



Parking Commission of the City of St. Louis
Notice of Open Meeting

(Notice Posted Wednesday, March 11, 2015)

Monthly Parking Commission Meeting
Thursday March 12, 2015
10:00 a.m.

Treasurer's Office Conference Room
133 South Eleventh Street, Room 300
St. Louis, Missouri 63102

Agenda

- I. Call to Order
- II. Roll Call
- III. Approval of Minutes
- IV. Old Business
 - a. Xerox Contract Update
- V. New Business
 - a. Cupples Garage Revenue Equipment
 - b. Budget Transfers
 - c. Parade and Special Events Permitting
 - d. Argyle and 9 North Monthly Rates
- VI. Adjournment

A vote may be taken in open session to hold a closed meeting pursuant to Chapter 610 RsMO.



**TREASURER'S OFFICE
CITY OF SAINT LOUIS
MISSOURI**

1200 Market Street
Room 220, City Hall
St. Louis, MO 63103
(314) 622-4700

TISHAURA O. JONES
Treasurer

St. Louis Parking Commission Meeting
Thursday, March 12, 2015
10:00 a.m.
Treasurer's Office Conference Room
133 South 11th Street - 3rd Floor - Suite 300
St. Louis, MO 63102

Roll Call:

Honorable Tishaura O. Jones	-	Present
Honorable Darlene Green	-	Ms. Elaine Spearman - Proxy - Present
Honorable Freeman Bosley	-	Present
Mr. Steve Runde	-	Present
Mr. Carl Phillips	-	Present

Guests:

Jared Boyd - Chief of Staff & Legal Counsel - City Treasurer's Office
Leonard Johnson - Deputy Chief of Staff - City Treasurer's Office
Michelle Smart - Chief Fiscal Officer - City Treasurer's Office

The Chairman called the parking commission meeting to order at 10:17 a.m. A roll call of commissioners indicated a quorum was present. The Chairman asked if there were any questions or corrections to the January 8, 2015 parking commission meeting minutes, there were none. Chairman Jones entertained a motion to approve the minutes; the motion was made by Ms. Spearman and seconded by Commissioner Phillips. The motion was approved by acclamation without objection.

Chairman Jones stated the parking commissioners have accomplished a lot in the last couple of years by meeting monthly. The Chairman stated from this point forward the meetings will be conducted every other month.

Old Business

The Chairman asked Jared Boyd to give an update on the Xerox Contract. Mr. Boyd stated the contract was signed in February after several redlines. We are in the process of implementation and we will provide updates.



Next, the Chairman asked Mr. Boyd to discuss the Cupples Garage Revenue equipment. Mr. Boyd stated that the Cupples Garage is in need of new revenue control equipment. The company that currently provides revenue control equipment was acquired by 3M. 3M thought the program was profitable but not profitable enough to continue operations. We received notice from 3M stating they were getting out of the revenue control business and would stop servicing our repairs in January of this year. At this point, we are working with less than fully functional garage equipment in Cupples Station. Commissioner Phillips stated of the three (3) entry lanes on 10th and Spruce, only one is functional. The equipment is at least 20 years old and if the one entry lane were to go out, we would have to place an employee at the entry all day.

Mr. Boyd stated typically part of our repair funds come out of the bonds that we have, Cupples is the only garage that is not part of that bond. The other garage repairs do not come out the budget that is approved by the parking commission. It is not clear whether we need authority from the parking commission to make this expenditure. We thought you should know about the issue and seek approval for the purchase of new revenue control equipment.

We released a competitive RFP on the City's website and the International Parking Institute Website for the revenue control equipment. Several responses were received, the committee evaluated them and then interviewed three (3) finalist. After the interviews were completed, the committee decided that the Amano proposal provided the best value for the money. The proposal will allow us to collect revenue from hourly parkers 24 hours a day. The \$200,000.00 for this contract will come from extra funds that are in the bonds for new parking meter equipment that were approved in December.

After brief conversation regarding the revenue control equipment, Mr. Boyd asked if there were any questions. Commissioner Runde asked about the prevailing wage ordinance in the terms and conditions section. Mr. Boyd stated the electrical work will be union, we have worked with Amano in the past and they should be on notice that the City has a prevailing wage ordinance. Commissioner Phillips stated Amano has it on file and have indicated at the last meeting that they were complying.

