e. Vehicles with temporary license plates issued by or behalf of state regulatory authority
 - f. Vehicles with temporary cardboard or plastic “dealer plates” (often called “paper plates”)
 - g. Motorcycles
16. Ambient lighting conditions shall have no effect on the accuracy of the LPR system regardless of the time of the day and night. CONTRACTOR shall provide any necessary shading or lighting elements required to mitigate the effect of the ambient lighting conditions on the LPR system performance.

3.8.3 Mobile LPR or handheld LPR (inventory)

1. The primary method for collecting inventory in facilities shall be use of the Genetec AutoVu mobile LPR system already mounted in CITY enforcement and mobile security patrol vehicles. The PARCS shall obtain that data from the AutoVu system.
2. Once per day, at a time designated by CITY, the PARCS shall compare data captured by mobile and handheld LPR against the data captured at the entry and exit stations and generate an exception report indicating:
 - a. the vehicles detected within the facility for which no transaction records exist
 - b. the vehicles detected within the facility for which transaction records indicate the vehicle previously left
 - c. the vehicles that, according PARCS transaction records, should be in the facility but are not detected
3. After a vehicle license plate has been captured by mobile LPR and the information has been transferred to PARCS, a lookup on the license plate shall provide the location of the vehicle within the facility, based on level, section, etc., at 95% accuracy

3.8.4 Occupancy monitoring

The City intends to use occupancy monitoring in its facilities. However, some of its partners may opt not to use this functionality in certain facilities, or to use facility occupancy without level occupancy, as business needs dictate. The following requirements apply to any facility where occupancy monitoring will be deployed.

1. The system shall maintain a count of vehicles within the facility as well as the number on each level
2. The Occupancy Monitoring System shall be integrated into the PARCS such that the available parking spaces within the facility (based upon a differential count between entries and exits) and on each level are available at any time
 - a. This information shall be available to be retrieved by external parties through an API
 - b. “Vehicle Count” shall be the number of vehicles located in a parking facility or level.

- c. "Spaces Available" is defined as the unoccupied spaces on any given level or facility resulting from the number of vehicle counts affecting the space availability of any specific level or facility
 - d. For all facilities, the facility count and the level counts shall be maintained independently in the Occupancy Monitoring System. The system shall not be designed such that the facility count is derived by adding all level counts together. The facility count shall only be affected by entries and exits into and out of the parking structure
 - e. The facility count shall indicate the number of vehicles based on entry credential and type; e.g., the number of vehicles with transient tickets, the number with monthly passes, the number with CCI, the number of event entries, etc.
 3. The Occupancy Monitoring System hardware shall include the following:
 - a. Accurate vehicle detectors
 - i. Vehicle detectors shall recognize every vehicle entry and exit, even if the vehicle is traveling in the wrong direction for the lane (e.g., entering through an exit lane)
 1. The Occupancy Monitoring System vehicle detectors system may be combined with the Entry and Exit Lane Vehicle Detection Devices or may share hardware, as long as all requirements for entry/exit detection for control of revenue and access are met and all requirements for occupancy monitoring are met
 2. The vehicle detectors for the Occupancy Monitoring system shall count vehicle entries and exits even if the gate arms are in the UP position
 - ii. There shall be detectors located on each parking structure level for detecting vehicular movements relative to entering and exiting a parking level
 - b. Occupancy/availability signage:
 - i. The Occupancy Monitoring System shall provide data to the controllers for the external signage/displays, including overall facility occupancy/availability and occupancy/availability for each level
 - ii. The Occupancy Monitoring System shall include individual level status signs – signage on the approach to each level from the ascending/descending ramp that depicts available spaces for each level of a facility in green or displays "FULL" in red
 - iii. CONTRACTOR shall propose the Proper sign matrix size to fit within the geometric circumstances of each installation
 - iv. The Occupancy Monitoring System shall allow CITY to override the status displayed and to change the predetermined occupancy number that triggers a change from one sign display to another displayed status
4. The vehicle count inputs shall be transmitted to the servers that shall process the data on a real-time basis. The processing shall consist of adding, subtracting, and comparing the respective vehicle counts against a predetermined number of parking spaces within each parking level of the parking structures or surface lots.

5. The Occupancy Monitoring System shall be fully automated. However, while in operation, there shall be allowances for manual adjustments and override of the Occupancy Monitoring System via the workstations, including, but not limited to:
 - a. Setting or changing parking space variance values
 - b. Manual control of all parking space count dynamic signs
 - c. Adjustment of the number of spaces available on each parking level and within each parking facility; e.g., some spaces may be removed from inventory because they are closed for equipment maintenance
 - d. Reconciliation after a survey or inventory
6. The Occupancy Monitoring System shall provide the following:
 - a. Automatic and manual control of the space count signage
 - b. Automatic update of the number of parking spaces available on dynamic signs at a configurable interval, that CITY can set between ten and 600 seconds
 - c. Maximum and minimum counts for each parking level or facility for a user-defined period of time; e.g., the highest number of vehicles in the last 24 hours or the lowest number of vehicles during the period of 9 am-5 pm for the last week
 - d. Hourly flow rates through entries and exits
 - e. Control of the level count dynamic signs on each parking level or facility
 - i. Facilities shall be considered "FULL" when the number of available parking spaces is less than a predetermined number that is adjustable by CITY; for example, to allow monthly parkers and pre-paid customers to continue to enter the facility
 - ii. CITY shall have the option to manually affect the messages being displayed by overriding the calculated number of available parking spaces; this override shall not affect the system's actual count of the number of vehicles on a level or within the entire facility
 - f. Automatic control of the dynamic signage (per Section 4.5.9 , *External signage/displays*)
 - g. Automatic updating to the Entry stations when the occupancy level is above a configured threshold, so the Entry stations will revert to allowing only permit parking
7. Workstation Functions
 - a. All data required to monitor and adjust the Occupancy Monitoring System shall be available on all authorized PARCS workstations
 - b. The workstation application shall include the following:
 - i. Real-time graphical displays of the entire parking inventory (by level and facility) with both the number of available parking spaces and spaces occupied (immediate user identification of count status)
 - ii. The displays shall show red, yellow, and green to reflect various levels of occupancy, where the percentage full represented by each color is configurable by CITY for each facility
 - iii. Alarms shall be configurable by City staff with appropriate rights and privileges
 - iv. Alarms shall notify when a facility is "FULL" (where full is defined as a percentage of total occupancy)

- v. Alarms of the Occupancy Monitoring System component failures
 - vi. Operating status of all dynamic signage, including the message currently being displayed on each one
 - vii. Display of summary statistics of parking space availability by specified date/time period
 - c. CITY shall determine the initial number of vehicles that parking facility will accommodate
 - i. CITY shall input the number of spaces on each level, and the PARCS shall compute the number of spaces for the complete facility
 - d. If vehicles continue to enter a facility after the Occupancy Monitoring System determines it is "FULL," a warning indicator on a workstation's display shall be activated and the Occupancy Monitoring System shall record negative parking spaces available and an occupancy over 100%. As vehicles exit the facility, the availability should return to a positive number and the occupancy should go under 100%.
 - e. An inventory of a parking level or facility shall provide an exact count of the vehicles. Provisions shall be included to manually adjust count information into the Occupancy Monitoring System.
- 8. Notifications
 - a. The Occupancy Monitoring System in a facility shall send alert an alert when occupancy reaches a threshold determined by Parking Services or a Facility Manager
 - b. Parking Services or the Facility Manager shall be able to change the alert threshold at any time
 - c. Each alert shall be transmitted to a list of destinations specified by Parking Services or the Facility Manager
 - d. The destinations to which alerts shall be sent shall be email address or text/SMS numbers, which Parking Services and the Facility Manager may edit at any time
- 9. Performance Requirements
 - a. Data from facility and level counting hardware shall update in the PARCS within five seconds
 - b. The Occupancy Monitoring System shall be more than 95% accurate at all times. This means the difference between the reported count and the actual count of vehicles on a level or within an entire facility shall be less than 5%.
 - c. The data on the dynamic messaging signs shall update on a frequency that is configured by CITY, at a range of 10 seconds to five minutes.
 - d. Alerts that occupancy has reached a threshold shall be transmitted within ten seconds of the time the Occupancy Monitoring System has determined the threshold has been reached

3.9 Interfaces/Integration/Extensibility

CITY desires to get the maximum flexibility from the PARCS. The PARCS shall allow incorporation of new technology, through the use of APIs or other integration mechanisms, to add features and capabilities as they are developed in the industry.

1. The PARCS shall have a mechanism(s) to respond to rates/hours/location/occupancy inquiries from a variety of third parties
2. The PARCS shall have a mechanism(s) to receive updated rates and hours, and other operational parameters, from external management systems
3. The PARCS shall have a mechanism(s) to allow the City's Open Data Portal (see <http://data.cityofsacramento.org/>) to retrieve selected operational and usage data via CONTRACTOR's APIs
4. The PARCS shall have a mechanism(s) to allow CITY's accounting system (currently PeopleSoft) to retrieve revenue and other accounting data.
5. The PARCS shall have a mechanism(s) to allow other systems to retrieve selected operational data and statistics
6. CONTRACTOR shall have the right to require third parties to enter into an agreement with CONTRACTOR regarding use of the data and the integration mechanisms. CONTRACTOR shall not enter into any agreements to allow access to CITY's data except with CITY's express written permission.
7. Upon request by CITY, CONTRACTOR shall provide a quotation for a mechanism(s) to integrate with a Closed Circuit TV (CCTV) system to record video and audio of selected locations of the facility (entrances, exits, cashier booths, elevators, stairwells, POFs, etc.)
 - a. The CCTV system may leverage the cameras and microphones already present in the facility for other uses (LPR, intercoms, etc.) as long as those devices primary functions are not impacted
 - b. The system shall allow security and supervisory personnel to monitor the CCTV system in real time by selecting a facility and a location with the facility; the system shall identify the camera(s) with a view of that location
 - c. The system shall allow security and supervisory personnel to review archived audio/video from the CCTV system by selecting a facility, a location within the facility, and a date and time; the system shall display the captured audio/video
 - d. The system shall allow capturing "snap shots" of the CCTV system output either during monitoring or review activities
8. The PARCS shall interface or integrate with employee ID/badge authentication systems
 - a. A credential issued by an employer shall be recognized by the PARCS
 - b. When such a credential is presented for entry or exit, the PARCS shall inquire of the authentication system to confirm the credential is valid and passage should be permitted
 - c. The PARCS shall maintain a summary record of all transactions to use for billing purposes
9. The PARCS shall have the capability to interface or integrate with hotel guest management systems. Upon request, CONTRACTOR shall provide a quotation for software and hardware additions to implement hotel integration, meeting the following specifications. Once a change order/Notice To Proceed has been given by CITY to CONTRACTOR, CONTRACTOR shall implement this functionality.

- a. A credential issued by the hotel, such as a room key or QR code printed on paper or a card, or displayed on a mobile device, shall be recognized by the PARCS
- b. When such a credential is presented for entry or exit, the PARCS shall inquire of the hotel guest management system to confirm the credential is valid and passage should be permitted
- c. As each session is closed, the PARCS shall send transaction details to the hotel guest management system, so the hotel may update its guest billing records accordingly
- d. The PARCS shall maintain a summary record of all transactions for the hotel to use for billing purposes

3.10 Reporting

1. The PARCS shall provide a real-time transaction data feed that may be consumed by other CITY systems and services
2. Access to reports for individual facilities, or groups of facilities, shall be role-based, such that the administrator for each facility or group of facilities can control report access for their respective parking facility(ies)
3. The PARCS shall produce summary and detailed reports about all aspects of the operation
 - a. The reports shall allow queries, filtering, and sorting by any fields and criteria, such as date/time, location, ticket id, vehicle license plate number, field device, parking fee, transaction type, exception, validation type, or cashier
 - b. The PARCS shall allow generation of ad hoc reports, based on existing reports within the system (e.g., the PARCS shall allow someone to take a revenue report, add columns and change sorting, and save as a new report)
 - c. CONTRACTOR shall create up to 15 custom reports to meet specifications provided by CITY
 - d. The PARCS shall provide a dashboard with summary information regarding the overall system operation, including facility occupancy, revenue (today's, this week's, this month's, this year's), and exceptions. The dashboard shall reflect all data for which the user has access; e.g., an administrator of a facility group can only see information about that facility group, not system-wide.
 - e. The PARCS shall provide a system status display that shows the operational condition of each piece of PARCS equipment
 - i. This display shall have a "summary" view that shows the facilities and/or groups of facilities, along with the PARCS control equipment
 - ii. A user shall be able to "drill down" to individual facilities, and within a facility, to entry/exit plazas, and then to individual lanes or components (POFs, LPR, Occupancy Monitoring, etc.)
 - f. The PARCS shall provide all reports that have been released to production, including, but not limited to, the reports denoted in CONTRACTOR's proposal.
4. The PARCS shall produce a **Daily Exception Report** (or set of reports) that lists all exceptions, variances, overrides, and any non-routine transactions that were detected or processed during the day

- a. The report shall be created after the completion of the day's processing
- b. The report shall describe all exception conditions, even if they have been corrected
- c. CONTRACTOR may develop this report(s) within the 15 custom reports as described in the previous section, to be completed before final acceptance testing commences.
- d. Data on the report shall include, but not be limited to, the following:
 - i. Any error conditions or events on PARCS hardware or software (e.g., "gate stuck open" reports, "Booth 123 cashier terminal rebooted," "power failure," "communications failure," etc.)
 - ii. Any alarm raised at any time (including all alarms defined in this specification)
 - iii. Any overrides on calculated tariff, regardless of the person doing the override
 - iv. All other supervisor overrides/adjustments
 - v. Any situation where a facility is calculated to be at 100% (or greater) occupancy (or any other threshold that can be configured by Parking Services; e.g., Parking Services shall be able to set the threshold to 90% to have the Daily Exception Report list all times and durations when the facility is 90% or greater occupancy)
 - vi. All voided and cancelled transactions
 - vii. Attempts at "passback" transactions or attempts to use the same account for more than one vehicle in one or more facilities at the same time, including any information captured at the time, such as LPR
 - viii. Backouts at entry gates (whether ticket taken), including any information captured at the time, such as LPR
 - ix. Attempts to exit with a "stolen" ticket including any information captured at the time, such as LPR
 - x. Open transactions (e.g., a transaction that started when the vehicle entered the facility, but the transaction is still open because the PARCS does not have a record of the vehicle's departure)
 - xi. All intercom activations
 - xii. All manual gate activations
 - xiii. All transactions where LPR doesn't reconcile between entry and exit, even if discovered and corrected before the vehicle departs the facility
 - xiv. Lost or damaged ticket transactions (even if resolved before vehicle left facility)
 - xv. All "tow exit" transactions
 - xvi. All LPR system recognition of vehicles on hot lists (stolen vehicle lists, scofflaw vehicles, "PNO" vehicles, etc.) provided to the system from CITY's Genetec AutoVu system
 - xvii. LPR exceptions, including:
 1. the vehicles detected within the facility by mobile LPR or handheld inventory for which no transaction records exist
 2. the vehicles detected within the facility by mobile LPR or handheld inventory for which transaction records indicate the vehicle previously left

3. the vehicles that, according PARCS transaction records, should be in the facility but are not detected by mobile LPR or handheld inventory
- xviii. All instances where a cashier's drawer exceeded the threshold for making a "safe drop" but the drop was not made within the required number of minutes (configurable by Parking Services)
- xix. Each attendants' daily log maintained within the Cashier stations
- xx. "Conversion of credential" transactions (where person entered under one credential, such as a transient ticket, but changed the transaction to another credential, such as a monthly pass, at exit)
- xxi. All nest violations
- xxii. Attempts to use expired credentials and/or accounts
- xxiii. All manual transactions
- xxiv. Attempts to login to the system with invalid user ID/password, indicating the workstation or POS
- xxv. Vehicles added to the "gray list" of suspect transactions
- e. Appendix C describes the reports that will support the functionality of this section. CONTRACTOR shall develop three additional reports, as noted in Appendix C. The three reports shall be within the scope of the proposed 15 custom reports.

3.11 Auditing/administrative requirements

The City and Parking Services need the ability to validate all activity within the facilities and to ensure transactions are processed properly and that customers are being charged the correct amount.

1. The PARCS shall provide full financial, transactional, and operational auditing
2. The PARCS shall provide the ability to trace any individual session from entry to exit
3. The PARCS shall provide the ability to find all transactions that occurred on any credential (such as a permit or license plate), even if the transactions were submitted by external systems (e.g., a payment submitted by a mobile payment company)
4. The PARCS shall provide the ability to find all validations by any individual merchant
5. The PARCS shall provide the ability to find a credit card transaction with "first 6 and last 4" of credit card number, and provide the ability to issue a credit (partial or full) for an individual transaction (whether parking session or permit) from search
6. The PARCS shall provide the ability to find all transactions performed at any individual device
7. The PARCS shall provide the ability to find all transactions performed by any individual person
8. The PARCS shall provide the ability to isolate and examine all exception transactions
9. The PARCS shall provide the ability to find all transactions introduced into the system from external systems, including, but not limited to, reservations, pre-payments, and mobile payments, and trace their progress through the system to the point the transaction is closed
10. The PARCS shall provide the ability to find all administrative changes to the system, including configuration/system settings, rates, discount programs, customers, etc., and determine who made the change and when
- 11.

4 Design Requirements

The requirements in this section describe CITY's expectations for the overall design of the PARCS.

1. The PARCS shall be designed such that all interfaces (hardware and software) conform to national and International Organization for Standardization (ISO) standards
2. All components shall be compatible throughout the system, such that a component used in one facility shall be interchangeable with the same component at another facility
3. All materials and equipment shall be listed, labeled or certified by a nationally recognized testing laboratory to meet Underwriters Laboratories, Inc. (UL), standards where test standards have been established. Equipment and materials which are not covered by UL Standards will be accepted provided equipment and material is listed, labeled, certified or otherwise determined to meet safety requirements of a nationally recognized testing laboratory. Equipment of a class for which no nationally recognized testing laboratory accepts, certifies, lists, labels, or determines to be safe, will be considered if inspected or tested in accordance with national industrial standards, such as NEMA, or ANSI. Evidence of compliance shall include certified test reports and definitive shop drawings.
4. Components exposed to weather shall meet NEMA 3X standards or better to be moisture-proof and shall provide sufficient protection so that the components continue to function without interruption due to moisture, dust, heat, or extreme cold.
5. CONTRACTOR-provided user interface components, including software, shall comply with all applicable accessibility guidelines including ADA Best Practices for Website Accessibility for state and local governments, standards laid out in Section 508 of the Rehabilitation Act of 1973, and the Web Content Accessibility Guidelines developed by the Web Accessibility Initiative, a subgroup of the World Wide Web Consortium (W3C). *Appendix D contains CONTRACTOR's Voluntary Product Accessibility Template (VPAT), describing user-facing ADA accessibility compliance for the following web applications: 1) MiParc; and 2) Frequent Parker Program. Section 1194.22 of the VPAT describes CONTRACTOR's level of support/supporting features, and explanations relating to Web-based Internet Information and Applications. Section 1194.26 describes CONTRACTOR's level of support/supporting features, and explanations relating to Desktop and Portable Computers.*
6. The system shall incorporate, but not be limited to, the components identified by CONTRACTOR in its proposal.

5 System Performance Requirements

The requirements in this section describe CITY's expectations for performance of the system.