Chairman Jones stated it will be 8 to 10 weeks for delivery and about 2 weeks for installation. We should see the new equipment in 2 to 3 months. The Chairman asked if there were any other questions, there were none. The Chairman entertained a motion to approve the expenditures for the Cupples Station Revenue Control System. The motion was made by Commissioner Phillips and seconded by Commissioner Runde. The motion was moved and properly seconded that the expenditure of \$207,200.00 for the revenue control system be approved. The motion was approved by acclamation without objection.

Next, the Chairman asked Michelle Smart, CFO, Treasurer's Office, to give updates on budget transfers. Ms. Smart stated traditionally when we have a budget transfer it is a transfer of monies within the same fund. We currently have a unique situation. We need

to transfer monies from one fund, fund 1520, into two funds, fund 1523, which is the Argyle fund, and fund 1521, which is the Kiel fund. The way we restructured our garage staff for this fiscal year has created a negative in the salary category under the 1523 Argyle fund because we transferred several employees from part-time to full-time, which is creating a variance in the full-time salary. There is not enough in the per-performance or part-time budget to compensate for the full-time employee transition so we are asking for a transfer to take care of that change. All the other budgets, except for Parking Administration, which is 1520, are looked at line by line. We need to make sure that all our funds other than the 1520 fund are at least positive to the budget appropriation in total. The transfer from our Parking Administration fund to the Argyle fund will take care of the salary situation. Ms. Smart stated the Kiel Garage and City Hall fund, which is fund 1521, have a similar situation with per-performance salaries where we are going to be over budget due to event workers. We have adequate funding in the Parking Administration fund to take care of these overages in the other funds, there isn't a fast type of process, procedure or definitive answer as to how to take care of this but we need to transfer funds. We are asking the Parking Commission for approval for these two fund transfers. The Chairman asked if there were any questions, there were none. The Chairman entertained a motion to approve the funds transfer request submitted by the CFO. The motion was made by Ms. Spearman and seconded by Commissioner Runde. The motion was approved by acclamation without objection.

Next, the Chairman asked Leonard Johnson to discuss parade and special events permitting meter rental. Mr. Johnson stated currently if you rent meters to do a parade, you have to go to the location and physically get the meter numbers and take the numbers to the Street Department, there may be 10-15 city blocks with a couple of hundred meter numbers involved. One solution we came up with is a uniform route that will allow us to tell people where they should do their parade. When it comes to downtown, the uniform route that we are exploring is basically what people use which is from Union Station down to Kiener Plaza, Market Street from 20th Street down to 6th Street.

Permits can run as high as a couple of thousand dollars, with the \$2.00 per day meter rental fee. We are proposing to charge a flat fee for permits. The flat fee we are looking at is \$500.00, this will limit the need for people to go out and get the meter numbers and it reduces the overall fees, which is a huge savings and more user friendly. Most of the time we are dealing with non-profit organizations or other organizations that are doing fundraisers.

Mr. Johnson stated there will also be a flat fee per block. The flat fee per block would be \$20.00 which is still a huge savings for most city blocks. We are also looking at a refundable deposit. This would require that the permits be placed on the meters with rubber bands and would be removed after the event. So the deposit will be to insure people come back out to clean up, if not, they will lose their deposit. Ms. Spearman asked if the \$500.00 deposit will be in addition to the flat fee, Mr. Johnson stated "yes". Mr. Johnson stated we piloted this process with the St. Patrick's Day Parade. It worked out well, they did not have to go out and get the meter numbers.

The processing of the permits will remain at the Street Department, people will have only one location to go to reserve their blocking permits. We will look at similar uniform plans with other events. Also, the Special Event Office is looking to do a uniform permit process as well and we will be meeting with them so everything will be aligned.

Commissioner Bosley suggested that the public be made aware of the changes before the fact by holding a public hearing, it would cut down on the complaints. The Chairman asked if there is currently an Ordinance for a parade permit, and whether he suggests we amend the city code that currently deals with this section of street permitting or street blocking. Commissioner Phillips asked if it was possible for the Mayor's Office to post the information. Mr. Johnson stated citizens can do the process online or can go to the Street Department to do the same process. Once you get to the portion where it asks you about which meters, it will generate the cost for them, we can change the language there.

Mr. Boyd stated the Parking Commission has direct authority over rates including parking meter rentals rates for events, especially events that are authorized by the Board of Public Service. Even if authority rests within this office, the suggestion to get public input is wise as it lets citizens know what we are doing and there may be room for improvement. Someone who runs these events may offer a suggestion that the Parking Commission can entertain.

After some discussion, Commissioner Bosley was concerned that the respective Ward Aldermen be notified of any changes to streets due to parades. Ms. Spearman stated the Special Events Office is responsible for notifying the Aldermen or Street Department because they would know what streets are going to be blocked off and the information can be emailed to the Alderman of that Ward.

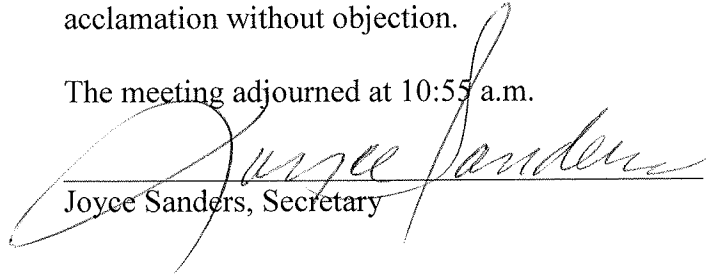
Next, the Chairman asked Mr. Boyd to discuss Argyle and 9 North Garage monthly rates. Mr. Boyd stated we are looking at the possibility of changing the monthly rates to create more availability in both garages. The garages are priced at \$65.00 a month for 24 hours access. 9 North is at its capacity for monthly parkers and Argyle is near its capacity for monthly parkers. There are some monthly parkers that live close to both garages. There are other monthly parkers that just work in the area. We have no way to tell the difference between the two. Some parkers only need the garage from 8:00 a.m. to 6:00 p.m. We can sell more monthly parking passes to citizens that are there in the evening time primarily.

The Chairman stated we have also found that there are some monthly parkers who use the garages as a storage facility and park there day in and day out for several weeks at a time. We are looking for a higher rate if you need 24 hours access versus if you are just there to work during the day. Commissioner Bosley suggested the Aldermen of that Ward be informed. The Chairman stated we will speak with Aldermen Krewson and Roddy before moving forward. This is not set in stone and we wanted to get your thoughts, as we have a more formal proposal, we will bring it back to the committee.

After a brief discussion, the Chairman asked if there was any other business to discuss, there was none. The Chairman entertained a motion to adjourn. The motion was moved

by Ms. Spearman and seconded by Commissioner Phillips. The motion was approved by acclamation without objection.

The meeting adjourned at 10:55 a.m.



Joyce Sanders, Secretary



AMANO McGANN

PROPOSAL

City of St. Louis Treasurer's Office - Cupples Station Proposal for Parking and Revenue Control Systems

Submitted to
Mr. Carl Phillips
Parking Administrator
City of St. Louis, Treasurer's Office
March 6, 2015

Prepared by
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Sales Executive
joe.mollish@amanomcgann.com

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March 6, 2015

Mr. Carl Philips
Parking Administrator
City of St. Louis Treasurer's Office
1200 Market Street
Room 220
St. Louis, MO 63103

RE: Final Proposal for Parking and Revenue Control Systems

Dear Carl,

Amano McGann is pleased to submit its revised response to this City of St. Louis Treasurer's Office RFP for the Parking and Revenue Control System at the Cupples Station Garage. The revised proposal includes the following Amano McGann equipment devices that best fit the parker mix for the Cupples Station garage.

- 2 - OPUS Entry Stations with Flexscan with Intercom and FlexScan Readers
- 1 - OPUS Fee Computer Exit Station with Intercoms and Flex Scan Reader
- 1 - OPUS Credit Only Exit Devices with Intercom and FlexScan readers
- 1 - OPUS 7800 Central Pay Unit, Intercom with FlexScan
- 6 - AMG 1850 Gates
- 3 - Monthly Proximity Readers with Intercoms
- 3 - Built-In Proximity readers for the devices

Amano recommended system will offers the flexibility and enhancements necessary to adapt to the ever changing technology market.

Final Proposal Price is \$207,200.00

Please let me know if you would like to meet to discuss the proposal.