1. All PARCS components and their installation shall comply with all laws, ordinances, codes, rules, and regulations of public authorities having jurisdiction. It shall be the responsibility of the CONTRACTOR to meet these and all other current technical, performance, and safety standards that are applicable to all components and to the entire system, even when not specifically

referenced. It shall be the CONTRACTOR's responsibility to obtain any and all permits that are required to complete this work.

2. The system shall have 99.95% availability or greater (less than 263 minutes of downtime per year), based on availability and uptime of the City provided IT infrastructure and VM environment.
3. System accuracy (fee calculations, transaction counts, exception processing) shall be greater than 99.999% (e.g., no more than one error in 100,000 transactions)
4. Users logged into the system through a web browser shall see response times under ten seconds
5. The system shall maintain six months of data in the transactional system. All older data may be archived, but should still be accessible for reporting and auditing/investigation purposes.
6. All peripheral devices shall synchronize their clocks with the central host, whether cloud-based or local server
7. Failure of a component or subsystem in one lane shall not affect any other lanes within a facility
8. Failure of a component or subsystem in one facility shall not affect any other facilities or groups
9. Should communications interruptions occur, any given facility shall continue to process transactions:
 - a. Any entry prior to the interruption shall be allowed to exit after calculation of the correct fee, incorporating validations (except for electronic validations, where the validation may have been issued after the communication interruption), coupons, and other discounts
 - b. System shall allow entry to any credentials permitted to access the facility where the credential was created prior to the interruption (e.g., prepaid fees, monthly passes, LPR, etc.) and subsequent exit
 - c. System shall continue to allow transient entries/exits
 - d. Credit card transactions below a configurable "floor limit" shall be authorized; the floor limit in the facility shall be changeable by a supervisor from within the facility or by Parking Services staff
 - e. Facilities shall have a "hot list" or "blacklist" of credit cards not to be accepted while offline
 - f. Stored credit card transactions shall be submitted for authorization when communications are restored
 - g. Stored credit card transactions shall be retained, encrypted, in device memory in such a way that loss of power will not cause them to be deleted or otherwise lost
10. Should the PARCS be operating EMV mode and communication between the EMV terminal and the acquirer is lost, the system shall provide the option to operate in a degraded "mag stripe store and forward" mode. All transactions under a configurable floor limit shall be processed and stored in the secure terminal, and processed automatically once communication is restored.
11. All equipment shall be warrantied to operate as proposed within a temperature range of 0 to 140 degrees Fahrenheit, and under environmental conditions commonly found in Sacramento, including but not limited to wind-blown grime and pollen, rain, fog, humidity, sun (including direct sunlight), and vibrations.

12. Equipment shall be designed to prevent access by unauthorized parties, including no fasteners or hardware that can be loosened or removed.

6 Exclusions for Additional Entry/Exit Lane at Old Sacramento Garage

As part of this deployment, CONTRACTOR shall incorporate equipment and services to create an additional entry and exit lane to the Old Sacramento garage. This entry/exit will be located on the west side of the "Freeway Gardens" lot (the southernmost portion of the facility), at Oak Alley, which connects to the 1000 block of 2nd Street.

This entry/exit location does not have any existing lane infrastructure. CITY and CONTRACTOR hereby agree to the following exclusions for deployment of this entry/exit location:

1. Engineered/Stamped Drawings
2. Permits
3. Concrete (forming of island)
4. Asphalt work (cutting loops)
5. Installation of vehicle detection loops
6. Providing and installing steel protection bollards
7. All electrical conduit, circuit, electrical termination at power devices (lane devices, and LPR cameras)
8. All communication conduit and cable (lane devices, signs and LPR cameras)
9. Mounting LPR cameras and signs to ceiling or other suitable location
10. All signs (with the exception of "Entry" and "Exit" signs)

CONTRACTOR notes the following caveats for this location:

1. Minimum Lane Dimensions
 - a. Typical lane dimensions for the island are as follows: 30" wide minimum, 17-20' long
 - b. Due to the angled approach, 10' lanes may be required on each side of the entry/exit lanes (approximately 23' overall)
 - c. The placement of the lane may result in the loss of a handicapped space, may encroach the lot drive aisle, and may result in the loss of one or two non-handicapped spaces
2. LPR
 - a. AMI cannot guarantee meeting plate read accuracy requirements if cameras must be mounted in a location that does not allow for reading the license plate from the rear of the vehicle
 - b. A high ceiling height and lack of adjacent columns to be used for mounting the LPR cameras may make camera installation challenging
3. Count solution
 - a. Due to the ceiling height in this area an alternative to the Nortech vehicle detection sensors will be employed
4. Vehicle detection loops

- a. An initial review of the site determined that there may be subsurface obstructions that may interfere with the placement of vehicle detection loops

SECTION III: BASIC ELECTRICAL REQUIREMENTS

1 Summary

This section defines the basic requirements for any required electrical improvements associated with the Parking Access and Revenue Control System (PARCS) for the City of Sacramento.

2 Scope of Work

2.1 Preparation of Drawings

4. CONTRACTOR shall provide construction drawings signed and sealed by a professional engineer licensed in the State of California for all electrical improvements required to support the new PARCS.
5. All electrical infrastructure design shall be coordinated with CITY and is subject to CITY approval.
6. At the completion of the project, CONTRACTOR shall provide record drawings of "As-Built" conditions that accurately reflect the installed work.

2.2 Preparation of Specifications

1. CONTRACTOR shall prepare technical specifications signed and sealed by a professional engineer licensed in the State of California for all electrical work.
 - a. Division 01 Specifications
 - b. Division 26 Specifications
 - c. Division 27 Specifications
2. All electrical infrastructure design specifications shall be coordinated with CITY and is subject to CITY approval.

2.3 Implementation

1. CONTRACTOR shall provide labor, materials, permits, inspections and re-inspection fees, tools, equipment, transportation, insurance, temporary protection, temporary power and lighting, supervision and incidental items essential for proper installation and operation of the electrical systems indicated in the drawings and specifications.
2. Notices: CONTRACTOR shall give notices, file plans, pay fees, and obtain permits and approvals from authorities having jurisdiction. All fees shall be included in the contract price.
3. Coordination: CONTRACTOR shall coordinate final equipment locations with drawings or other disciplines. CONTRACTOR shall perform layout before installation so that all trades may install equipment in available space. CONTRACTOR shall provide coordination as required for installation in a neat and workmanlike manner.

3 Abbreviations

- | | |
|---------|--|
| 1. ANSI | American National Standards Institute |
| 2. IEEE | Institute of Electrical and Electronic Engineers |
| 3. NEC | National Electrical Code |
| 4. NEMA | National Electrical Manufacturers Association |
| 5. NFPA | National Fire Protection Association |
| 6. UL | Underwriters Laboratories |

4 Basic Electrical Requirements

4.1 Codes, Fees, and Standards

1. Requirements: All materials and types of construction covered in the specifications will be required to meet or exceed applicable standards of manufacturer, testing, performance, and installation according to the requirements of UL, ANSI, NEMA, IEEE, and NEC and the manufacturer's recommended practices.
2. Compliance and Certification: The design and installation shall comply with the governing state and local codes or ordinances. The completed electrical installation shall be inspected and certified by applicable agencies that it is in compliance with codes.
3. Applicability: The codes and standards and practices listed herein, and their respective dates are furnished as the minimum latest requirements.
 - a. State of California
 - b. Sacramento County
 - c. City of Sacramento
4. Utility Company: CONTRACTOR shall comply with latest utility company regulations.
5. State Code: CONTRACTOR shall comply with applicable State of California Codes.
6. Building Code: CONTRACTOR shall comply with California Building Code (latest version).
7. Labels: Materials and equipment shall be new and free of defects, and shall be U.L. listed, bear the U.L. label or be labeled or listed with an approved, nationally recognized Electrical Testing Agency. Where no labeling or listing service is available or desired for certain types of equipment, test data shall be submitted to validate that equipment meets or exceeds available standards.
8. NFPA: CONTRACTOR shall adhere to all applicable NFPA Standards.

4.2 Investigation of Site

1. General: Before commencing work, CONTRACTOR shall verify existing conditions at the premises and examine adjoining work on which work is in anyway dependent.
2. Responsibility: CONTRACTOR shall not be responsible for latent defects or hidden conditions which are not reasonably discoverable by means of due diligence. However, CONTRACTOR must notify CITY in writing within ten (10) days after the first observance of such latent defects or hidden conditions or any claim for additional compensation will be waived by CONTRACTOR.

3. Site Renovation: CONTRACTOR shall verify and coordinate existing site raceways and pipes at any excavation on site. Provide hand-digging and required rerouting in areas of existing raceways and pipes within proposal price.
4. All existing wiring that is to remain in renovated areas shall be made code compliant.

4.3 Supervision of the Work

1. Supervision: CONTRACTOR shall provide one Field Superintendent who has had a minimum of four (4) years previous successful experience on projects of comparable sizes, type and complexity. The Superintendent shall be present at all times when work is being performed.

4.4 Coordination

1. General: CONTRACTOR shall compare drawings and specifications with those of other trades and report any discrepancies between them to CITY. CONTRACTOR shall obtain from CITY written instructions to make the necessary changes in any of the affected work. Work shall be installed in cooperation with other trades installing interrelated work. Before installation, CONTRACTOR shall make proper provisions to avoid interferences in a manner approved by CITY.
2. CONTRACTOR shall provide all required coordination and supervision where work connects to or is affected by work of others, and comply with all requirements affecting this specification. Work required under other divisions, specifications or drawings to be performed by others shall be coordinated with CONTRACTOR and such work performed at no additional cost to CITY including but not limited to electrical work required for:
 - a. Door hardware
 - b. Roll-up doors
 - c. Roll-up grilles
 - d. Signage
 - e. Fire shutters
 - f. Elevators
 - g. Sliding or automatic doors
 - h. Mechanical Division of the Specifications
 - i. Landscape Architect drawings
 - j. Lifts
 - k. Interior design drawings
 - l. Fountains
 - m. Millwork design drawings and shop drawings
3. Subcontractors shall obtain set of Contract Documents from CONTRACTOR for all areas of work noted above and include all electrical work in proposal.
4. CONTRACTOR shall secure approved shop drawings from all required disciplines and verify final electrical characteristics before roughing power feeds to any equipment. When electrical data on approved shop drawings differs from that shown or called for in the design documents, CONTRACTOR shall make adjustments to the wiring, disconnects, and branch circuit protection to match that required for the equipment installed.

5. Damage from interference caused by inadequate coordination shall be corrected at no additional cost to CITY.
6. Adjustments: Locations of raceway and equipment shall be adjusted to accommodate the work with interferences anticipated and encountered. CONTRACTOR shall determine the exact routing and location of systems prior to fabrication or installation.
7. Priorities: Lines which pitch shall have the right of way over those which do not pitch. For example, plumbing drains shall normally have the right of way. Lines whose elevations cannot be changed shall have the right of way over lines whose elevations can be changed.
8. Modifications: Offsets and changes of direction in raceway systems shall be made to maintain proper headroom and pitch of sloping lines. CONTRACTOR shall provide elbows, boxes, etc., as required to allow offsets and changes to suit job conditions.
9. Replacement: Work shall be installed in a way to permit removal (without damage to other parts) of other system components provided under this Contract requiring periodic replacement or maintenance.
10. Layout: Work shall be accurately laid out with other trades to avoid conflicts and to obtain a neat and workmanlike installation, which will afford maximum accessibility for operation, maintenance and headroom.
11. Drawing Conflicts: Systems and equipment called for in the specification or as shown on the drawings shall be provided as if it was required by both the drawings and specifications. Prior to ordering or installation of any portion of work, which appears to be in conflict, such work shall be brought to CITY's attention for direction as to what is to be provided.
12. It is the responsibility of CONTRACTOR to coordinate the exact required location of floor outlets, floor ducts, floor stub-ups, etc. with CITY (and receive their approval) prior to rough-in.
13. CONTRACTOR shall coordinate the requirements of each load with each load's respective circuitry and with each load's requirements as noted on its manufacturer's published electrical criteria. CONTRACTOR shall adjust circuit breaker, fuse, raceway, and conductor sizes to meet the actual requirements of the equipment being provided and installed and change from single point to multiple points of connection (or vice versa) to meet equipment requirements. Changes shall be made at no additional cost to CITY.
14. Working Clearances: Minimum working clearances about electrical equipment shall be as referenced in the applicable edition NEC Article 110, and shall include equipment installed in ceiling spaces.

4.5 Demolition

1. General: CONTRACTOR shall remove existing equipment and reroute existing raceways in areas being renovated as required to facilitate the installation of the new systems. The CONTRACTOR shall coordinate with CITY to schedule lane closures and system switch-over during demolition, relocation work or in completing new tie-ins.
2. Coordination: Prior to any deactivation, relocation or demolition work, CONTRACTOR shall arrange a conference with CITY in the field to inspect each of the items to be deactivated, removed or relocated. Care shall be taken to protect equipment designated as being relocated and reused or equipment remaining in operation and integrated with the new systems.

3. Provisions: Deactivation, relocation, and temporary tie-ins shall be provided by CONTRACTOR. Demolition, removal and the legal disposal of demolished materials shall be provided by CONTRACTOR.
4. City's Salvage: CITY reserves the right to inspect the material scheduled for removal and salvage any items it deems usable as spare parts.
5. Phasing: CONTRACTOR shall perform work in phases as directed by CITY to suit the project progress schedule, as well as the completion date of the project.

APPENDIX A: PROJECT MANAGER

This appendix identifies the City-directed Project Manager, as defined in the **Program Specification**, Section 2.4, *Project Manager*.

BILL TIMMER, PM - BLUEWATER PROJECT MANAGEMENT

Mr. Timmer has over 35 years of experience providing project management services for a wide range of technical business projects. He has focused on the conceptual, design, and implementation phases, but has had several extended positions in operations and maintenance management. This combination of experiences has helped Mr. Timmer coach client project managers and stakeholders to successfully respond to the impact of major technology changes to ongoing operations. In many cases, he has made the implementation process significantly less intrusive without a major organizational or community disruption.

During the last ten years, his engagements have focused on working with municipal paid parking and enforcement organizations and parking industry equipment and control application vendors to innovatively apply new technology.

His knowledge of and experience with planning and implementing municipal wireless parking payment systems, the introduction of paid parking to previously free urban business centers, the application of license plate recognition (LPR) systems for payment and enforcement and the deployment of occupancy sensor technology to on-street parking management were the subjects of his International Parking Institute conference presentations in 2005, 2007, 2010 and 2013, respectively.

WORK EXPERIENCE

- Principal, Bluewater Project Management Services, LLC. 15 Years
- Manager, Seattle Office of Industra Engineers and Consultants 10 Years
- Paper Division Capital Projects Manager, Boise Cascade, Portland, OR. 5 Years
- Divisional Manager, Procter & Gamble, Cincinnati, OH. 13 Years

EDUCATION

- B.S. in Chemical Engineering, University of Michigan
- Continuing education in team management, diverse work cultures, scheduling, project management methodology, design and construction liability, procurement contracts and construction quality management.

Project Management Experience

City of Seattle

- Provided project management services for the \$25 million City of Seattle Paid Parking Asset Replacement specification, inquiry, procurement and installation process, including considerations for future conversion to pay by plate parking (in progress)
- Managed the City of Seattle Parking Citation Issuance System Replacement Project, including considerations for future conversion to pay by plate parking (in progress)
- Managed the 2004-2006 City of Seattle Parking Pay Station Project for upgrading Seattle's parking meter system through the installation of multi-space control, solar powered, wireless parking kiosks with on-line credit card authorization and an implementation budget of \$20 million
- Managed the 2007 Seattle Parking Enforcement Hand-held Parking Citation System Modernization Program
- Managed the 2009 Seattle Parking Enforcement introduction of license plate recognition technology for on-street parking enforcement applications

City of Tacoma

- Managed the design and implementation of the conversion of free on-street parking in the City of Tacoma's downtown core to paid parking. (2010)
- Coordinated the upgrade of Tacoma's hand-held citation system to reflect new enforcement requirements (2011)
- Facilitated the development of a modern Residential Parking Zone program for Tacoma City Council approval (2014)

City of Honolulu

- Managed the 2012 City and County of Honolulu On-street Paid Parking Equipment Modernization Program, including the application of space occupancy sensors for improved parking management control

Municipal Parking Studies

- Conducted on-street paid parking surveys and preliminary system configuration designs for the cities of Reno, Tucson, Salt Lake City, Oakland, Honolulu, Los Angeles (ExpressPark program) and Washington DC. Each project included an analysis of occupancy patterns, parking and citation revenue and projections of improvement potential associated with the application of new parking management technology.

Project Example and Reference

Seattle On-street Parking Pay Station Capital Replacement Program

- Reference: Margo Polley, Strategic Planner, Seattle Department of Transportation, margo.polley@seattle.gov , 206 684-8329
- Project Description: Provided technical direction and project management for the specification, vendor selection and implementation of an equipment and systems upgrade associated with the replacement of 2,200 multi-space parking payment kiosks for the Seattle on-street paid parking system.

Honolulu Paid Parking System Modernization

- Reference: Rae Gee, Parking Coordinator/Branch Chief- Planning Studies Branch, Dept. of Transportation Services, City and County of Honolulu, rgee@honolulu.gov , 808 768-8357
- Project Scope Description: Provided implementation project management and public outreach support as an independent manager interfacing with the City project manager and the vendor for the conversion of a coin-only paid parking system to a wireless credit card and pay by phone capable system with space occupancy detection sensors. Paid on-street parking equipment was upgraded in the Chinatown, Financial and Government Districts. Performance monitoring established an investment payout of about one year with significantly increased levels of customer service.

Tacoma Downtown Core Paid Parking System; Parking Citation Issuance System and Residential Parking Program Development

- References:
 - Dana Brown, Assistant Division Manager, Public Works Engineering, City of Tacoma, dbrown2@cityoftacoma.org , 253 591-5718
 - Eric Huseby, Parking Services Manager, City of Tacoma, ehuseby@cityoftacoma.org 253 591-5437

- Steph Farber, Parking Task Force Advisory Group (PTAG) Co-chair and owner of Leroy's Jewelry in Tacoma, 253 272-3377
- Project Scope Description:
 - Provided independent project management services to support the design and implementation of the conversion of free on-street parking in the City of Tacoma's downtown core to paid parking.
 - Provided project management service to the City to replace and modernize Tacoma's hand-held parking citation issuance system to reflect new enforcement requirements
 - Facilitated the development of a modern Tacoma residential parking permit program with the Parking Technical Advisory Group (PTAG) for consideration by City Council.

Project Management Approach

- *Project Meetings:* The foundation of effective project communications is established through regular planned project meetings. Following the project kick-off meeting, weekly meetings will be scheduled, required participants will be identified and a regular agenda will be developed. The meetings will be normally led by Bluewater PM, who will also document the meeting results, including item follow-up responsibilities and completion date targets. AMI and City project managers will be responsible for ensuring that appropriate members of their organizations are available as required to address scheduled issues. The meetings will be normally held at the City project office, with conference call-in capabilities provided.
- *Plan Review:* Bluewater PM will ensure that AMI develops the required plans and specifications that reflect the contract award and the documented project scope requirements. These will be issued for City review. Bluewater PM will schedule document review and acceptance meetings with the appropriate AMI and City parking staff to facilitate a timely response to support the manufacture and delivery process.
- *Inspect Work Completed:* The City has the final authority for code and standard compliance acceptance. Bluewater PM will work proactively with AMI and the City project team to ensure that the design and specifications clearly reflect City interpretation of the required applicable codes and standards, including ADA. During construction and system acceptance testing, Bluewater PM will monitor adherence to these code and standard requirements as represented by the City approved design documents. Changes or deviations identified during construction and system acceptance will be immediately addressed in consultation with the City team resources to ensure compliance.
- *Quality Assurance Inspections:* Bluewater PM will inspect all installations for quality assurance and will concurrently evaluate to validate that project milestones are being met. Progress against the project schedule and quality construction progress will be reported during the regular weekly meetings. Bluewater PM will coordinate with AMI to perform field construction progress walk-throughs on a regular basis with appropriate City project team members as pre-work for the weekly meetings. These field inspections provide an opportunity for the City project team to regularly monitor construction quality and design compliance. Bluewater PM will document observations and comments as part of the project tracking and acceptance process.