Thank you,

Joe Mollish
Sales Executive

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Amano Final Price Proposal - Cupples Station

Qty	Model	Description	Price Each	Price Extended
2	16-114	1000VA UPS Back-Up	\$254.00	\$508.00
8	15-504	Specialized 3' Cable (25 pin to 10 pin) for PortServer TS 4 MEI	\$75.44	\$603.52
2	15-538	4-Port Serial to TCP/IP Ethernet Converter	\$800.00	\$1,600.00
1	15-803	19" Monitor	\$188.20	\$188.20
1	AMS-SRVR/TWR	Custom Application Server (Tower) per iParcProfessional System Specifications. Windows Server operating system, Hard Drives w/RAID, LCD Monitor, DVD+RW, Laser Printer included.	\$6,000.00	\$6,000.00
1	AMS-SQL/TWR	Custom Database Server (Tower), Microsoft SQL Server 2012. Windows Server operating system, Hard Drives w/RAID, DVD+RW included.	\$7,500.00	\$7,500.00
1	KVMS	Keyboard, Video, Mouse Switch	\$500.00	\$500.00
1	15-720	Laser Printer	\$474.00	\$474.00
1,000	PMC4845H	HID Proximity Cards. Permanently numbered, 100-1000 units	\$7.00	\$7,000.00
1	O-0100/CONFIG	IO100 Configuration File. Reader configuration file for IO100 Universal Lane Controller	\$1,000.00	\$1,000.00

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1	AMS4950IP	<p>Amano McGann iParcProfessional BA Business Alerts</p> <p>Innovative Business Alerts (BA) allows users to preprogram reports, alarms and statistics sent to their PC or Smartphone. The Amano McGann iParcProfessional Internet connectivity allows management to receive pertinent Business Alerts anywhere. BAs can be activated based on particular time of day, time schedule throughout day, days of week, or a specific date. Monitor facility occupancy, attendant's efficiency, daily revenue statistics, alarm conditions and more. With the BA Wizard, programming is easy. Tree programming makes it simple to select the information you want to receive. With drag & drop, information will be flowing to your PC or Smartphone in no time. Recipients are linked to the outside world via e-mail addresses. Information can be sent to an individual or group of individuals. Our flexibility makes it easy to manage the system by exception.</p>	\$0.00	\$0.00
1	AMS4255DIP	<p>Amano McGann iParcProfessional Debit Access Software. Interfaces with Amano McGann standard or display 280M card readers (proximity, magnetic stripe, barcode, AVI). Also supports AMG and AGP single throat, standard format magnetic stripe access cards. Includes all features of AMS4054IP, plus provides the debit charge card (stored value) module. Software provides multiple variable and flat rate structures. Cards can be debited based on value, uses, or time. Configuration options include debit on entry, debit on exit, once per day/once per 24 hours, limited use and more.</p>	\$9,000.00	\$9,000.00

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1	AMS6958IP	<p>Amano McGann iParcProfessional Credit Card Software SUITE.</p> <p>Product includes Tender Retail, or Payware Connect for credit card gateway to the users clearinghouse. Real-time credit card processing AMSCHARGE module is also included (one merchant ID number). Software allows up to (2) credit cards on-file, including MasterCard, VISA, Diners Club, American Express, and Discover. Product includes Tender Retail, or Payware Connect for credit card gateway to the users clearinghouse. Real-time credit card processing, AMSCHARGE module, is also included (one merchant ID number). Additional Merchant ID numbers available at additional cost.</p>	\$18,600.00	\$18,600.00
1	AMS7050IP	<p>Amano McGann iParcProfessional Count/Monitor Software. I/O100 sold separately based on lane requirements. The software includes non-reset and facility, transient and contract differential counts. The software supports dry contact full sign control. Reports include: count totals, count statistics, count activity, remote vend, alarms, user changes and SQL. The quantities of I/O100 controllers are ordered as required.</p>	\$4,680.00	\$4,680.00
1	AMS005ULIP	<p>iParcProfessional Web Client 5 Pack User License. Web Client allows remote access from any location or device with Internet connectivity. Allows access to comprehensive reports and real-time Card Access, Count Monitor and Revenue functions.</p>	\$0.00	\$0.00
1	O-4700/OS1-0001	<p>OPUSeries Credit Card Exit Terminal FlexScan Ready. Barcode ticket, credit card, magnetic access card configuration, OPUS color (RAL7022).</p>	\$17,000.00	\$17,000.00
1	O-7800/OS1-00L1-A10	<p>OPUSeries Pay-on-Foot Station FlexScan Ready, Lost Ticket, U.S. Accepts credit card, notes and coins, dispenses change in bills and coins (U.S.), Lost Ticket Issue, OPUS color (RAL7022). Hoppers ordered separately.</p>	\$34,282.88	\$34,282.88