APPENDIX B: CITY IT ENVIRONMENT

This appendix describes the CITY IT environment required to support the PARCS, as defined in the **Technical Requirements and Functional Specification**, Section 3.2.1.1, *City IT environment*.

3.2.1.1

It is suggested that each solution be installed on its own vLAN, so that there is no interference between the various systems. This will compartmentalize the data, but will provide better IT Security. This becomes crucial for ensuring the iPARCS system is PCI compliant.

The architectures for various systems are as follows:

1. IdentiPark

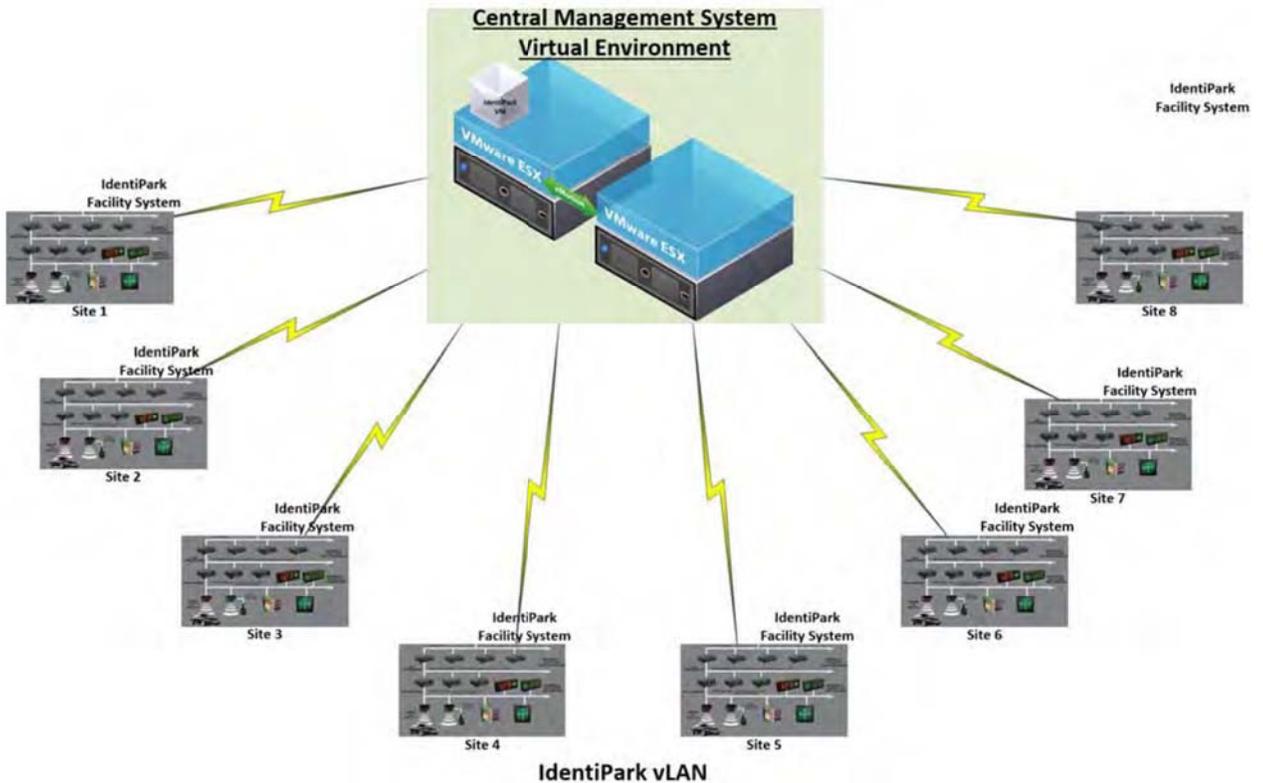
For fiber/dedicated high-availability link configurations (Current City to facility setup):

IdentiPark consists of mainly of RS485 devices in the facility that are connected to a Single IdentiPark Centralized System Server. All IdentiPark Systems will be installed on a dedicated IdentiPark vLAN. Administration is performed remotely via a Web Interface that is setup on the Centralized System Server. The IdentiPark data will be consolidated at the Central Management Site. Access to the consolidated System will be via a Web Interface that is setup on the Central IdentiPark System.

The Server(s) can either be Physical or Virtual Servers. Great care will need to be exercised with setting up the system in Virtualized environment due to fact that the licensing is based on Server MAC address.

For WAN/Internet connectivity configurations (potential future facilities):

A hybrid model may be required to ensure system reliability. In those cases, a small Facility Server would be required. This server would replicate to the Centralized Server.



Server requirement are as follows:

- a. Physical Server
 - Minimum of Intel Core I7 Processor
 - Suggest Intel Xeon Quad Core Processor
 - 8GB RAM
 - 1TB Hard Disk RAID 0
 - 1080p Display is helpful if Administration will be done on Physical Server
- b. Virtual Server
 - 4 vCPUs
 - 8GB RAM
 - 300GB Storage
- c. Software
 - Windows Server 2012 Standard
 - SQL Lite
- d. Bandwidth Requirements

The IdentiPark System data is very small and the amount of data being sent to the Central Management System is dependent on the time intervals between transmissions.

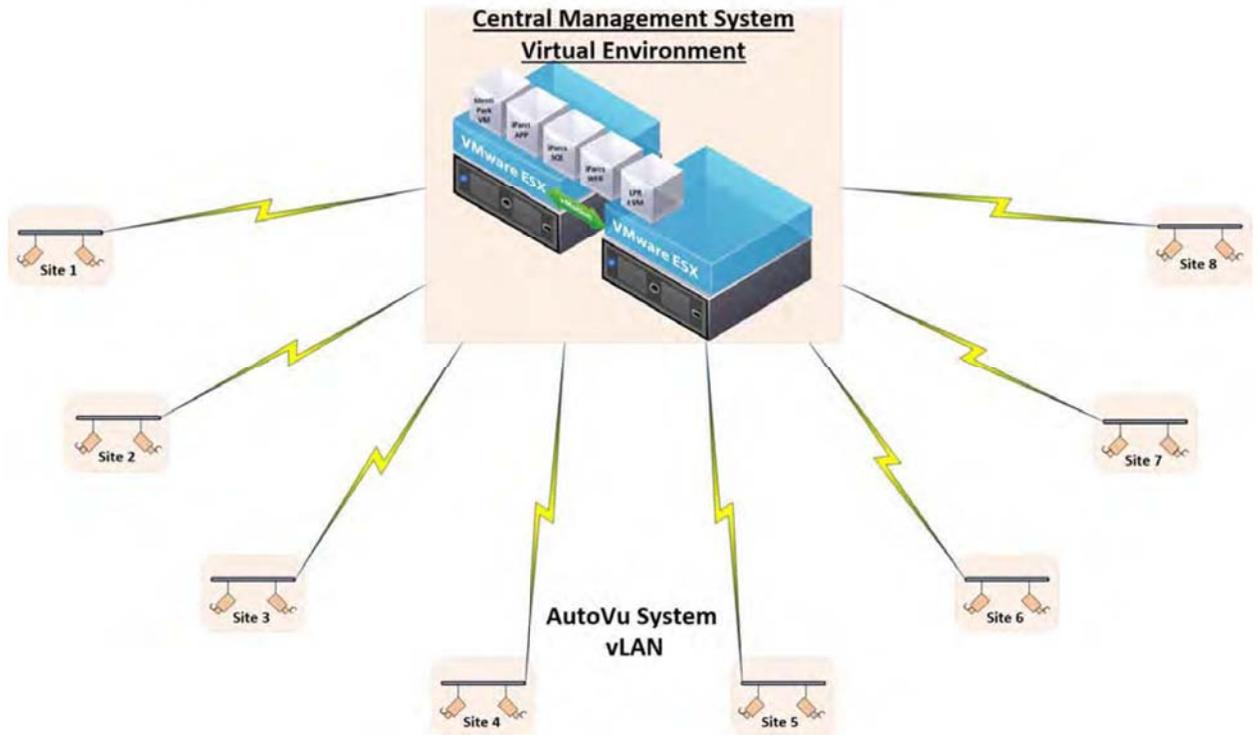
Recommended LAN bandwidth - 1GBPS

Recommended Inter-building Connectivity Bandwidth 512k – 1Mbps (more than sufficient)

2. Genetec AutoVu LPR System

The Genetec AutoVu LPR System consists of a number of IP-based camera devices installed at the entry and exit lanes of the facility which connect to a Centralized System Server. All AutoVu LPR will be installed on a dedicated AutoVu LPR vLAN.

Genetec will support both Physical and Virtual Servers.



Server requirement are as follows:

- a. Physical Server
 - Intel Xeon Quad Core Processor
 - 16GB RAM
 - 1TB Hard Disk RAID 0
- b. Virtual Server
 - 4 vCPUs
 - 16GB RAM
 - 1TB Storage
- c. Software
 - Windows Server 2012 Standard
 - Minimum SQL Express
 - Suggest SQL Server

d. Bandwidth Requirements

Bandwidth Requirements depends on the configuration of the system. There are two options:

i. Data Capture via Snapshot.

Only snapshots of events are captured, stored and forwarded to the Central Management System, so the data packets are very small and the amount of data being sent to the Central Management System is small.

The Snapshot Images are typically 80KB in size

The number of snapshots and bandwidth usage is dependent on the number of snapshots and amount vehicles entering the facility.

Recommended LAN bandwidth - 1GBPS

Recommended Inter-building Connectivity Bandwidth – 1Mbps – 1.5Mbps

(Dependent on the number of Cameras)

ii. Data Capture via Video Streaming

All video data is streamed and stored to the Facility and the Central Management Systems. This configuration drastically increases Bandwidth and Data Storage Requirements.

A typical installation using a full-streaming configuration requires 1MBPS of bandwidth per camera.

Recommended LAN bandwidth - 1GBPS

Recommended Inter-building Connectivity Bandwidth – 7Mbps – 12Mbps

(Dependent on the number of Cameras)

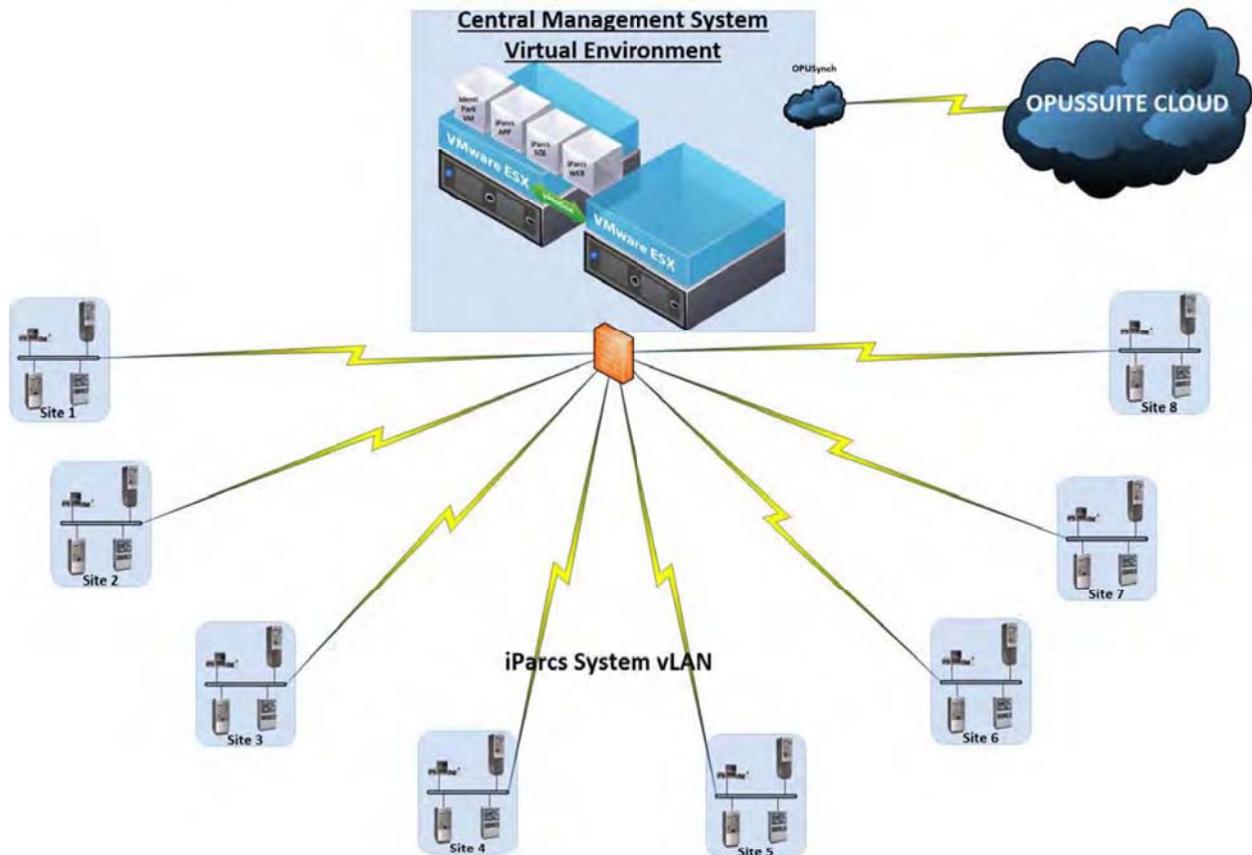
3. iPARCS System

Centralized iPARCS Server (See Image iPARCS vLAN.jpg)

A Central iPARCS Server is installed at the Central Management System, and no servers are installed at the remote sites.

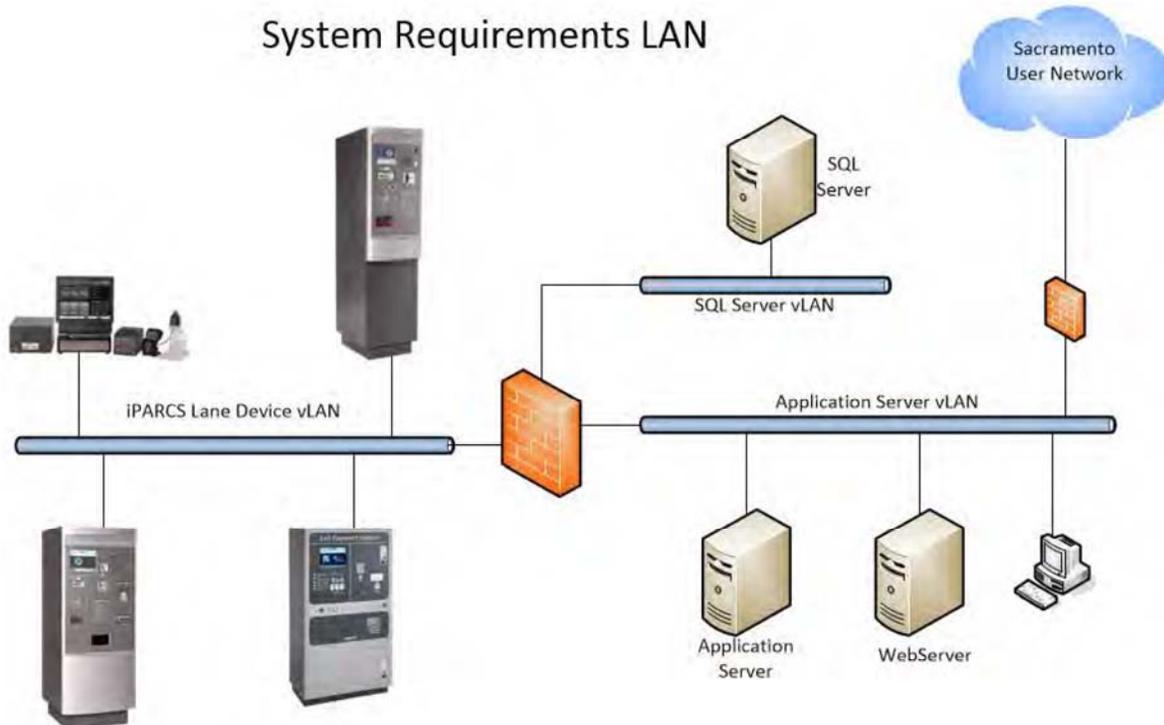
All lane equipment is connected to the Central iPARCS Management System via the IP Network. The transaction data is consolidated when the transactions are done.

Data is replicated to the Cloud via OPUSynch.



All iPARCS lane devices will be installed on a separate iPARCS vLAN. The Application and Webserver will be installed on the iPARCS Application vLAN and the SQL Server will be on a SQL Server vLAN. The vLANs will be connected via a Firewall device in order to assist with PCI Compliance.

The entire iPARCS solution will then be firewalled from the Sacramento User Environments. Firewall rules will be setup and applied to allow ONLY the required network traffic for the iPARCS Solution. Normally the standard ports used are HTTP, HTTPS, SQL, and whatever ports are required for Microsoft Windows Updates, Anti-Virus Updates, and City of Sacramento approved Remote Access solution. Normally Amano uses the following configuration layout:



iPARCS Server requirements are as follows:

- a. Physical Server (APP/WEB Server)
Processor - 2.1+ GHZ Intel Xeon Quad Core
Ram/Memory - At Least 16GB Ram
Hard drive - At Least 500GB 7200 rpm or faster
Gigabit Network Adaptor
Windows Server 2012
- b. Physical Server (SQL Server)
Processor - 2.1+ GHZ Intel Xeon Quad Core
Ram/Memory - At Least 16GB Ram
Hard drive - At Least 500GB 7200 rpm or faster
Gigabit Network Adaptor
Windows Server 2012

MS SQL Server

- c. Virtual Server (APP Server)
 - Processor – 8 vCPUs
 - Ram/Memory - At Least 16GB Ram
 - Hard drive - At Least 500GB
 - Gigabit Network Adaptor
 - Windows Server 2012

- d. Virtual Server (SQL Server)
 - Processor – 8 vCPUs
 - Ram/Memory - At Least 16GB Ram
 - Hard drive - At Least 500GB 7200 rpm or faster
 - Gigabit Network Adaptor
 - Windows Server 2012
 - MS SQL Server

- e. Virtual Server (WEB Server)
 - Processor – 4 vCPUs
 - Ram/Memory - At Least 8GB Ram
 - Hard drive - At Least 500GB
 - Gigabit Network Adaptor
 - Windows Server 2012

Bandwidth Requirements

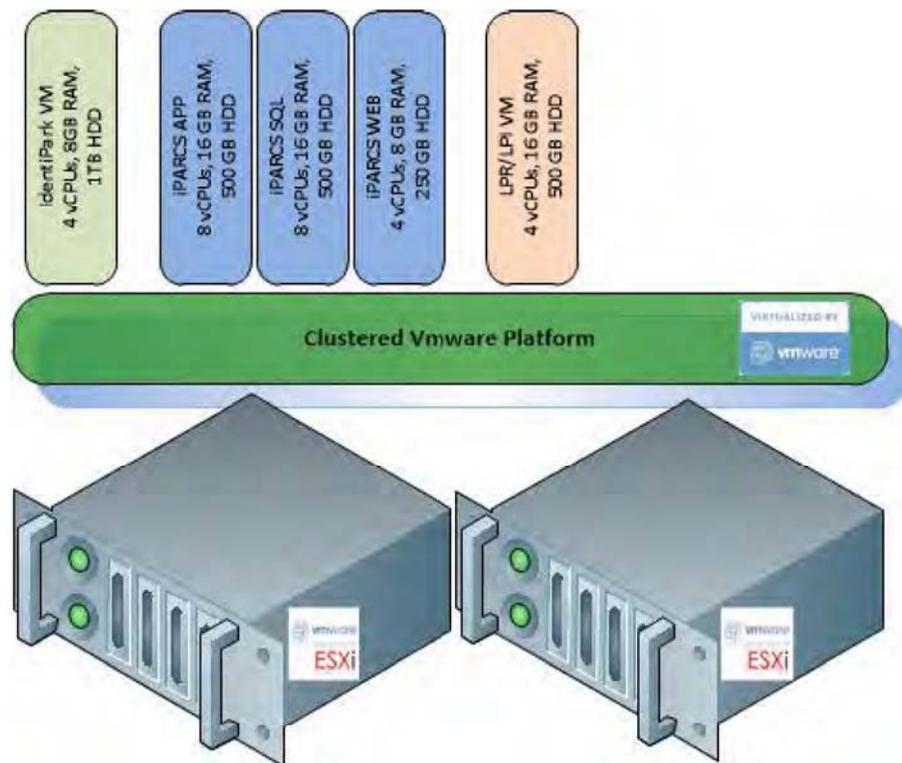
Recommended LAN bandwidth - 1GBPS

Recommended Inter-building Connectivity Bandwidth – 1Mbps – 1.5Mbps

4. Virtualization

All Systems support Virtualization. The Central Management System should be installed on a Highly Available and Redundant platform. The platform may be an existing virtual environment, on condition there are sufficient resources.

A new Highly Available and virtual environment can be created using 2 Servers; the suggested specifications are as follows which will be sufficient to host all Software application in our proposal:



Minimum 8-Core Dual Processor XEON Based servers
Minimum 72 GB RAM – Suggest 96 GB RAM
3.5 TB Storage (either Local or Shared Storage)
Minimum 2 x 4-port NIC Adapters

Minimum of VMware vSphere Essentials Plus
Suggest using existing Corporate VMware Licensing model if it exists.

5. Video Intercom System

The Video Intercom System is an IP based Intercom system that uses IP based cameras and IP Telephony technology.

No additional IT infrastructure and hardware is require on site.

While the Video Intercom System data can be routed back to a central Internet Breakout at the Central Management System location, it is highly recommended that a local Internet Connection breakout be installed at each remote location.

The Internet connection will be installed on a separate IP Subnet. A firewall will be installed and configured to only allow the required VOIP traffic through the firewall.

Suggested Bandwidth – 3 MBPS per remote site.

3.2.1.2.6

LAN Bandwidth requirement on all LAN connectivity – 1GBPS

Inter-building Connectivity Bandwidth is highly dependent on the configuration of the Genetec AutoVu LPR/LPI System. The use of live streaming will require much more bandwidth than the use of snapshots.

Below is a table of the suggested bandwidth requirements. This calculation is based in the amount of data that will be transported back to the central site. Allowance has been made for growth and overhead data traffic.

Facility	Number of Stalls	Number of Entry Lanes	Number of Exit Lanes	Number of Reversible Lanes	Number of Cashier Booths	Number of POFs	Number of Valet-only Entry Lanes	Number of Valet-Only Exit Lanes	Number of LPR Cameras	BANDWIDTH USING SNAPSHOTS				BANDWIDTH USING STREAMING				Bandwidth Requirements - Video Intercom
										LPR Bandwidth Requirements - Snapshots (MB)	Bandwidth Requirements - IdentPark (MB)	Bandwidth Requirements - IPARCS (MB)	Total Bandwidth (MB)	LPR Bandwidth Requirements - Streaming (MB)	Bandwidth Requirements - IdentPark (MB)	Bandwidth Requirements - IPARCS (MB)	Total Bandwidth (MB)	
Capitol Garage 10 th & L Streets	988	2	4	0	1	4	0	0	6	0.7	0.5	1	2.2	8.6	0.5	1	10.1	3
City Hall Garage 10 th & I Streets	1,035	4	4	1	2	3	0	0	7	0.8	0.5	1	2.3	10	0.5	1	11.5	3
Old Sacramento Garage 2 nd and I Streets	878	3	3	0	2	3	0	0	6	0.7	0.5	1	2.2	8.6	0.5	1	10.1	3
Tower Bridge Garage Front Street and Capitol Mall	451	3	2	0	2	3	0	0	5	0.6	0.5	1	2.1	7.2	0.5	1	8.7	3
Memorial Garage 14 th and H Streets	1,060	4	5	2	1	5	0	0	7	0.8	0.5	1	2.3	10	0.5	1	11.5	3
Downtown Plaza West Garage 3 rd and L Streets	1,320	4	4	0	4	0	0	0	8	1	0.5	1	2.5	11.5	0.5	1	13	3
Downtown Plaza Central Garage 5 th and J Streets	460	2	2	1	2	0	0	0	4	0.5	0.5	1	2	5.8	0.5	1	7.3	3
"Arena Garage" (K) 6 th and J Streets 2	854	2	3	0	1	0	1	1	7	0.8	0.5	1	2.3	10	0.5	1	11.5	3
County Public Garage 725 7 th Street 3	633	4	3	0	1	6	0	0	6	0.7	0.5	1	2.2	8.6	0.5	1	10.1	3
County Employee Garage 625 7 th Street 4	728	3	2	1	1	2	0	0	5	0.6	0.5	1	2.1	7.2	0.5	1	8.7	3
County St. Joseph's Jury Lot 800 F Street 5	356	2	2	0	0	0	0	0	4	0.5	0.5	1	2	5.8	0.5	1	7.3	3

Amano McGann recommend Fiber Optics links between the sites wherever possible.

APPENDIX C: PARCS EXCEPTION REPORT

This appendix identifies the PARCS reports that will provide the required information for a “Daily Exception Report,” as discussed in the **Program Specification**, Section 3.10, *Reporting*.

Contract Specification G 3.10.4.d Daily Exceptions Report

Contract Item #		Custom/Standard Report	Comments
i.	Any error conditions or events on PARCS hardware or software (e.g., "gate stuck open" reports, "Booth 123 cashier terminal rebooted," "power failure," "communications failure," etc.) [A]	Alarms Report	Custom #1
ii.	Any alarm raised at any time (including all alarms defined in this specification) [A]	Alarms Report	Custom #1
iii.	Any overrides on calculated tariff, regardless of the person doing the override [A]	Exceptions Report	Custom #2
iv.	All other supervisor overrides/adjustments [A]	Exceptions Report	Custom #2
v.	Any situation where a facility is calculated to be at 100% (or greater) occupancy (or any other threshold that can be configured by Parking Services; e.g., Parking Services shall be able to set the threshold to 90% to have the Daily Exception Report list all times and durations when the facility is 90% or greater occupancy) [A]	Alarms Report	Custom #1
vi.	All voided and cancelled transactions [a]	Exceptions Report	Custom #2
vii.	Attempts at "passback" transactions or attempts to use the same account for more than one vehicle in one or more facilities at the same time, including any information captured at the time, such as LPR [A]	Exceptions Report	Custom #2
viii.	Backouts at entry gates (whether ticket taken), including any information captured at the time, such as LPR [A]	Exceptions Report	Custom #2
ix.	Attempts to exit with a "stolen" ticket including any information captured at the time, such as LPR [A]	Exceptions Report	Custom #2
x.	Open transactions (e.g., a transaction that started when the vehicle entered the facility, but the transaction is still open because the PARCS does not have a record of the vehicle's departure) [A]	Unreconciled and Outstanding Ticket and Card Status Reports	Standard Reports
xi.	All intercom activations [A]	Command Center	Umojo Report
xii.	All manual gate activations [A]	Exceptions Report	Report identifies user-generated software remote gate "pulses". No data is captured or reported for manual opening of gate by toggling locally.

xiii.	All transactions where LPR doesn't reconcile between entry and exit, even if discovered and corrected before the vehicle departs the facility [A]	LPR Exceptions Report	Custom #3
xiv.	Lost or damaged ticket transactions (even if resolved before vehicle left facility) [A]	Exceptions Report	Custom #2
xv.	All "tow exit" transactions [A]	LPR Exceptions Report	Custom #3
xvi.	All LPR system recognition of vehicles on hot lists (stolen vehicle lists, scofflaw vehicles, "PNO" vehicles, etc.) provided to the system from the City's Genetec AutoVu system [A]	LPR Exceptions Report	Custom #3
xvii.	LPR exceptions, including:		
1.	the vehicles detected within the facility by mobile LPR or handheld inventory for which no transaction records exist [A]	LPR Exceptions Report	Custom #3
2.	the vehicles detected within the facility by mobile LPR or handheld inventory for which transaction records indicate the vehicle previously left [A]	LPR Exceptions Report	Custom #3
3.	the vehicles that, according PARCS transaction records, should be in the facility but are not detected by mobile LPR or handheld inventory [A]	LPR Exceptions Report	Custom #3
xviii.	All instances where a cashier's drawer exceeded the threshold for making a "safe drop" but the drop was not made within the required number of minutes (configurable by Parking Services) [A]	N/A	Not supported by system.
xix.	Each attendant's daily log maintained within the Cashier stations [B]	Attendant Totals Report	Standard Report
xx.	"Conversion of credential" transactions (where person entered under one credential, such as a transient ticket, but changed the transaction to another credential, such as a monthly pass, at exit) [A]	N/A	Not supported by system.
xxi.	All nest violations [A]	Exceptions Report	Custom #2
xxii.	Attempts to use expired credentials and/or accounts [A]	Exceptions Report	Custom #2
xxiii.	All manual transactions [A]	Exceptions Report	Custom #2
xiv.	Attempts to login to the system with invalid user ID/password, indicating the workstation or POS [A]	Password Activity Report	Standard Report
xv.	Vehicles added to the "gray list" of suspect transactions [A]	LPR Exceptions Report	Custom #3

APPENDIX D: VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

This appendix contains the Voluntary Product Accessibility Template, as discussed in the **Program Specification**, Section 4, *Design Requirements*.



Voluntary Product Accessibility Template

Date: (09/16/2015)

Product Name: Iparc FPP, Miparc &

Product Version Number: All

Vendor Company Name: Amano McGann Inc

Vendor Contact Name: Lew Kious

Vendor Contact Telephone: 510-568-6484

APPENDIX A: Suggested Language Guide

<p style="text-align: center;">Summary Table Voluntary Product Accessibility Template</p>		
<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports	
Section 1194.22 Web-based Internet Information and Applications	Supports with exceptions	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Supports with exceptions	
Section 1194.31 Functional Performance Criteria	Supports with exceptions	
Section 1194.41 Information, Documentation and Support	Supports with exceptions	

**Section 1194.21 Software Applications and Operating Systems -
Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Focus moves from field to field when data is input.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	

(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Application does not override user selected contrast and color selections and other individual display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	No animation is used.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Color coding is used in conjunction with other means of conveying information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The product does not permit a user to adjust colors.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Software does not use flashing or blinking text, objects or other elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Software does not use electronic forms.

<C:\Documents and Settings\rick.hiles\sfeaster\Local Settings\Temporary Internet Files\OLK3D\VPAT.html> **Section 1194.22 Web-based Internet information and applications - Detail**
Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentation is used.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color coding is used in conjunction with other means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	No image map is used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	No image map is used.
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Does not support	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	No frames are used.

(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pages are designed to avoid causing the screen to flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not Applicable	Plug-ins not used
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Does not use forms
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	No timed response is required.

<C:\Documents and Settings\rick.hiles\sfeaster\Local Settings\Temporary Internet Files\OLK3D\VPAT.html> **Section 1194.23 Telecommunications Products - Detail**
Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		

<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have</p>		

<p>mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>		

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Section 1194.24 Video and Multi-media Products – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>		
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of</p>		

the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

<C:\Documents and Settings\rick.hiles\sfeaster\Local Settings\Temporary Internet Files\OLK3D\VPAT.html> **Section 1194.25 Self-Contained, Closed Products**

– Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		

<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		

<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>		

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Section 1194.26 Desktop and Portable Computers		
<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Supports	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Supports with Exceptions	Multiple devices supported; depending on customer's choice of device a keyboard may or may not be supported.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Supports	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supports	

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Section 1194.31 Functional Performance Criteria – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
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**Section 1194.41 Information, Documentation and Support – Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge		
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

APPENDIX A (of the DoS GPAT Checklist)

Suggested Language for Filling out the GPAT

In order to simplify the task of conducting market research assessments for procurement officials or customers, ITIC (Information Technology Industry Council) has developed suggested language for use when filling out a V PAT/G PAT. You may choose to employ all or some of the language below. Once you determine what language you intend to use, we recommend that use is consistent throughout all of your GPATs.

Supporting Features (Column 2 on G PAT)

Supports

Use this language when you determine the product fully meets the letter and intent of the Criteria.

Supports with Exceptions

Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

Supports through Equivalent Facilitation

Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.

Supports when combined with Compatible AT

Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).

Does not Support

Use this language when you determine the product does not meet the letter or intent of the Criteria.

Not Applicable

Use this language when you determine that the Criteria do not apply to the specific product.

Not Applicable - Fundamental Alteration Exception Applies

Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

IMPACT Outreach Center

IRM Program for Accessible Computer/Communication Technology (IMPACT)

(IRM/BPC/BC/SAS)

2121 Virginia Ave, N.W. (SA-3), Suite 4170

Washington, DC 20520

Email: SECTION508@state.gov

Voice: (202) 663-0221

TTY: (202) 663-0084

Internet: <http://www.state.gov/m/irm/impact/index.htm>

Intranet: <http://impact.state.gov>

**** ITIC V PAT Best Practices (<http://www.itic.org/reports/508/Sec508.html>)**

EXHIBIT B

NONPROFESSIONAL SERVICES AGREEMENT

FEE SCHEDULE/MANNER OF PAYMENT

1. **CONTRACTOR's Compensation.** The total of all fees paid to the CONTRACTOR for the performance of all services set forth in Exhibit A, including normal revisions (hereafter the "Services"), and for all authorized Reimbursable Expenses, shall not exceed the total sum of \$5,752,963.
2. **Billable Rates.** CONTRACTOR shall be paid for the performance of Services on an hourly rate, daily rate, flat fee, lump sum or other basis, as set forth in Attachment 1 to Exhibit B, attached hereto and incorporated herein.
3. **CONTRACTOR's Reimbursable Expenses.** Reimbursable Expenses shall be limited to actual expenditures of CONTRACTOR for expenses that are necessary for the proper completion of the Services and shall only be payable if specifically authorized in advance by CITY.
4. **Payments to CONTRACTOR.**
 - A. Payments to CONTRACTOR shall be made within a reasonable time after receipt of CONTRACTOR's invoice, said payments to be made in proportion to services performed or as otherwise specified in Attachment 1 to Exhibit B. CONTRACTOR may request payment on a monthly basis. CONTRACTOR shall be responsible for the cost of supplying all documentation necessary to verify the monthly billings to the satisfaction of CITY.
 - B. All invoices submitted by CONTRACTOR shall contain the following information:
 - (1) Job Name
 - (2) Description of services billed under this invoice, and overall status of project
 - (3) Date of Invoice Issuance
 - (4) Sequential Invoice Number
 - (5) CITY's Purchase Order Number
 - (6) Total Contract Amount
 - (7) Amount of this Invoice (Itemize all Reimbursable Expenses)
 - (8) Total Billed to Date
 - (9) Total Remaining on Contract
 - (10) Updated project schedule. This shall identify those steps that shall be taken to bring the project back on schedule if it is behind schedule.
 - C. Items shall be separated into Services and Reimbursable Expenses. Billings that do not conform to the format outlined above shall be returned to CONTRACTOR for correction.

CITY shall not be responsible for delays in payment to CONTRACTOR resulting from CONTRACTOR's failure to comply with the invoice format described below.

D. Requests for payment shall be sent to:

City of Sacramento
Parking Services Division, 300 Richards Blvd
Sacramento, CA 95811
Phone 916-808-1172/Fax 916-808-5115/mking@cityofsacramento.org
Attn: _____ Mike King _____

5. **Additional Services.** Additional Services are those services related to the scope of services of CONTRACTOR set forth in Exhibit A but not anticipated at the time of execution of this Agreement. Additional Services shall be provided only when a Supplemental Agreement authorizing such Additional Services is approved by CITY in accordance with CITY's Supplemental Agreement procedures. CITY reserves the right to perform any Additional Services with its own staff or to retain other contractors to perform said Additional Services.
6. **Accounting Records of CONTRACTOR.** During performance of this Agreement and for a period of three (3) years after completing all Services and Additional Services hereunder, CONTRACTOR shall maintain all accounting and financial records related to this Agreement, including, but not limited to, records of CONTRACTOR's costs for all Services and Additional Services performed under this Agreement and records of CONTRACTOR's Reimbursable Expenses, in accordance with generally accepted accounting practices, and shall keep and make such records available for inspection and audit by representatives of the CITY upon reasonable written notice.
7. **Taxes.** CONTRACTOR shall pay, when and as due, any and all taxes incurred as a result of CONTRACTOR's compensation hereunder, including estimated taxes, and shall provide CITY with proof of such payment upon request. CONTRACTOR hereby agrees to indemnify CITY for any claims, losses, costs, fees, liabilities, damages or injuries suffered by CITY arising out of CONTRACTOR's breach of this Section 7.

ATTACHMENT 1 TO EXHIBIT B

PAYMENT TERMS/COMPENSATION SCHEDULE

1. **Billing Schedule.** For the Deployment Costs (Capital Expense) of the PARCS, CONTRACTOR shall be entitled to submit invoices per the terms of Exhibit B, using the following schedule:

Milestone	Percent to be invoiced
Project Mobilization Deposit	15%
Factory Acceptance Test (FAT) passed	15%
Progress Payments for System Implementation (see section below)	65%
Final Acceptance Test passed	5%

2. **Progress Payments for System Implementation.** Monthly invoices submitted by CONTRACTOR for progress payments for system implementation shall show the percentage of completion of each portion of the work as of the end of the period covered by the invoice.