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1	O-0170-000-1000-000	FlexScan Barcode Imager Kit for the OPUS-7000/AMG-6700 Series	\$1,000.00	\$1,000.00
2	ANP-134650	Note Vault (1000) with Lock, Pay Station	\$375.50	\$751.00
2	O-2000/0S1-0000	OPUSeries Entry Terminal FlexScan Ready Barcode ticket, OPUS color.	\$14,400.00	\$28,800.00
1	O-5700/1K1-000P	OPUSeries POS Terminal FlexScan Ready, Credit Card. Credit card enabled. Includes receipt printer and cash drawer.	\$12,500.00	\$12,500.00
1	O-0150/000-1000	FlexScan Barcode Imager Kit for OPUS-5000 Series. Includes Barcode Imager. Kit ships separately from the OPUS POS Terminal and is dealer installed.	\$2,500.00	\$2,500.00
1	AGP-5910/A705	Fee Indicator, 120V, table mount, black	\$1,590.00	\$1,590.00
6	AMG-1850/A907	Gate, Direct Drive, MT-1703, dual detector, two-tone silver/grey	\$3,600.00	\$21,600.00
6	AL12	12' Straight Aluminum Gate Arm	\$150.00	\$900.00
12	P-NL08-18/30	Prefabricated 2' x 6' Sawed-in Detector Loop, 30' Lead-in Wire w/ Sealant Kit	\$110.00	\$1,320.00
7	SAT3R-KIT	Select Rollover Phone Dialer Intercom	\$850.00	\$5,950.00
2	SATMUI4	Select rollover multi-unit interface	\$438.00	\$876.00
3	O-0120/000-0G00	Proximity Reader Kit for OPUS-2000/4000 Series. Includes RP40 Multiclass Proximity Reader.	\$2,400.00	\$7,200.00
2	RFID Credit Card Readers	Radio Frequency Identification Credit Card Capability readers for the new EMV requirements.	\$2,825.00	\$5,650.00
3	O-0120/000-1000	FlexScan Barcode Imager Kit for OPUS-2000/4000/4800 Series. Includes Barcode Imager.	\$2,500.00	\$7,500.00
2	PRX280MDIHL	HID Proximity Display Reader with buffering, built-in intercom and power supply. Up to 5" read range. 10" x 10" enclosure.	\$5,100.00	\$10,200.00
2	RM-100S	Pedestal Silver	\$225.00	\$450.00

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1	AMS4790IP	Amano McGann iParcProfessional Parkmobile Software Integration. The Parkmobile Pay by Phone integration utilizes the unique QR code generated by the Parkmobile Smartphone application as a payment method in the lane. The QR code is used as a credential at the Amano McGann FlexScan Enabled Entry and Exit Stations. Approval for entry and exit is requested from the online Parkmobile cloud server. The parking fee is automatically charged upon exit to the patron's Parkmobile Account. Requires: AMS4255DIP and Build 18-R2 or greater.	\$3,010.00	No Charge
1	AMS5180VPB	eFlexPrint and Online Validation Software combined in one solution.	\$25,000.00	\$25,000.00
2	AMT-5170LPB	Additional printer for use with eFlexPrint.	\$3,000.00	No Charge

TOTAL SYSTEM SUMMARY

Products Subtotal:	\$242,723.60
Discount:	\$83,933.60
Installation & Technical Services:	\$10,445.00
MBE Project Management:	\$11,000.00
Subcontractor Services:	\$24,600.00
Freight:	\$2,365.00
Applicable Taxes:	\$0.00
Total System Investment:	\$207,200.00

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Terms & Conditions

Conditions and Disclaimers

- Amano McGann has included our standard Merit Shop Labor Rates for this project. Should Prevailing Wage, Union, and/or PLA Labor be required, additional costs may apply and will be quoted separately.
- Amano McGann assumes work can be completed during normal working hours. After-hours and weekend installation may result in additional fees.
- Amano McGann assumes penalties, liabilities, and/or consequential damages will not be part of the contract terms and conditions.
- Amano McGann reserves the right to negotiate mutually acceptable contract terms.