The amount of each progress payment shall be computed as follows:

- a. Determine that portion of the System Implementation cost (defined below) properly allocable to completed work as determined by multiplying the percentage completion of each portion of the Work by the share of the System Implementation cost allocated to that portion of the Work in the schedule of values;
 - b. Add that portion of the contract cost properly allocable to materials and equipment delivered and i) installed during the same period, or ii) suitably stored at the site, or offsite at a CITY-provided or CONTRACTOR-provided storage facility for subsequent installation;
 - c. Subtract the total previously invoiced for items a and b; and
 - d. Add the charges for actual hours and expenses booked for the City-Directed Project Manager.
3. **System Implementation Cost.** System Implementation Cost includes the following elements:
- a. Interface/API development
 - b. Additional reports
 - c. Dynamic Sign/Count Integration
 - d. Server/Back Office Hardware Installation
 - e. Server/Back Office Software Installation
 - f. Data Conversion
 - g. Training
 - h. Facility Parking Control Solution (In-Lane, Cashier, Central Pay and Supporting Equipment) Installation
 - i. Facility Construction/ Preparation

- j. Facility Installation (exclusive of features)
4. **Exclusions.** The following features will not be implemented for the five City of Sacramento facilities, unless a supplement to this agreement is executed.
- a. The Connect Transit Card
 - b. The Clipper Card
 - c. Valet parking (as a service of the facility)
 - d. Hotel guest management systems
5. **Compensation Schedule.** The following pages describe the not-to-exceed costs for the PARCS, for both Capital Expense (Deployment Costs) and recurring/ongoing costs.

Procurement Summary

Capital Expenditure

Sum of Costs for Facilities	3,588,446
Total Network and Data Center Costs	175,556
Total Other Deployment Costs (system-wide)	234,682
Total Capital Expenditure	<u><u>3,998,684</u></u>

Annual/Recurring Services & Parts

Quarterly recurring costs (licensing, software, warranty)	848,449
Credit card gateway fees (monthly)	60,000
Parts and consumables (as needed)	845,829
Total Annual/Recurring Services & Parts	<u><u>1,754,278</u></u>

Total amount to budget for five years **5,752,963**

Deployment Costs--Overall System

Item	Price	Sales Tax	Total	Subtotals
<i>Network and Data Center Costs</i>				
Third-party software licensing	28,595.20		28,595.20	
Interface/API development	50,500.00		50,500.00	
Additional reports	30,000.00		30,000.00	
Dynamic Sign/Count Integration	-		-	
Server hardware	27,094.78	2,303.06	29,397.84	
Server/Back Office Hardware Installation	3,547.50		3,547.50	
Server/Back Office Software Installation	23,760.00		23,760.00	
Communications hardware	8,991.25	764.26	9,755.51	
	Total Network and Data Center Costs			175,556.05
 <i>Other Deployment Costs (system-wide)</i>				
Project Management: City-Directed PM	141,889.00		141,889.00	
Data Conversion	7,500.00		7,500.00	
Training	18,000.00		18,000.00	
Initial stock of tickets	39,624.00	3,368.04	42,992.04	
Initial stock of receipts--self-service stations	2,900.00	246.50	3,146.50	
Spare Coin and Note Vaults	5,028.05	427.38	5,455.43	
Performance Bond	15,699.00		15,699.00	
	Total Other Deployment Costs (system-wide)			234,681.97
Grand totals	403,128.78	7,109.24	410,238.02	410,238.02
Sales tax rate	8.50%			

Deployment Costs by Facility

Item	Taxable	Capitol Garage	City Hall Garage	Old Sac Garage	Tower Bridge Gar	Memorial Gar	Test System	Subtotal	Sales Tax	Total
Facility Control Hardware	Y	65,686.85	53,436.09	65,686.85	62,375.99	76,330.12	51,841.40	375,357.29	31,905.37	407,262.66
Freight/shipping	N	11,535.00	11,785.00	10,505.00	9,245.00	13,670.00	3,265.00	60,005.00	-	60,005.00
Facility Control Software	N	6,377.38	505.95	6,377.38	6,377.38	6,377.38	-	26,015.47	-	26,015.47
Facility Control Installation	N	60,850.00	63,655.00	50,235.00	54,745.00	82,190.00	26,757.50	338,432.50	-	338,432.50
Facility Construction/ Preparation	N	114,032.66	125,074.29	102,308.34	118,062.33	154,465.54	-	613,943.15	-	613,943.15
Facility Installation (exclusive of features)	N	5,818.00	5,818.00	5,818.00	5,818.00	5,818.00	3,380.00	32,470.00	-	32,470.00
Entry Stations with required equipment per spec	Y	27,743.00	55,486.00	41,614.50	41,614.50	55,486.00	13,871.50	235,815.50	20,044.32	255,859.82
Cashier Stations with required equipment per spec	Y	13,290.00	26,580.00	26,580.00	26,580.00	13,290.00	13,290.00	119,610.00	10,166.85	129,776.85
Other Exit Stations with required equipment per spec	Y	59,726.00	60,526.00	45,394.50	30,663.00	75,257.50	15,131.50	286,698.50	24,369.37	311,067.87
Entry/Exit equipment for new Oak Alley entrance/exit	Y			59,761.79				59,761.79	5,079.75	64,841.54
Installation for new new Oak Alley entrance/exit	N			8,250.00				8,250.00	-	8,250.00
POF Stations with cash handling	Y	97,215.00	32,405.00	32,405.00	32,405.00	32,405.00	32,405.00	259,240.00	22,035.40	281,275.40
POF Stations without cash handling	Y	13,045.00	26,090.00	26,090.00	26,090.00	52,180.00		143,495.00	12,197.08	155,692.08
Complete LPR system	Y	46,282.50	54,296.25	46,282.50	40,068.75	55,196.25	15,202.50	257,328.75	21,872.94	279,201.69
Occupancy monitoring by facility only	Y	20,479.65	25,828.83	11,514.20	25,885.70	38,477.50		122,185.88	10,385.80	132,571.67
Occupancy monitoring add'l cost for facility + levels	Y	61,438.95	77,486.48	34,542.60	77,657.10	115,432.50		366,557.63	31,157.40	397,715.02
External signage	Y	17,339.28	17,339.28	17,339.28	17,339.28	17,339.28		86,696.40	7,369.19	94,065.59
<i>Subtotals</i>		620,859.27	636,312.16	590,704.94	574,927.03	793,915.06	175,144.40	3,391,862.86	196,583.47	3,588,446.33
<i>Taxable Subtotal</i>		422,246.23	429,473.92	407,211.22	380,679.32	531,394.15	141,741.90			
<i>Tax Amount</i>		35,890.93	36,505.28	34,612.95	32,357.74	45,168.50	12,048.06			
<i>Total</i>		656,750.20	672,817.44	625,317.89	607,284.77	839,083.57	187,192.46			3,588,446.33

Recurring Services and Parts

<i>Recurring Expenses during first five years</i>						
Item	Unit	Qty/Yr	Years	Ext Cost	Sales Tax	Total
Amano Cloud services licensing (monthly)	2,600.00	12	5	156,000.00		156,000.00
Third-party Cloud services licensing (monthly)	1,000.00	12	5	60,000.00		60,000.00
Amano Software	1,238.62	12	5	74,317.00		74,317.00
Amano NowCare (Warranty)	9,302.20	12	5	558,131.79		558,131.79
						848,448.79
<i>To be invoiced on a quarterly basis</i>						
<i>(20 payments over 5 yrs)</i>	42,422.44		20	848,448.79		
Credit Card Gateway Fees (paid monthly)	0.02	600,000	5	60,000.00		60,000.00
						908,448.79
Grand total						

<i>Recurring Expenses during next five years</i>						
Item	Unit	Qty/Yr	Years	Ext Cost	Sales Tax	Total
Amano Cloud services licensing (monthly, year 1) *	2,659.08	12	1	31,909.00		31,909.00
Amano Cloud services licensing (monthly, year 2) *	2,792.04	12	1	33,504.45		33,504.45
Amano Cloud services licensing (monthly, year 3) *	2,931.64	12	1	35,179.67		35,179.67
Amano Cloud services licensing (monthly, year 4) *	3,078.22	12	1	36,938.66		36,938.66
Amano Cloud services licensing (monthly, year 5) *	3,232.13	12	1	38,785.59		38,785.59
Third-party Cloud services licensing (monthly)	1,363.92	12	5	81,835.00		81,835.00
Preventive Maintenance Fee (quarterly)	8,640.00	4	5	172,800.00		172,800.00
						430,952.37
Total						

* Increases capped at 5% per year

Recurring Services and Parts

<i>Replacement parts costs during first five years</i>						
Item	Unit	Qty	Years	Ext Cost	Sales Tax	Total
Replacement gate arms *	300.00	11	4	13,200.00	1,122.00	14,322.00
Ticket stock (per lot of 2.5M tickets) *	39,624.00	1	4	158,496.00	13,472.16	171,968.16
Proximity cards *	6.00	-	4	-	-	-
Receipt Printer w/Retractor for Self-Service Eqpt	1,024.80	1	4	4,099.20	348.43	4,447.63
Receipt Printer Assembly for Cashier Station	1,349.30	3	4	16,191.60	1,376.29	17,567.89
Receipt Printer Assembly for OPUS-5000	1,400.00	1	4	5,600.00	476.00	6,076.00
Credit Card Reader, Full Insert	721.00	1	4	2,884.00	245.14	3,129.14
DTF Final Assembly, Service for Self-Service Eqpt	794.90	3	4	9,538.80	810.80	10,349.60
REPM Final Assembly - Universal Mechanism	6,637.90	3	4	79,654.80	6,770.66	86,425.46
Display	668.96	2	4	5,351.68	454.89	5,806.57
Display, TFT 5.7" VGA LVDS HB	336.05	2	4	2,688.40	228.51	2,916.91
iCore Assembly for OPUS 7000	1,253.70	2	4	10,029.60	852.52	10,882.12
iCore Assembly for OPUS 2000/4000/4800	2,350.86	2	4	18,806.88	1,598.58	20,405.46
USD Only BNR, OPUS Bill To Bill	13,759.41	2	4	110,075.28	9,356.40	119,431.68
Receipt rolls OPUS-5000 Series, 80MMx83MM - 220' *	5.80	500	4	11,600.00	986.00	12,586.00
Barcode Ticket Reader and Validator	8,500.00	2	4	68,000.00	5,780.00	73,780.00
Receipt Rolls OPUS-4000/4800/7000 Series *	16.70	500	5	41,750.00	3,548.75	45,298.75
GENETEC VGA CAMERA	6,950.00	3	4	83,400.00	7,089.00	90,489.00
GENETEC XGA CAMERA	7,350.00	3	4	88,200.00	7,497.00	95,697.00
FEE COMPUTER	12,500.00	1	4	50,000.00	4,250.00	54,250.00
				779,566.24	66,263.13	845,829.37
Grand Totals				1,659,924.03	66,263.13	2,125,230.53

* indicates item is a "consumable" and not covered by warranty

Optional Services and Parts

Item Description and Cost Basis	Unit Cost
Clipper Card Integration: Development of interface. Reader development, if needed, would result in additional costs.	62,500.00
UPC Barcode Integration: Custom web UI or customer integrated UI development to allow use of generic bar codes for discounts. No hardware changes included in development costs. Additional reader development would only be needed if UPC item does not fit into FlexScan barcode reader pocket or item does not match Amano specifications.	55,000.00
Microsoft Surface Tablets: For mobile access to system administrative features or mobile cashiering functions. Plus tax.	1,936.88
Service Call Fee: No charge because AMI has a local office	-
Hourly Labor Fee: For repair labor outside of warranty, during normal hours of operation (M-F, 8 am - 5 pm)	110.00
After Hours Labor Fee: For repair labor outside of warranty, during nights/weekends/holidays	165.00

EXHIBIT C

NONPROFESSIONAL SERVICES AGREEMENT

FACILITIES AND EQUIPMENT TO BE PROVIDED BY CITY

CITY shall *[check one]*

Not furnish any facilities or equipment for this Agreement; or

furnish the following facilities or equipment for the Agreement *[list, if applicable]*:

Area to store equipment and materials for staging prior to installation.

EXHIBIT D
NONPROFESSIONAL SERVICES AGREEMENT

GENERAL PROVISIONS

1. Independent Contractor.

- A. It is understood and agreed that CONTRACTOR (including CONTRACTOR's employees) is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever. Neither CONTRACTOR nor CONTRACTOR's assigned personnel shall be entitled to any benefits payable to employees of CITY. CITY is not required to make any deductions or withholdings from the compensation payable to CONTRACTOR under the provisions of this Agreement, and CONTRACTOR shall be issued a Form 1099 for its services hereunder. As an independent contractor, CONTRACTOR hereby agrees to indemnify and hold CITY harmless from any and all claims that may be made against CITY based upon any contention by any of CONTRACTOR's employees or by any third party, including but not limited to any state or federal agency, that an employer-employee relationship or a substitute therefor exists for any purpose whatsoever by reason of this Agreement or by reason of the nature and/or performance of any Services under this Agreement. (As used in this Exhibit D, the term "Services" shall include both Services and Additional Services as such terms are defined elsewhere in this Agreement.)

- B. It is further understood and agreed by the parties hereto that CONTRACTOR, in the performance of its obligations hereunder, is subject to the control and direction of CITY as to the designation of tasks to be performed and the results to be accomplished under this Agreement, but not as to the means, methods, or sequence used by CONTRACTOR for accomplishing such results. To the extent that CONTRACTOR obtains permission to, and does, use CITY facilities, space, equipment or support services in the performance of this Agreement, this use shall be at the CONTRACTOR's sole discretion based on the CONTRACTOR's determination that such use will promote CONTRACTOR's efficiency and effectiveness. Except as may be specifically provided elsewhere in this Agreement, the CITY does not require that CONTRACTOR use CITY facilities, equipment or support services or work in CITY locations in the performance of this Agreement.

- C. If, in the performance of this Agreement, any third persons are employed by CONTRACTOR, such persons shall be entirely and exclusively under the direction, supervision, and control of CONTRACTOR. Except as may be specifically provided elsewhere in this Agreement, all terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging, or any other terms of employment or requirements of law, shall be determined by CONTRACTOR. It is further understood and agreed that CONTRACTOR shall issue W-2 or 1099 Forms for income and employment tax purposes, for all of CONTRACTOR's assigned personnel and subcontractors.

- D. The provisions of this Section 1 shall survive any expiration or termination of this

Agreement. Nothing in this Agreement shall be construed to create an exclusive relationship between CITY and CONTRACTOR. CONTRACTOR may represent, perform services for, or be employed by such additional persons or companies as CONTRACTOR sees fit provided that CONTRACTOR does not violate the provisions of Section 5, below.

2. **Licenses; Permits, Etc.** CONTRACTOR represents and warrants that CONTRACTOR has all licenses, permits, City Business Operations Tax Certificate, qualifications, and approvals of whatsoever nature that are legally required for CONTRACTOR to practice its profession or provide any services under the Agreement. CONTRACTOR represents and warrants that CONTRACTOR shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, and approvals that are legally required for CONTRACTOR to practice its profession or provide such Services. Without limiting the generality of the foregoing, if CONTRACTOR is an out-of-state corporation, CONTRACTOR warrants and represents that it possesses a valid certificate of qualification to transact business in the State of California issued by the California Secretary of State pursuant to Section 2105 of the California Corporations Code.
3. **Time.** CONTRACTOR shall devote such time and effort to the performance of Services pursuant to this Agreement as is necessary for the satisfactory and timely performance of CONTRACTOR's obligations under this Agreement. Neither party shall be considered in default of this Agreement, to the extent that party's performance is prevented or delayed by any cause, present or future, that is beyond the reasonable control of that party.
4. **CONTRACTOR Not Agent.** Except as CITY may specify in writing, CONTRACTOR and CONTRACTOR's personnel shall have no authority, express or implied, to act on behalf of CITY in any capacity whatsoever as an agent. CONTRACTOR and CONTRACTOR's personnel shall have no authority, express or implied, to bind CITY to any obligations whatsoever.
5. **Conflicts of Interest.** CONTRACTOR covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, that would conflict in any manner with the interests of CITY or that would in any way hinder CONTRACTOR's performance of Services under this Agreement. CONTRACTOR further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor, without the written consent of CITY. CONTRACTOR agrees to avoid conflicts of interest or the appearance of any conflicts of interest with the interests of CITY at all times during the performance of this Agreement. If CONTRACTOR is or employs a former officer or employee of the CITY, CONTRACTOR and any such employee(s) shall comply with the provisions of Sacramento City Code Section 2.16.090 pertaining to appearances before the City Council or any CITY department, board, commission or committee.
6. **Confidentiality of CITY Information.** During performance of this Agreement, CONTRACTOR may gain access to and use CITY information regarding inventions, machinery, products, prices, apparatus, costs, discounts, future plans, business affairs, governmental affairs, processes, trade secrets, technical matters, systems, facilities, customer lists, product design, copyright, data, and other vital information (hereafter collectively referred to as "City Information") that

are valuable, special and unique assets of the CITY. CONTRACTOR agrees to protect all City Information and treat it as strictly confidential, and further agrees that CONTRACTOR shall not at any time, either directly or indirectly, divulge, disclose or communicate in any manner any City Information to any third party without the prior written consent of CITY. In addition, CONTRACTOR shall comply with all CITY policies governing the use of the CITY network and technology systems, as set forth in applicable provisions of the City of Sacramento Administrative Policy Instructions # 30. A violation by CONTRACTOR of this Section 6 shall be a material violation of this Agreement and shall justify legal and/or equitable relief.

7. CONTRACTOR Information.

- A. CITY shall have full ownership and control, including ownership of any copyrights, of all information prepared, produced, or provided by CONTRACTOR pursuant to this Agreement. In this Agreement, the term “information” shall be construed to mean and include: any and all work product, submittals, reports, plans, specifications, and other deliverables consisting of documents, writings, handwritings, typewriting, printing, photostating, photographing, computer models, and any other computerized data and every other means of recording any form of information, communications, or representation, including letters, works, pictures, drawings, sounds, or symbols, or any combination thereof. CONTRACTOR shall not be responsible for any unauthorized modification or use of such information for other than its intended purpose by CITY.
- B. Notwithstanding anything in Section 7 A. hereof to the contrary, to the extent that CONTRACTOR uses any of its owned and existing plans, reports, programs, software (source or object code), digital tools, pictures, video, music, content, artwork, designs, footage, applications of any kind, work, ideas, derivative works, concepts, or any other tangible or intangible materials or property in connection with any work product delivered hereunder (“**Pre-Existing Materials**”), CONTRACTOR will retain ownership of any portion of the Information that constitutes Pre-Existing Information and CONTRACTOR hereby grants to CITY a royalty-free license to use such Pre-Existing Information as part of the work product delivered by CONTRACTOR hereunder. CITY acknowledges that it shall have no right to modify, change, amend or create derivative works from such Pre-Existing Materials.
- C. CONTRACTOR shall fully defend, indemnify and hold harmless CITY, its officers and employees, and each and every one of them, from and against any and all claims, actions, lawsuits or other proceedings alleging that all or any part of the information prepared, produced, or provided by CONTRACTOR pursuant to this Agreement infringes upon any third party’s trademark, trade name, copyright, patent or other intellectual property rights. CITY shall make reasonable efforts to notify CONTRACTOR not later than ten (10) days after CITY is served with any such claim, action, lawsuit or other proceeding, provided that CITY’s failure to provide such notice within such time period shall not relieve CONTRACTOR of its obligations hereunder, which shall survive any termination or expiration of this Agreement.