Installation

By Amano McGann and all work to be performed during the standard business hours of 8:00AM – 4:30PM, Monday through Friday. Additional charges apply for work requested to be performed after standard business hours and/or weekends. Idle time incurred due to absence of escorts, clearances, or inability to enter the work space or other factors beyond our control will be considered a change with added labor hours. Firm start date for installation to be determined after complete order has been received by Amano McGann. Amano McGann will provide necessary training on operation/maintenance of system.

Product Delivery

Estimated lead time for PARCS equipment is 8-10 weeks from receipt of all required order forms and deposit for product delivery, when applicable. Amano McGann will provide a secure off-site storage area for said materials throughout duration of the installation. Such materials will be treated as 'stored materials' for the purposes of payment applications. Unless otherwise agreed upon, price and delivery terms shall be F.O.B. shipping point.

Tax

Prices in this proposal include sales tax.

Change Orders

Any alteration or deviation from the above specifications, including but not limited to any such changes involving additional material and/or labor costs, will be executed only upon a written change order for same, signed by both Buyer and Amano McGann. If there is any charge for such alteration or deviation, the additional charge will be added to the contract price.

Bonding, Insurance, & Liquidated Damages

Any bonding requirements are not included in this proposal and shall be provided at an additional charge based upon scope. Any insurance requirements outside of standard coverage's carried by Amano McGann are not included in this proposal and shall be provided at an additional charge based upon additional requirements and terms of coverage. Liquidated damages are not included in this proposal.

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Warranty

This proposal includes One Year warranty on parts and labor for defects in materials or manufacture. Warranty does not cover damage or malfunctions resulting from acts of God, collision, vandalism, misuse, electrical surges, power failure, or use of non-manufacturer approved parts or consumable supplies.

Customer (Merchant) Responsibility

Customer (Merchant) is responsible for ongoing maintenance, in a PCI compliant manner of: physical access to servers, passwords, firewall, anti-virus, routers, switches, network cabling, system updates (Microsoft), and system security.

Customer (Merchant) acknowledges they are responsible for meeting and/or exceeding Payment Card Industry Data Security Standard (PCI DSS) for their card holder data environment.

Amano McGann assumes a PCI Qualified Security Assessor has and/or is contracted to certify the location meets the PCI DSS.

Payment Terms

1. Remainder to be invoiced upon completion of system installation.
2. Past due accounts will be subject to a late fee of 5% of the amount due.
3. Cancellation of contract or P.O. prior to on-site delivery results in a 25% restocking charge. There is no return or refund on custom products/services.

Proposal Validity

This proposal is valid through **6/2/2015**. If the executed contract and/or purchase order is received after the expiration date, Amano McGann reserves the right to issue a revised proposal.

To be provided by Owner

Concrete and Protection Posts per layout diagrams
Database population
Digital Data Connection for Clearinghouse (Satellite, Frame Relay or High Speed Secured IP)
Analog Phone Lines (Remote Support and Intercoms)
Communication Link and Modems for remote hosting
Reliable network connection between parking office and remote locations
Power circuits with connections to lane equipment as required
Fiber Optic Communication Cable and Converters

Base Proposal Amount: \$207,200.00

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Acceptance & Authorization

THE PRICES, DELIVERABLES, SPECIFICATIONS AND CONDITIONS ARE SATISFACTORY AND ARE HEREBY ACCEPTED. AMANO MCGANN IS AUTHORIZED TO PERFORM THE WORK AS SPECIFIED.

Agreed on Behalf of the City of St. Louis Treasurer's Office

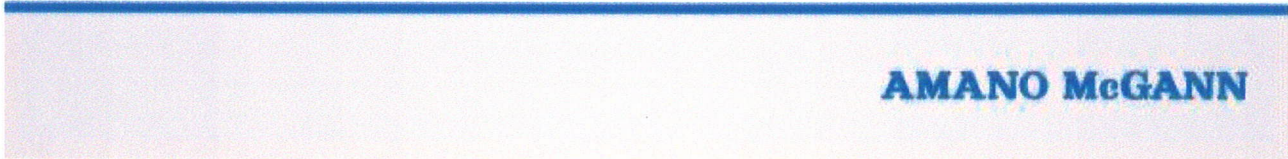
Signature _____

Print Name and Title _____

Date _____

Billing Address

Client PO Number



Warranty and Maintenance Plan

The Amano McGann project management and sales consulting staff understands that no matter how sophisticated a parking system is, it is the ongoing service that will make the system functional and effective. After the contract is signed, Amano McGann sales personnel and project managers stay involved throughout the life of the equipment. The goal is to create customers for life.