- D. All proprietary and other information received from CONTRACTOR by CITY, whether received in connection with CONTRACTOR's proposal to CITY or in connection with any Services performed by CONTRACTOR, will be disclosed upon receipt of a request for disclosure, pursuant to the California Public Records Act; provided, however, that, if any information is set apart and clearly marked "trade secret" when it is provided to CITY, CITY shall give notice to CONTRACTOR of any request for the disclosure of such information. The CONTRACTOR shall then have five (5) days from the date it receives such notice to enter into an agreement with the CITY, satisfactory to the City Attorney, providing for the defense of, and complete indemnification and reimbursement for all costs (including plaintiff's attorney fees) incurred by CITY in any legal action to compel the disclosure of such information under the California Public Records Act. The CONTRACTOR shall have sole responsibility for defense of the actual "trade secret" designation of such information.
- E. The parties understand and agree that any failure by CONTRACTOR to respond to the notice provided by CITY and/or to enter into an agreement with CITY, in accordance with the provisions of subsection C, above, shall constitute a complete waiver by CONTRACTOR of any rights regarding the information designated "trade secret" by CONTRACTOR, and such information shall be disclosed by CITY pursuant to applicable procedures required by the Public Records Act.

8. Standard of Performance. CONTRACTOR shall perform all Services required pursuant to this Agreement in the manner and according to the standards currently observed by a competent practitioner of CONTRACTOR's profession in California. All products of whatsoever nature that CONTRACTOR delivers to CITY pursuant to this Agreement shall be prepared in a professional manner and conform to the standards of quality normally observed by a person currently practicing in CONTRACTOR's profession, and shall be provided in accordance with any schedule of performance specified in Exhibit A. CONTRACTOR shall assign only competent personnel to perform Services pursuant to this Agreement. CONTRACTOR shall notify CITY in writing of any changes in CONTRACTOR's staff assigned to perform the Services required under this Agreement, prior to any such performance. In the event that CITY, at any time during the term of this Agreement, desires the removal of any person assigned by CONTRACTOR to perform Services pursuant to this Agreement, because CITY, in its sole discretion, determines that such person is not performing in accordance with the standards required herein, CONTRACTOR shall remove such person immediately upon receiving notice from CITY of the desire of CITY for the removal of such person.

9. Term; Suspension; Termination.

- A. This Agreement shall become effective on the date that it is approved by both parties, set forth on the first page of the Agreement, and shall continue in effect until both parties have fully performed their respective obligations under this Agreement, unless sooner terminated as provided herein.
- B. CITY shall have the right at any time to temporarily suspend CONTRACTOR's

performance hereunder, in whole or in part, by giving a written notice of suspension to CONTRACTOR. If CITY gives such notice of suspension, CONTRACTOR shall immediately suspend its activities under this Agreement, as specified in such notice.

- C. CITY shall have the right to terminate this Agreement at any time by giving a written notice of termination to CONTRACTOR. If CITY gives such notice of termination, CONTRACTOR shall immediately cease rendering Services pursuant to this Agreement. If CITY terminates this Agreement:
- (1) CONTRACTOR shall, not later than five days after such notice of termination, deliver to CITY copies of all information prepared pursuant to this Agreement.
 - (2) CITY shall pay CONTRACTOR the reasonable value of Services rendered by CONTRACTOR prior to termination; provided, however, CITY shall not in any manner be liable for lost profits that might have been made by CONTRACTOR had the Agreement not been terminated or had CONTRACTOR completed the Services required by this Agreement. In this regard, CONTRACTOR shall furnish to CITY such financial information as in the judgment of the CITY is necessary for CITY to determine the reasonable value of the Services rendered by CONTRACTOR. The foregoing is cumulative and does not affect any right or remedy that CITY may have in law or equity.

10. Indemnity.

- A. Indemnity: CONTRACTOR shall defend, hold harmless and indemnify CITY, its officers and employees, and each and every one of them, from and against any and all actions, damages, costs, liabilities, claims, demands, losses, judgments, penalties, costs and expenses of every type and description, including, but not limited to, any fees and/or costs reasonably incurred by CITY's staff attorneys or outside attorneys and any fees and expenses incurred in enforcing this provision (hereafter collectively referred to as "Liabilities"), including but not limited to Liabilities arising from personal injury or death, damage to personal, real or intellectual property or the environment, contractual or other economic damages, or regulatory penalties, arising out of or in any way connected with performance of or failure to perform this Agreement by CONTRACTOR, any subcontractor or agent, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, whether or not (i) such Liabilities are caused in part by a party indemnified hereunder or (ii) such Liabilities are litigated, settled or reduced to judgment; provided that the foregoing indemnity does not apply to liability for any damage or expense for death or bodily injury to persons or damage to property to the extent arising from the sole negligence or willful misconduct of CITY, its agents, servants, or independent contractors who are directly responsible to CITY, except when such agents, servants, or independent contractors are under the direct supervision and control of CONTRACTOR.

- B. Insurance Policies; Intellectual Property Claims: The existence or acceptance by CITY of any of the insurance policies or coverages described in this Agreement shall not affect or limit any of CITY's rights under this Section 10, nor shall the limits of such insurance limit the liability of CONTRACTOR hereunder. This Section 10 shall not apply to any intellectual property claims, actions, lawsuits or other proceedings subject to the provisions of Section 7.B., above. The provisions of this Section 10 shall survive any expiration or termination of this Agreement.

11. Insurance Requirements. During the entire term of this Agreement, CONTRACTOR shall maintain the insurance coverage described in this Section 11.

Full compensation for all premiums that CONTRACTOR is required to pay for the insurance coverage described herein shall be included in the compensation specified for the Services provided by CONTRACTOR under this Agreement. No additional compensation will be provided for CONTRACTOR's insurance premiums. Any available insurance proceeds in excess of the specified minimum limits and coverages shall be available to the CITY.

It is understood and agreed by the CONTRACTOR that its liability to the CITY shall not in any way be limited to or affected by the amount of insurance coverage required or carried by the CONTRACTOR in connection with this Agreement.

A. Minimum Scope & Limits of Insurance Coverage

- (1) Commercial General Liability Insurance providing coverage at least as broad as ISO CGL Form 00 01 on an occurrence basis for bodily injury, including death, of one or more persons, property damage, and personal injury, arising out of activities performed by or on behalf of CONTRACTOR, its sub-consultants, and subcontractors, products and completed operations of CONTRACTOR, its sub-consultants, and subcontractors, and premises owned, leased, or used by CONTRACTOR, its sub-consultants, and subcontractors, with limits of not less than one million dollars (\$1,000,000) per occurrence. The policy shall provide contractual liability and products and completed operations coverage for the term of the policy.
- (2) Automobile Liability Insurance providing coverage at least as broad as ISO Form CA 00 01 for bodily injury, including death, of one or more persons, property damage, and personal injury, with limits of not less than one million dollars (\$1,000,000) per accident. The policy shall provide coverage for owned, non-owned, and/or hired autos as appropriate to the operations of the CONTRACTOR.

No automobile liability insurance shall be required if CONTRACTOR completes the following certification:

"I certify that a motor vehicle will not be used in the performance of any work or services under this agreement." _____ (CONTRACTOR initials)

- (3) Workers' Compensation Insurance with statutory limits, and Employers' Liability Insurance with limits of not less than one million dollars (\$1,000,000). The Workers' Compensation policy shall include a waiver of subrogation in favor of the CITY. If no work or services will be performed on or at CITY facilities or CITY Property, the CITY Representative may waive this requirement by selecting the option below:

Workers' Compensation waiver of subrogation in favor of the CITY is not required. _____ (CITY Representative initials)

No Workers' Compensation insurance shall be required if CONTRACTOR completes the following certification:

"I certify that my business has no employees, and that I do not employ anyone. I am exempt from the legal requirements to provide Workers' Compensation insurance." _____ (CONTRACTOR initials)

B. Additional Insured Coverage

- (1) Commercial General Liability Insurance: The CITY, its officials, employees, and volunteers shall be covered by policy terms or endorsement as additional insureds as respects general liability arising out of: activities performed by or on behalf of CONTRACTOR, its sub-consultants, and subcontractors; products and completed operations of CONTRACTOR, its sub-consultants, and subcontractors; and premises owned, leased, or used by CONTRACTOR, its sub-consultants, and subcontractors.
- (2) Automobile Liability Insurance: The CITY, its officials, employees, and volunteers shall be covered by policy terms or endorsement as additional insureds as respects auto liability.

C. Other Insurance Provisions

The provisions contained in the following policy endorsements shall apply to the contract:

- (1) CG 20 37 07 04
- (2) CG 20 10 07 04
- (3) IL 20 08 09 07

D. Acceptability of Insurance

Insurance shall be placed with insurers with a Bests' rating of not less than A:VI. Self-insured retentions, policy terms or other variations that do not comply with the requirements of this Section 11 must be declared to and approved by the CITY in writing prior to execution of this Agreement.

E. Verification of Coverage

(1) CONTRACTOR shall furnish CITY with certificates and required endorsements evidencing the insurance required. The certificates and endorsements shall be forwarded to the CITY representative named in Exhibit A. Copies of policies shall be delivered to the CITY on demand. Certificates of insurance shall be signed by an authorized representative of the insurance carrier.

(2) For all insurance policy renewals during the term of this Agreement, CONTRACTOR shall send insurance certificates reflecting the policy renewals directly to:

City of Sacramento

c/o Ebix RCS

Reference #: (This number will be provided by EBIX after Agreement approval.)

PO Box 257

Portland, MI 48875-0257

Insurance certificates also may be faxed to (770) 325-3340, or e-mailed to:

CertsOnly-Portland@ebix.com

(3) The CITY may withdraw its offer of contract or cancel this Agreement if the certificates of insurance and endorsements required have not been provided prior to execution of this Agreement. The CITY may withhold payments to CONTRACTOR or cancel the Agreement if the insurance is canceled or CONTRACTOR otherwise ceases to be insured as required herein.

F. Subcontractors

CONTRACTOR shall require and verify that all sub-consultants and subcontractors maintain insurance coverage that meets the minimum scope and limits of insurance coverage specified in subsection A, above.

12. Equal Employment Opportunity. During the performance of this Agreement, CONTRACTOR, for itself, its assignees and successors in interest, agrees as follows:

A. Compliance With Regulations: CONTRACTOR shall comply with the Executive Order 11246 entitled "Equal Opportunity in Federal Employment", as amended by Executive

Order 11375 and 12086, and as supplemented in Department of Labor regulations (41 CFR Chapter 60), hereinafter collectively referred to as the "Regulations".

- B. Nondiscrimination: CONTRACTOR, with regards to the work performed by it after award and prior to completion of the work pursuant to this Agreement, shall not discriminate on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation in selection and retention of subcontractors, including procurement of materials and leases of equipment. CONTRACTOR shall not participate either directly or indirectly in discrimination prohibited by the Regulations.

- C. Solicitations for Subcontractors, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiations made by CONTRACTOR for work to be performed under any subcontract, including all procurement of materials or equipment, each potential subcontractor or supplier shall be notified by CONTRACTOR of CONTRACTOR's obligation under this Agreement and the Regulations relative to nondiscrimination on the ground of race, color, religion, sex, national origin, age, marital status, physical handicap or sexual orientation.

- D. Information and Reports: CONTRACTOR shall provide all information and reports required by the Regulations, or by any orders or instructions issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information and its facilities as may be determined by the CITY to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of CONTRACTOR is in the exclusive possession of another who fails or refuses to furnish this information, CONTRACTOR shall so certify to the CITY, and shall set forth what efforts it has made to obtain the information.

- E. Sanctions for Noncompliance: In the event of noncompliance by CONTRACTOR with the nondiscrimination provisions of this Agreement, the CITY shall impose such sanctions as it may determine to be appropriate including, but not limited to:
 - (1) Withholding of payments to CONTRACTOR under this Agreement until CONTRACTOR complies;
 - (2) Cancellation, termination, or suspension of the Agreement, in whole or in part.

- F. Incorporation of Provisions: CONTRACTOR shall include the provisions of subsections A through E, above, in every subcontract, including procurement of materials and leases of equipment, unless exempted by the Regulations, or by any order or instructions issued pursuant thereto. CONTRACTOR shall take such action with respect to any subcontract or procurement as the CITY may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event CONTRACTOR becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, CONTRACTOR may request CITY to enter such litigation to protect the interests of CITY.

13. **Entire Agreement.** This document, including all Exhibits, contains the entire agreement between the parties and supersedes whatever oral or written understanding they may have had prior to the execution of this Agreement. No alteration to the terms of this Agreement shall be valid unless approved in writing by CONTRACTOR, and by CITY, in accordance with applicable provisions of the Sacramento City Code.
14. **Severability.** If any portion of this Agreement or the application thereof to any person or circumstance shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and shall be enforced to the greatest extent permitted by law.
15. **Waiver.** Neither CITY acceptance of, or payment for, any Service or Additional Service performed by CONTRACTOR, nor any waiver by either party of any default, breach or condition precedent, shall be construed as a waiver of any provision of this Agreement, nor as a waiver of any other default, breach or condition precedent or any other right hereunder.
16. **Enforcement of Agreement.** This Agreement shall be governed, construed and enforced in accordance with the laws of the State of California. Venue of any litigation arising out of or connected with this Agreement shall lie exclusively in the state trial court or Federal District Court located in Sacramento County in the State of California, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such courts, and consent to service of process issued by such courts.
17. **Assignment Prohibited.** The expertise and experience of CONTRACTOR are material considerations for this Agreement. CITY has a strong interest in the qualifications and capability of the persons and entities that will fulfill the obligations imposed on CONTRACTOR under this Agreement. In recognition of this interest, CONTRACTOR shall not assign any right or obligation pursuant to this Agreement without the written consent of the CITY. Any attempted or purported assignment without CITY's written consent shall be void and of no effect.
18. **Binding Effect.** This Agreement shall be binding on the heirs, executors, administrators, successors and assigns of the parties, subject to the provisions of Section 17, above.
19. **Use Tax Requirements.** During the performance of this Agreement, CONTRACTOR, for itself, its assignees and successors in interest, agrees as follows:
 - A. Use Tax Direct Payment Permit: For all leases and purchases of materials, equipment, supplies, or other tangible personal property used to perform the Contract or Agreement and shipped from outside California, the Contractor and any subcontractors leasing or purchasing such materials, equipment, supplies or other tangible personal property shall obtain a Use Tax Direct Payment Permit from the California State Board of Equalization ("SBE") in accordance with the applicable SBE criteria and requirements.
 - B. Sellers Permit: For any construction contract and any construction subcontract in the amount of \$5,000,000 or more, Contractor and the subcontractor(s) shall obtain sellers

permits from the SBE and shall register the jobsite as the place of business for the purpose of allocating local sales and use tax to the City. Contractor and its subcontractors shall remit the self-accrued use tax to the SBE, and shall provide a copy of each remittance to the City.

- C. The above provisions shall apply in all instances unless prohibited by the funding source for the Contract or Agreement.

EXHIBIT E
LIVING WAGE REQUIREMENTS
(Nonprofessional Service Agreement)

The Living Wage Ordinance

The City of Sacramento's Living Wage Ordinance (the "LWO") is codified as Chapter 3.58 of the Sacramento City Code. The LWO requires certain firms that enter into agreements or contracts (all subsequent references to a "contract" or "contracts" will refer to both contracts and agreements) to provide certain services to or for the CITY, to pay a specified minimum level of compensation to their employees for time spent performing any work on the CITY contract. The LWO also applies to certain subcontractors.

The LWO applies to contracts entered into, amended, or renewed or extended at the CITY's discretion, on or after March 1, 2004 (the "LWO Effective Date").

Contracts and Contractors Covered by the LWO

Determining whether the LWO applies to a specific CITY contract, contractor or subcontractor, depends on whether the contract, contractor and/or subcontractor meet the criteria specified in the LWO for contract type, contract amount, contractor size (# of employees), subcontract amount and subcontractor size (# of employees). These criteria are summarized below.

Contract Type

The LWO applies only to contracts for Nonprofessional Services. Under the LWO, this includes contracts for any services of a nonprofessional character, including but not limited to tree trimming services, repair services for motor vehicles and office equipment, vehicle towing, and security services.

The LWO does not apply to: (1) Incidental services, such as delivery, installation or maintenance, that are provided under contracts for the purchase or lease of equipment, supplies, or other personal property; (2) contracts that are subject to CITY, state, or federal prevailing-wage requirements; (3) contracts for professional services (including but not limited to services rendered by engineers, architects, auditors, banks, consultants, actuaries and attorneys); and (4) contracts with nonprofit corporations that are organized under section 501 of the Internal Revenue Code and have fewer than 100 employees, whether full or part time.

Contract Amount

The LWO applies to contracts entered into or amended after the LWO Effective Date that provide compensation from the CITY of \$100,000 or more. In addition, the LWO applies to a contract entered into or amended after the LWO Effective Date that, by itself, does not reach this amount, if the aggregate value of that contract and of any other Nonprofessional Services contracts covered by the LWO that the CITY has awarded to the same person or firm within the previous 12 months, is \$100,000 or more. IT IS THE CONTRACTOR'S RESPONSIBILITY TO DETERMINE WHETHER THIS AGGREGATE VALUE IS \$100,000 OR MORE, AND TO NOTIFY THE CITY IN WRITING WHENEVER THIS IS THE CASE.

Contractor Size

The LWO only applies to a contractor that has at least 25 employees, working either full or part time. The number of employees that a contractor has is determined by adding the contractor's employees and the employees of any other person or entity deemed to be a "Related Person" under the LWO.^a

Subcontract Amount

The LWO applies to a subcontractor providing services under a covered contract if the amount of the subcontract is at least 25 % of the contract amount, without regard to the number of employees the subcontractor has.

Subcontractor Size

The LWO also applies to a subcontractor providing services under a covered contract if the subcontractor has at least 25 employees, working either full or part time, whether or not the amount of the subcontract is at least 25 % of the contract amount.

Payment of Living Wage to Covered Employees

If a contractor or subcontractor meets the criteria specified in the LWO for contract type, contract amount, contractor size, subcontract amount and/or subcontractor size, the contractor or subcontractor is deemed to be a "Covered Employer" under the LWO. The LWO requires a Covered Employer to provide specified minimum compensation to its employees who perform work directly related to the CITY contract (these employees are called "Covered Employees" under the LWO), for all hours the Covered Employees perform under the CITY contract.^b

The minimum compensation required is as follows:

^a The LWO provides that a person or entity is a Related Person when any of the following circumstances exists:

- (1) The person or entity and the contractor are both corporations, and (i) share a majority of members of their governing boards, or (ii) have two or more officers in common, or (iii) are controlled by the same majority shareholder or shareholders (control means more than 50% of the corporation's voting power), or (iv) are in a parent-subsidiary relationship (such a relationship exists when one corporation directly or indirectly owns shares possessing more than 50% of another corporation's voting power); or
- (2) The person or entity otherwise controls and directs, or is controlled and directed by, the contractor, as determined by the City Manager.

^b A Covered Employee includes full-time, part-time, contingent, contract and temporary employees, but does not include: (1) individuals who participate in job-training-and-education programs that have, as their express purpose, the provision of basic job skills and education to participants, with the goal of earning a high-school-equivalency diploma and permanent employment; (2) student interns; (3) individuals participating in specialized-training programs; and (4) an employee whose term and conditions of employment are governed by a bona fide collective-bargaining agreement containing an express waiver of the LWO.

- (1) If health benefits are provided to Covered Employees and the Covered Employer's contribution for the benefits is at least \$1.50 for each hour, then the rates are as follows:
 - (a) During 2007, the greater of \$10.00 an hour or \$9.00 adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1, 2004, through December 31, 2006.
 - (b) For each year after 2007, the rate shall be based on the rate from the immediately preceding year adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1 through December 31 of the immediately preceding year.

- (2) If health benefits are not provided to Covered Employees or if health benefits are provided but the Covered Employer's contribution for the benefits is less than \$1.50 for each hour, then the rates are as follows:
 - (a) During 2007, the greater of \$11.50 an hour or \$10.50 adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1, 2004, through December 31, 2006.
 - (b) For each year after 2007, the rate shall be based on the rate from the immediately preceding year adjusted by the increase in the Consumer Price Index for All Urban Consumers, San Francisco/Oakland/San Jose area (1982--1984=100) from January 1 through December 31 of the immediately preceding year.

Notification to Covered Employees

The LWO requires a Covered Employer to give each existing employee and (at the time of hire) each new employee a copy of the following written notification:

This company may enter into a contract to perform services for the City of Sacramento. If you work on such a contract, then you are entitled to be paid a living wage for each hour so worked. For more information, see Chapter 3.58 of the Sacramento City Code, which can be viewed at www.cityofsacramento.org.

The LWO requires the above notification to be provided in each language spoken by 10% or more of the Covered Employer's workforce.

The LWO also requires a Covered Employer to inform all employees of their possible right to the federal Earned Income Credit (EIC), and to make available to those employees any forms required to secure advance EIC payments from the Covered Employer.

Subcontractor Compliance

A contractor is responsible for requiring all of its subcontractors who are covered by these requirements to comply with the provisions of the LWO, by including these requirements in all subcontracts covered by the LWO.

Other Provisions of the LWO

Use of Funds Paid Under CITY Contracts

Under the LWO, Covered Employers may not directly use CITY funds to persuade Covered Employees to support or oppose unionization, and Covered Employers may not directly use CITY funds to schedule or hold meetings related to union representation during the Covered Employees' working hours. These restrictions do not apply to expenditures made during good-faith collective bargaining or to expenditures required under bona fide collective-bargaining agreements.

No Reduction in Non-Wage Benefits

Under the LWO, Covered Employers may not fund any wage increases required by the LWO, nor shall Covered Employers otherwise respond to the enactment of the LWO, by reducing the health, insurance, pension, vacation, or other non-wage benefits of any of their employees.

No Retaliation

The LWO prohibits a Covered Employer from taking any adverse action against a Covered Employee because the Covered Employee does any of the following: (1) exercises or asserts his or her rights under the LWO; (2) informs or assists other Covered Employees concerning their rights and the Covered Employer's obligations under the LWO; (3) complains about the Covered Employer's failure to comply with the LWO; or (4) seeks to enforce the LWO.

No Reduction in Collective-Bargaining Wage Rates

The LWO does not require or authorize any Covered Employer to reduce wages set by a collective-bargaining agreement or required under any prevailing-wage law.

Violations and Monitoring

The LWO provides that any violation of the LWO by a CITY contractor constitutes a material breach of the contract, and authorizes the CITY to terminate the contract and pursue all available legal and equitable remedies. In order to monitor compliance, the LWO authorizes the CITY to require Covered Employers to verify their compliance with the LWO by submitting certified payroll records to the CITY, and to take such other steps as may be necessary for the CITY to determine whether the requirements of the LWO have been satisfied.

The LWO also includes provisions authorizing an employee or interested person to file a judicial action against a contractor or subcontractor for violation of the LWO.

Declaration of Compliance

To assure compliance with the LWO, any person or entity entering into a contract to provide Nonprofessional Services to or for the CITY, on or after March 1, 2004, is required to provide the CITY with a signed Declaration of Compliance in the form required by the CITY, prior to the CITY's execution of the contract. The Declaration of Compliance shall be signed by a duly authorized representative of the person or entity entering into the contract, and, when accepted by the CITY, shall constitute part of the contract.

Additional Information

- For a complete description of the LWO's provisions, refer to the LWO codified at Sacramento City Code Chapter 3.58. The Sacramento City Code is available on the internet at www.cityofsacramento.org.
- For more information on the LWO requirements and the CITY's LWO program, contact Procurement Services at 916-808-6240.

EXHIBIT F

REQUIREMENTS OF THE NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

INTRODUCTION

The Sacramento Non-Discrimination In Employee Benefits Code (the "Ordinance"), codified as Sacramento City Code Chapter 3.54, prohibits City contractors from discriminating in the provision of employee benefits between employees with spouses and employees with domestic partners, and between the spouses and domestic partners of employees.

APPLICATION

The provisions of the Ordinance apply to any contract or agreement (as defined below), between a Contractor and the City of Sacramento, in an amount exceeding \$100,000.00. The Ordinance applies to that portion of a contractor's operations that occur: (i) within the City of Sacramento; (ii) on real property outside the City of Sacramento if the property is owned by the City or if the City has a right to occupy the property; or (iii) at any location where a significant amount of work related to a City contract is being performed.

The Ordinance does not apply: to subcontractors or subcontracts of any Contractor or contractors; to transactions entered into pursuant to cooperative purchasing agreements approved by the Sacramento City Council; to legal contracts of other governmental jurisdictions or public agencies without separate competitive bidding by the City; where the requirements of the ordinance will violate or are inconsistent with the terms or conditions of a grant, subvention or agreement with a public agency or the instructions of an authorized representative of any such agency with respect to any such grant, subvention or agreement; to permits for excavation or street construction; or to agreements for the use of City right-of-way where a contracting utility has the power of eminent domain.

DEFINITIONS

As set forth in the Ordinance, the following definitions apply:

"Contract" means an agreement for public works or improvements to be performed, or for goods or services to be purchased or grants to be provided, at the expense of the City or to be paid out of moneys deposited in the treasury or out of the trust money under the control or collected by the City. "Contract" also means a written agreement for the exclusive use ("exclusive use" means the right to use or occupy real property to the exclusion of others, other than the right reserved by the fee owner) or occupancy of real property for a term exceeding 29 days in any calendar year, whether by singular or cumulative instrument, (i) for the operation or use by others of real property owned or controlled by the City for the operation of a business, social, or other establishment or organization, including leases, concessions, franchises and easements, or (ii) for the City's use or occupancy of real property owned by others, including leases, concessions, franchises and easements.

"Contract" shall not include: a revocable at-will use or encroachment permit for the use of or encroachment on City property regardless of the ultimate duration of such permit; excavation,

street construction or street use permits; agreements for the use of City right-of-way where a contracting utility has the power of eminent domain; or agreements governing the use of City property that constitute a public forum for activities that are primarily for the purpose of espousing or advocating causes or ideas and that are generally protected by the First Amendment to the United States Constitution or that are primarily recreational in nature.

“Contractor” means any person or persons, firm, partnership, corporation, company, or combination thereof, that enters into a Contract with the City. “Contractor” does not include a public entity.

“Domestic Partner” means any person who has a currently registered domestic partnership with a governmental entity pursuant to state or local law authorizing the registration.

“Employee Benefits” means bereavement leave; disability, life, and other types of insurance; family medical leave; health benefits; membership or membership discounts; moving expenses; pension and retirement benefits; vacation; travel benefits; and any other benefit given to employees. “Employee benefits” shall not include benefits to the extent that the application of the requirements of this chapter to such benefits may be preempted by federal or state.

CONTRACTOR’S OBLIGATION TO PROVIDE THE CITY WITH DOCUMENTATION AND INFORMATION

Contractor shall provide the City with documentation and information verifying its compliance with the requirements of the Ordinance within ten (10) days of receipt of a request from the City. Contractors shall keep accurate payroll records, showing, for each City Contract, the employee’s name, address, Social Security number, work classification, straight time pay rate, overtime pay rate, overtime hours worked, status and exemptions, and benefits for each day and pay period that the employee works on the City Contract. Each request for payroll records shall be accompanied by an affidavit to be completed and returned by the Contractor, as stated, attesting that the information contained in the payroll records is true and correct, and that the Contractor has complied with the requirements of the Ordinance. A violation of the Ordinance or noncompliance with the requirements of the Ordinance shall constitute a breach of contract.

EMPLOYER COMPLIANCE CERTIFICATE AND NOTICE REQUIREMENTS

(a) All contractors seeking a Contract subject to the Ordinance shall submit a completed Declaration of Compliance Form, signed by an authorized representative, with each proposal, bid or application. The Declaration of Compliance shall be made a part of the executed contract, and will be made available for public inspection and copying during regular business hours.

(b) The Contractor shall give each existing employee working directing on a City contract, and (at the time of hire), each new employee, a copy of the notification provided as Attachment “A.”

(c) Contractor shall post, in a place visible to all employees, a copy of the notice provided as Attachment “B.”

Attachment A



YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

On October 20, 2015 (date), your employer (the "Employer") entered into a contract with the City of Sacramento (the "City") for PARCS equipment/services (contract details), and as a condition of that contract, agreed to abide by the requirements of the City's Non-Discrimination In Employee Benefits Code (Sacramento City Code Section 3.54).

The Ordinance does not require the Employer to provide employee benefits. The Ordinance does require that if certain employee benefits are provided by the Employer, that those benefits be provided without discrimination between employees with spouses and employees with domestic partners, and without discrimination between the spouse or domestic partner of employees.

The Ordinance covers any employee working on the specific contract referenced above, but only for the period of time while those employees are actually working on this specific contract.

The included employee benefits are:

- Bereavement leave
- Disability, life and other types of insurance
- Family medical leave
- Health benefits
- Membership or membership discounts
- Moving expenses
- Pension and retirement benefits
- Vacation
- Travel benefits
- Any other benefits given to employees

(Employee Benefits does not include benefits that may be preempted by federal or state law.)

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, or in the application of these employee benefits, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of the Ordinance, and after having exhausted all remedies with your employer,

You May . . .

- Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation. The address is:

City of Sacramento
Procurement Services Division
915 I Street, Second Floor
Sacramento, CA 95814

- Bring an action in the appropriate division of the Superior Court of the State of California against the Employer and obtain the following remedies:
 - Reinstatement, injunctive relief, compensatory damages and punitive damages
 - Reasonable attorney's fees and costs

Attachment B



YOUR RIGHTS UNDER THE CITY OF SACRAMENTO'S NON-DISCRIMINATION IN EMPLOYEE BENEFITS CODE

If your employer provides employee benefits, they must be provided to those employees working on a City of Sacramento contract without discriminating between employees with spouses and employees with domestic partners.

The included employee benefits are:

- Bereavement leave
- Disability, life and other types of insurance
- Family medical leave
- Health benefits
- Membership or membership discounts
- Moving expenses
- Pension and retirement benefits
- Vacation
- Travel benefits
- Any other benefits given to employees

If you feel you have been discriminated against by your employer . . .

You May . . .

- Submit a written complaint to the City of Sacramento, Contract Services Unit, containing the details of the alleged violation. The address is:

City of Sacramento
Procurement Services Division
915 I Street, Second Floor
Sacramento, CA 95814
- Bring an action in the appropriate division of the Superior Court of the State of California against the employer and obtain reinstatement, injunctive relief, compensatory damages, punitive damages and reasonable attorney's fees and costs.

Discrimination and Retaliation Prohibited.

If you feel you have been discriminated or retaliated against by your employer in the terms and conditions of your application for employment, or in your employment, because of your status as an applicant or as an employee protected by the Ordinance, or because you reported a violation of this Ordinance . . .

You May Also . . .

Submit a written complaint to the City of Sacramento, Contract Services Unit, at the same address, containing the details of the alleged violation.

Request for Taxpayer Identification Number and Certification

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

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Amano McGann, Inc.	
2 Business name/disregarded entity name, if different from above	
3 Check appropriate box for federal tax classification; check only one of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
5 Address (number, street, and apt. or suite no.) 2699 Patton Road	Requester's name and address (optional)
6 City, state, and ZIP code Roseville, MN 55113	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

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

Social security number																
<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>					-	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>					-	<table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%;"></td> </tr> </table>				
OR																
Employer identification number																
2	6	-	1	5	2											
1	0	4	8													

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

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ▶	Date ▶ 9/30/15
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General Instructions

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

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

Purpose of Form

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

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

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

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

By signing the filled-out form, you:

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

2015 Withholding Exemption Certificate

590

The payee completes this form and submits it to the withholding agent.

Withholding Agent (Type or print)

Name

Payee

Name

Amano McGann, Inc.

SSN or ITIN FEIN CA Corp no. CA SOS file no.
26-1521048

Address (apt./ste., room, PO Box, or PMB no.)

8220 Belvedere Avenue, Suite B

City (If you have a foreign address, see instructions.)

Sacramento

State
CA

ZIP Code
95826

Exemption Reason

Check only one reason box below that applies to the payee.

By checking the appropriate box below, the Payee certifies the reason for the exemption from the California income tax withholding requirements on payment(s) made to the entity or individual.

Individuals — Certification of Residency:

I am a resident of California and I reside at the address shown above. If I become a nonresident at any time, I will promptly notify the withholding agent. See instructions for General Information D, Definitions.

Corporations:

The corporation has a permanent place of business in California at the address shown above or is qualified through the California Secretary of State (SOS) to do business in California. The corporation will file a California tax return. If this corporation ceases to have a permanent place of business in California or ceases to do any of the above, I will promptly notify the withholding agent. See instructions for General Information D, Definitions.

Partnerships or Limited Liability Companies (LLCs):

The partnership or LLC has a permanent place of business in California at the address shown above or is registered with the California SOS, and is subject to the laws of California. The partnership or LLC will file a California tax return. If the partnership or LLC ceases to do any of the above, I will promptly inform the withholding agent. For withholding purposes, a limited liability partnership (LLP) is treated like any other partnership.

Tax-Exempt Entities:

The entity is exempt from tax under California Revenue and Taxation Code (R&TC) Section 23701 _____ (insert letter) or Internal Revenue Code Section 501(c) _____ (insert number). If this entity ceases to be exempt from tax, I will promptly notify the withholding agent. Individuals cannot be tax-exempt entities.

Insurance Companies, Individual Retirement Arrangements (IRAs), or Qualified Pension/Profit Sharing Plans:

The entity is an insurance company, IRA, or a federally qualified pension or profit-sharing plan.

California Trusts:

At least one trustee and one noncontingent beneficiary of the above-named trust is a California resident. The trust will file a California fiduciary tax return. If the trustee or noncontingent beneficiary becomes a nonresident at any time, I will promptly notify the withholding agent.

Estates — Certification of Residency of Deceased Person:

I am the executor of the above-named person's estate or trust. The decedent was a California resident at the time of death. The estate will file a California fiduciary tax return.

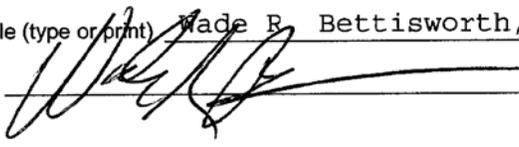
Nonmilitary Spouse of a Military Servicemember:

I am a nonmilitary spouse of a military servicemember and I meet the Military Spouse Residency Relief Act (MSRRA) requirements. See instructions for General Information E, MSRRA.

CERTIFICATE OF PAYEE: Payee must complete and sign below.

Under penalties of perjury, I hereby certify that the information provided in this document is, to the best of my knowledge, true and correct. If conditions change, I will promptly notify the withholding agent.

Payee's name and title (type or print) Wade B. Bettisworth, VP Telephone (818) 292-5847

Payee's signature  Date 9/30/15

DRUG-FREE WORKPLACE POLICY AND AFFIDAVIT

**BID PROPOSAL MAY BE DECLARED NONRESPONSIVE IF THIS FORM (COMPLETED) IS NOT ATTACHED.
Pursuant to City Council Resolution CC90-498 dated 6/26/90 the following is required.**

The undersigned contractor certifies that it and all subcontractors performing under this Agreement will provide a drug-free workplace by:

1. Publishing a "Drug-Free Workplace" statement notifying employees that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Establishing a Drug-Free Awareness Program to inform employees about:
 - a. The dangers of drug abuse in the workplace.
 - b. The contractor's policy of maintaining a drug-free workplace.
 - c. Any available drug counseling, rehabilitation, and employee assistance program.
 - d. The penalties that may be imposed upon employees for drug abuse violations occurring in the workplace.
3. Notify employees that as a condition of employment under this Agreement, employees will be expected to:
 - a. Abide by the terms of the statement.
 - b. Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace.
4. Making it a requirement that each employee to be engaged in the performance of the Agreement be given a copy on the "Drug-Free Workplace" statement.
5. Taking one of the following appropriate actions, within thirty (30) days of receiving notice from an employee or otherwise receiving such notice, that said employee has received a drug conviction for a violation occurring in the workplace:
 - a. Taking appropriate disciplinary action against such an employee, up to and including termination; or
 - b. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement or other appropriate agency.

* I certify that no person employed by this company, corporation, or business has been convicted of any criminal drug statute violation on any job site or project where this company, corporation or business was performing was within three years of the date of my signature below.

NOT APPLICABLE

EXCEPTION:

Date	Violation Type	Place of Occurrence
------	----------------	---------------------

If additional space is required use back of this form.

* The above statement will also be incorporated as a part of each subcontract agreement for any and all subcontractors selected for performance on this project.

IN THE EVENT THIS COMPANY, CORPORATION, OR BUSINESS IS AWARDED THIS CONSTRUCTION AGREEMENT, AS A RESULT OF THIS BID; THE CONTRACTOR WITH HIS/HER SIGNATURE REPRESENTS TO THE CITY THAT THE INFORMATION DISCLOSED IN THIS DOCUMENT IS COMPLETE AND ACCURATE. IT IS UNDERSTOOD AND AGREED THAT FALSE CERTIFICATION IS SUBJECT TO IMMEDIATE TERMINATION BY THE CITY.

The Representations Made Herein On This Document Are Made Under Penalty Of Perjury.

CONTRACTOR'S NAME: AMANO MEGANN, INC.

BY: [Signature] [Signature] Date: 9/30/15

Signature

Title

Effects of violations: a. Suspension of payments under the Agreement. b. Suspension or termination of the Agreement. c. Suspension or debarment of the contractor from receiving any Agreement from the City of Sacramento for a period not to exceed five years.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NEW JERSEY CHANGES – CANCELLATION AND NONRENEWAL

This endorsement modifies insurance provided under the following:

CAPITAL ASSETS PROGRAM (OUTPUT POLICY) COVERAGE PART
COMMERCIAL AUTOMOBILE COVERAGE PART
COMMERCIAL GENERAL LIABILITY COVERAGE PART
COMMERCIAL INLAND MARINE COVERAGE PART
COMMERCIAL LIABILITY UMBRELLA COVERAGE PART
COMMERCIAL PROPERTY COVERAGE PART
CRIME AND FIDELITY COVERAGE PART
EMPLOYMENT-RELATED PRACTICES LIABILITY COVERAGE PART
EQUIPMENT BREAKDOWN COVERAGE PART
FARM COVERAGE PART
FARM UMBRELLA LIABILITY POLICY
LIQUOR LIABILITY COVERAGE PART
POLLUTION LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

- A.** Pursuant to New Jersey law, this policy cannot be cancelled or nonrenewed for any underwriting reason or guideline which is arbitrary, capricious or unfairly discriminatory or without adequate prior notice to the insured. The underwriting reasons or guidelines that an insurer can use to cancel or nonrenew this policy are maintained by the insurer in writing and will be furnished to the insured and/or the insured's lawful representative upon written request.
- This provision shall not apply to any policy which has been in effect for less than 60 days at the time notice of cancellation is mailed or delivered, unless the policy is a renewal policy.
- B.** Paragraph 2. of the **Cancellation** Common Policy Condition is replaced by the following:
2. If this policy has been in effect for less than 60 days, we may cancel this policy for any reason subject to the following:
- a.** We may cancel this policy by mailing or delivering to the first Named Insured and any person entitled to notice under this policy written notice, of cancellation, at least:
- (1) 10 days before the effective date of cancellation if we cancel for:
- (a) Nonpayment of premium; or
- (b) Existence of a moral hazard, as defined in N.J.A.C. 11:1-20.2(f) as follows:
- (i) "The risk, danger or probability that the insured will destroy, or permit to be destroyed, the insured property for the purpose of collecting the insurance proceeds. Any change in the circumstances of an insured that will increase the probability of such a destruction may be considered a 'moral hazard'; and
- (ii) "The substantial risk, danger or probability that the character, circumstances or personal habits of the insured may increase the possibility of loss or liability for which an insurer will be held responsible. Any change in the character or circumstances of an individual, corporate, partnership or other insured that will increase the probability of such a loss or liability may be considered a 'moral hazard'".