Amano McGann is committed to providing you with service to meet the needs of your parking operation. Downtime for parking equipment could mean serious inconvenience for parkers, loss of revenue, or hindrance of ingress. Amano McGann will do everything possible to minimize any system downtime.

This Amano McGann system comes with a Parts and Labor Warranty period of One Year. Your warranty start date will begin upon substantial completion of system. All work is warranted in its entirety to be free of mechanical or electrical defects in design, material, and/or workmanship. Amano McGann will repair or replace all work delivered under the Contract and correct any defect within the Warranty Period at no additional cost. The maintenance service during the warranty period will include all parts, labor, transportation, and support services to successfully perform maintenance, repair, and/or replace any hardware, mechanical, electronic, programming, or software component, to ensure the parking control system performs according to the requirements of the technical specifications. This maintenance service includes all lane equipment, host computer system hardware, operating system, software, and all associated communication sub-systems and peripheral devices.

During this warranty period, work shall be performed during normal business hours Monday through Friday from 8:00 AM to 4:30 PM. All other service calls shall be billed at cost of services.

This warranty does not apply to situations where damage or malfunctions resulting from fire, flood, and earthquakes, elements of nature or acts of God, strikes, riots, collision, vandalism, misuse, electrical surges, power failure, use of non-manufacturer approved parts or consumable supplies, or any other similar cause beyond the reasonable control of Amano McGann.

Amano McGann is confident that we will provide the highest level of warranty service and ongoing maintenance support for the proposed parking control system. Amano understands the expectation of the City of St. Louis Treasurer's Office, and we want to continue to provide quick response and resolution to your team's ever changing service needs.

If selected, as the vendor for Cupples garage, Amano will provide Premium Warranty Service for the first year of a three year extended contract at **no charge**. Please see Amano proposal for NowCare Services on the next page.

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Program Proposal

Enroll in the NowCare Program and receive extensive service and support from a team of professionals dedicated to helping you maximize your parking investment.

With three NowCare service levels, you can choose the plan that best meets the needs of your parking facility. You can upgrade to a more comprehensive plan as your needs change.

	<i>Basic</i>	<i>Plus</i>	<i>Premium</i>
Features			
Software Upgrades & Updates	✓	✓	✓
Online and Telephone Technical Support	3 hour Response Time	3 hour Response Time	2 hour Response Time
Priority Status	Software Only	Host System	Complete Facility
Business Alerts and Notifications	✓	✓	✓
Replacement of Host PC Every 3 Years		✓	✓
Online Webinars		✓	✓
Weekly Online System Check up		✓	✓
Discount on all Training Services		25%	Free
All Replacement Parts and Labor			✓
Regularly Scheduled Preventive Maintenance			✓
Unlimited Training of Site Management Personnel			✓
10% Discount on Consumables			✓
25% Discount on After Hours Labor			✓
Free Access to e-Learning			✓

Pricing Options - Based on line of protection

Annual Cost for NowCare Basic for a 3 Year Term (Price includes any new software upgrades)	\$9,930.00
Annual Cost for NowCare Plus for a 3 Year Term (Price includes any new software upgrades and 25% discount)	\$14,820.00
Annual Cost for NowCare Premium for a 3 Year Term (Price covers new software upgrades and all service)	\$18,450.00

Thank you for the opportunity to present the NowCare program. We look forward to working with you to keep your parking system running at optimal performance.





AMANO McGANN

A history of innovation, customer dedication, and financial stability has led Amano to the forefront of the parking industry. As the world leader in parking management solutions, Amano is committed to developing quality products and long-term relationships in every market we serve through integrity, operational excellence, and a strong customer focus.

Amano supports numerous installations across multiple markets through an extensive sales, service and support network comprised of branch offices, dedicated distribution partners, and U.S.-based software development and manufacturing facilities.

www.amanomcgann.com