- (2) 30 days before the effective date of cancellation if we cancel for any other reason.
 - b. In the notice of cancellation which is sent to the first Named Insured, we will state the reason for cancellation.
- C. The following is added to the **Cancellation Common Policy Condition**:

7. Cancellation Of Policies In Effect For 60 Days Or More

- a. If this policy has been in effect for 60 days or more, or is a renewal of a policy we issued, we may cancel this policy only for one or more of the following reasons:

- (1) Nonpayment of premium;
- (2) Existence of a moral hazard, as defined in N.J.A.C. 11:1-20.2(f);
- (3) Material misrepresentation or nondisclosure to us of a material fact at the time of acceptance of the risk;
- (4) Increased hazard or material change in the risk assumed which we could not have reasonably contemplated at the time of assumption of the risk;
- (5) Substantial breaches of contractual duties, conditions or warranties that materially affect the nature and/or insurability of the risk;
- (6) Lack of cooperation from the insured on loss control matters materially affecting insurability of the risk;
- (7) Fraudulent acts against us by the insured or its representative that materially affect the nature of the risk insured;
- (8) Loss of or reduction in available insurance capacity;
- (9) Material increase in exposure arising out of changes in statutory or case law subsequent to the issuance of the insurance contract or any subsequent renewal;
- (10) Loss of or substantial changes in applicable reinsurance;
- (11) Failure by the insured to comply with any Federal, State or local fire, health, safety or building or construction regulation, law or ordinance with respect to an insured risk which substantially increases any hazard insured against within 60 days of written notification of a violation of any such law, regulation or ordinance;

- (12) Failure by the insured to provide reasonable and necessary underwriting information to us upon written request therefore and a reasonable opportunity to respond.

- (13) Agency termination, provided:

- (a) We document that replacement coverage at comparable rates and terms has been provided to the first Named Insured, and we have informed the first Named Insured, in writing, of the right to continue coverage with us; or

- (b) We have informed the first Named Insured, in writing, of the right to continue coverage with us and the first Named Insured has agreed, in writing, to the cancellation or nonrenewal based on the termination of the first Named Insured's appointed agent.

- (14) Any other reasons in accordance with our underwriting guidelines for cancellation of commercial lines coverage.

- b. If we cancel this policy based on Paragraph 7.a.(1) or (2) above, we will mail or deliver a written notice, to the first Named Insured and any person entitled to notice under this policy, at least 10 days before the effective date of cancellation. If we cancel this policy for any other reason listed above, we will mail or deliver a written notice to the first Named Insured and any person entitled to notice under this policy, not more than 120 days nor less than 30 days before the effective date of such cancellation.

- c. In the notice of cancellation which is sent to the first Named Insured, we will state the reason for cancellation. For cancellation due to the nonpayment of premium, the notice will state the effect of nonpayment by the due date. Cancellation for nonpayment of premium will not be effective if payment of the amount due is made before the effective date set forth in the notice.

- d. Notice will be sent to the last mailing addresses known to us, by:

- (1) Certified mail; or

- (2) First class mail, if we have obtained from the post office a date stamped proof of mailing showing names and addresses.

e. We need not send notice of cancellation if you have:

- (1) Replaced coverage elsewhere; or
- (2) Specifically requested termination.

D. The following is added and supersedes any other provision to the contrary:

NONRENEWAL

1. We may elect not to renew this policy for any reason permitted to cancel it. If we elect not to renew this policy, we will mail a notice of nonrenewal, stating the reasons for nonrenewal, to the first Named Insured at least 30 days but not more than 120 days before the expiration date of this policy. If this policy does not have a fixed expiration date, it shall be deemed to expire annually on the anniversary of its inception.

2. This notice will be sent to the first Named Insured at the last mailing address known to us by:

- a. Certified mail; or
- b. First class mail, if we have obtained from the post office a date stamped proof of mailing showing the first Named Insured's name and address.

3. We need not mail or deliver this notice if you have:

- a. Replaced coverage elsewhere; or
- b. Specifically requested termination.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED – OWNERS, LESSEES OR
CONTRACTORS – SCHEDULED PERSON OR
ORGANIZATION**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):	Location(s) Of Covered Operations
<p>CLIENTS TO WHOM A NAMED INSURED PROVIDES SERVICES UNDER A WRITTEN SALES OR SERVICE CONTRACT</p>	<p>INSTALLATION, SERVICING OR REPAIRS IN THE "COVERAGE TERRITORY."</p>
<p>Information required to complete this Schedule, if not shown above, will be shown in the Declarations.</p>	

A. Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" caused, in whole or in part, by:

1. Your acts or omissions; or
2. The acts or omissions of those acting on your behalf;

in the performance of your ongoing operations for the additional insured(s) at the location(s) designated above.

B. With respect to the insurance afforded to these additional insureds, the following additional exclusions apply:

This insurance does not apply to "bodily injury" or "property damage" occurring after:

1. All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the location of the covered operations has been completed; or
2. That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name Of Additional Insured Person(s) Or Organization(s):	Location And Description Of Completed Operations
CLIENTS TO WHOM A NAMED INSURED PROVIDES SERVICES UNDER A WRITTEN SALES OR SERVICE CONTRACT	INSTALLATION, SERVICING OR REPAIRS IN THE "COVERAGE TERRITORY."

Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

Section II – Who Is An Insured is amended to include as an additional insured the person(s) or organization(s) shown in the Schedule, but only with respect to liability for "bodily injury" or "property damage" caused, in whole or in part, by "your work" at the location designated and described in the schedule of this endorsement performed for that additional insured and included in the "products-completed operations hazard".

LOCAL BUSINESS ENTERPRISE (LBE) PARTICIPATION PROGRAM

NOTE: Proposers must provide responses to the following items. Failure to provide a response to each of the items in this section may be grounds for rejection of the proposal.

1. LBE FIVE PERCENT (5%) PARTICIPATION

On April 3, 2012, the Sacramento City Council adopted a Local Business Enterprise (LBE) Preference Program to provide enhanced opportunities for the participation of local business enterprises (LBEs) in the City's contracting and procurement activities. On November 19, 2013, City Council increased the LBE preference and authorized City departments to require minimum LBE participation levels in individual contracts. Under City Code section 3.60.270 , when the bid specifications for a City contract establish a minimum participation level for LBEs, no bidder on the contract shall be considered responsive unless its bid meets the minimum LBE participation level required by the bid specifications.

The City has established a minimum 5% participation level for LBEs on this contract. Pursuant to City Code Section 3.60.270, no bidder on this contract shall be considered responsive unless its bid meets or exceeds this minimum participation level.

Local Business Enterprise means a business enterprise, including but not limited to, a sole proprietorship, partnership, limited liability company, corporation, or other business entity that has a legitimate business presence in the city or unincorporated county of Sacramento. Evidence of legitimate business presence in the city or unincorporated county of Sacramento shall include:

- 1. Having a current City of Sacramento Business Operation Tax or County of Sacramento Business License; and
- 2. Having either of the following types of offices or workspace operating legally within the city or unincorporated county of Sacramento:
 - a. The LBE's principle business office or workspace; or
 - b. The LBE's regional, branch or satellite office with at least one full time employee located in the city or unincorporated county of Sacramento.

A. LOCAL BUSINESS ENTERPRISE (LBE)

Is the firm submitting the bid qualified as a local business enterprise? Check the appropriate box below:

YES - the firm submitting the bid is qualified as a local business enterprise.

NO - the firm submitting the bid is not qualified as a local business enterprise.

If the response to the above is YES, provide the City of Sacramento Business Operations Tax Certificate Number and/or County of Sacramento Business License Number:

1000109

If the response to the above is YES, provide a current copy of the City of Sacramento Business Operations Tax Certificate and/or County of Sacramento Business License.

If the response to the above is YES, provide business office or workspace address*:

Amano McGann, Inc.
8220 Belvedere Ave., Suite B
Sacramento, CA 95826

* Address must be a physical address for the basis of location, this excludes P.O. Box addresses.

City of SACRAMENTO

Local Business Enterprise (LBE) Participation Verification Form Professional and Nonprofessional Service Agreements of \$100,000 or More

THIS FORM MUST BE SUBMITTED WITH THE PROPOSAL OR BID IF A SEPARATE SEALED COST ESTIMATE IS REQUIRED, THIS FORM MUST BE INCLUDED WITH THE SEALED COST ESTIMATE

To be eligible for this agreement, the proposer or bidder shall list below all the business entities used to attain the 5% LBE participation requirement. Estimated dollar values shall be provided for all work / services listed. The failure to attain the 5% LBE participation or the inclusion of false information or the omission of required information will render the proposal or bid non-responsive.

Proposer/Bidder Name: Amano McGann, Inc. Proposal/Bid Amount: _____ Is the Proposer/Bidder a LBE? Yes No

LBE Business Entity Name and Address (subject to verification)	Description of Work or Services to be provided	Estimated Dollar Value of Work or Services
Amano McGann, Inc. 8220 Belvedere Ave., Suite B Sacramento, CA 95826	PARCS Equipment and Installation	

The Proposer/Bidder hereby certifies that each business entity listed on this LBE Participation Verification Form has been notified that it has been listed and has consented in writing to its name being submitted for this proposal or bid. The Proposer/Bidder also certifies that it will notify each business entity listed on this Form in writing if the agreement is awarded to the Proposer/Bidder, and will make all documentation relevant to the listed business entities and LBE participation available to the City of Sacramento upon request. The Proposer/Bidder further certifies that all of the information contained in this Form is true and correct and acknowledges that the City will rely on the accuracy of this information in awarding the agreement.

MUST BE POSTED IN CONSPICUOUS PLACE

1000109

SACRAMENTO BUSINESS OPERATIONS TAX CERTIFICATE

Business Name	AMANO MCGANN INC	FROM	TO
Business Address	6220 BELVEDERE AVE B	Mo Day Yr	Mo Day Yr
Owner	AMANO USA HOLDINGS INC	04/01/2015	03/31/2016
Type of Business	PARKING EQUIPMENT SELL, INSTALL & SERVICE	Expires	
Tax Classification	401	Expires	

AMANO MCGANN INC
2699 PATTON RD
SAINT PAUL, MN 55113-1137

TOTAL PAID \$95.24

THIS STUB MAY BE FOLDED TO SAVE SPACE BEFORE POSTING

CITY OF SACRAMENTO
July 13, 2015
IF NOT VALIDATED

This certificate is not to be construed as a business license or imply that the City of Sacramento has investigated, or approves or recommends, the holder of this certificate. Any representation to the contrary is fraudulent. (This certificate must be renewed within 30 days of expiration).



Jill M. Forsyth
Senior Vice President
Government Finance Specialist

Banc of America Public Capital Corp
AZ3-588-02-02
14648 N. Scottsdale Road, Suite 250
Scottsdale, AZ 85254
Email: jill.m.forsyth@baml.com
Tel: (480) 624-0369
Fax: (415) 796-1301

SUMMARY OF TERMS AND CONDITIONS

Date: September 25, 2015

Lessee: City of Sacramento (“Lessee”)

Lessor: Banc of America Public Capital Corp (“Lessor”)

Structure: Privately -Placed Lease Purchase Financing.

Amount: Approximately \$ 4,500,000

Security: A security interest will be provided in the assets being financed.

Term: A) 5 Years B) 7 Years

Interest Rate: The Rates are NBQ
A) 1.48% B) 1.78%
(Please see amortization attached to this proposal for detail)

The rates quoted herein are for a funding that occurs on or prior to October 16, 2015. If the transaction does not fund by that time, the rate may need to be modified if there is a change in market conditions.

Payments: Payments will be according to the attached amortization schedules. Changes to this schedule may be accommodated but may also impact the rate quoted herein.

Prepayment: Pre-payable in Full after ½ of the term at par

Governmental Entity Lease: The Base Rent installments are calculated on the assumptions, and Lessee will represent, that Lessee is a state or political subdivision of a state within the meaning of Section 103(c) of the Internal Revenue Code (the “Code”), and that this transaction will constitute an obligation of Lessee within the meaning of

“Bank of America Merrill Lynch” is the marketing name for the global banking and global markets businesses of Bank of America Corporation. Lending, derivatives, leasing, equipment finance, and other commercial banking activities are performed globally by banking affiliates of Bank of America Corporation, including Bank of America, N.A., Member FDIC. Securities, strategic advisory, and other investment banking activities are performed globally by investment banking affiliates of Bank of America Corporation (“Investment Banking Affiliates”), including, in the United States, Merrill Lynch, Pierce, Fenner & Smith Incorporated and Merrill Lynch Professional Clearing Corp., both of which are registered broker-dealers and Members of [SIPC](#), and, in other jurisdictions, by locally registered entities. Merrill Lynch, Pierce, Fenner & Smith Incorporated and Merrill Lynch Professional Clearing Corp. are registered as futures commission merchants with the CFTC and are members of the NFA. BAPCC is not a municipal advisor and is not subject to the fiduciary duty established in Section 15B(c)(1) of the Securities Exchange Act of 1934, as amended, with respect to any municipal financial product or issuance of municipal securities. The information provided in this document is not intended to be and should not be construed as “advice” with the meaning Section 15B of the Securities Exchange Act of 1934 and the municipal advisor rules of the SEC. Investment products offered by Investment Banking Affiliates: Are Not FDIC Insured • May Lose Value • Are Not Bank Guaranteed. ©2015 Bank of America Corporation

Exhibit A

Section 103(a) of the Code, notwithstanding Section 103(b) of the Code. Lessee shall provide Lessor with such evidence as Lessor may request to substantiate and maintain such tax status. Lessee shall comply with the filing requirements of Section 149(e) of the Code.

End of Term: At the expiration of the Lease Term, Lessee will own the equipment.

Opinion of Counsel: Lessee's counsel shall deliver a validity opinion to Lessor at closing in form and substance satisfactory to Lessor. The opinion of counsel will cover that counsel has examined, approved and attached the text of the enabling resolution of Lessee's governing body authorizing Lessee to enter into the Lease.

Escrow Account: If desired, proceeds may be deposited into an escrow account acceptable to Lessor, and disbursements made therefrom to pay for the equipment upon execution and delivery of an acceptance certificate (and related documents) by Lessee and approved by Lessor. The draw escrow period will be for 15 months. Bank of America can provide the escrow services for the City if desired.

Documentation: Master Lease Documents with the City are already in "substantial" form and is subject to legal and credit review.

Credit : The City of Sacramento is not formally credit approved, but will be submitted to the credit department quickly after an award.

Market

Disruption: Notwithstanding anything contained herein to the contrary, in the event any material change shall occur in the financial markets after the date of this Proposal Letter, including but not limited to any governmental action or other event which materially adversely affects the extension of credit by banks, leasing companies or other lending institutions, the Lessor may modify the indicative pricing described above.

The transaction described in this document is an arm's length, commercial transaction between you and Banc of America Public Capital Corp ("BAPCC") in which: (i) BAPCC is acting solely as a principal (i.e., as a lender or lessor) and for its own interest; (ii) BAPCC is not acting as a municipal advisor or financial advisor to you; (iii) BAPCC has no fiduciary duty pursuant to Section 15B of the Securities Exchange Act of 1934 to you with respect to this transaction and the discussions, undertakings and procedures leading thereto (irrespective of whether BAPCC or any of its affiliates has provided other services or is currently providing other services to you on other matters); (iv) the only obligations BAPCC has to you with respect to this transaction are set forth in the definitive transaction agreements between us; and (v) BAPCC is not recommending that you take an action with respect to the transaction described in this document, and before taking any action with respect to the this transaction, you should discuss the information contained herein with your own legal, accounting, tax, financial and other advisors, as you deem appropriate. If you would like a municipal advisor in this transaction that has legal fiduciary duties to you, you are free to engage a municipal advisor to serve in that capacity.

Exhibit A

USA Patriot Act

Compliance: The Lessee acknowledges that pursuant to the requirements of the USA Patriot Act (Title III of Pub. L. 107-56 (signed into law October 26, 2001)) (the "Patriot Act"), the Lessor is required to obtain, verify and record information that identifies the Lessee, which information includes the name and address of the Lessee and other information that will allow the Lessor to identify the Lessee in accordance with the Patriot Act.

Exceptions:

Due to the new Municipal Advisory rules, the 8038G form will need to be filed by the Lessee.

Proposal Expiration: This proposal will expire on November 1, 2015 and may be re-issued at Lessor's discretion.

ACCEPTANCE: _____ **DATE:** _____

This proposal is submitted in response to your Request for Proposals for Lease Purchase Financing of equipment, due September 25, 2015. The contents of this proposal and any subsequent discussions between us, including any and all information, recommendations, opinions, indicative pricing, quotations and analysis with respect to any municipal financial product or issuance of municipal securities, are provided to you in reliance upon the exemption provided for responses to requests for proposals or qualifications under the municipal advisor rules (the "Rules") of the Securities and Exchange Commission (240 CFR 15Ba1-1 et seq.).

The Staff of the SEC's Office of Municipal Securities has issued guidance which provides that, in order for a request for proposals to be consistent with this exemption, it must (a) identify a particular objective, (b) be open for not more than a reasonable period of time (up to six months being generally considered as reasonable), and (c) involve a competitive process (such as by being provided to at least three reasonably competitive market participants) or by being publicly posted to your official website. In submitting this proposal, we have relied upon your compliance with this guidance.

In submitting this proposal, we are not undertaking to act as a "municipal advisor" to you or any other person within the meaning of the Rules. In connection with this proposal and the transactions described herein, we are not subject to, and we hereby disclaim, any fiduciary duty to you or to any other person. We understand that you will consult with and rely on the advice of your own municipal, financial, tax, legal and other advisors as and to the extent you deem necessary in connection with your evaluation of this proposal and the transactions described herein.

The transaction described in this document is an arm's length, commercial transaction between you and Banc of America Public Capital Corp ("BAPCC") in which: (i) BAPCC is acting solely as a principal (i.e., as a lender or lessor) and for its own interest; (ii) BAPCC is not acting as a municipal advisor or financial advisor to you; (iii) BAPCC has no fiduciary duty pursuant to Section 15B of the Securities Exchange Act of 1934 to you with respect to this transaction and the discussions, undertakings and procedures leading thereto (irrespective of whether BAPCC or any of its affiliates has provided other services or is currently providing other services to you on other matters); (iv) the only obligations BAPCC has to you with respect to this transaction are set forth in the definitive transaction agreements between us; and (v) BAPCC is not recommending that you take an action with respect to the transaction described in this document, and before taking any action with respect to the this transaction, you should discuss the information contained herein with your own legal, accounting, tax, financial and other advisors, as you deem appropriate. If you would like a municipal advisor in this transaction that has legal fiduciary duties to you, you are free to engage a municipal advisor to serve in that capacity.