



ST. LOUIS, MISSOURI

REQUEST FOR PROPOSAL
PARKING MANAGEMENT-SOFTWARE, METER MAINTENANCE, COLLECTIONS,
AND PARKING VIOLATIONS BUREAU
DUE MAY 17, 2019

PREPARED BY: IPS GROUP, INC. 7737 KENAMAR COURT, SAN DIEGO, CA 92121 U.S.A. IPSGROUPINC.COM
CONTACT: CHAD P. RANDALL, CHIEF OPERATING OFFICER
IPS GROUP, INC. DIRECT: 858.404.0607 FAX: 858.403.3352 EMAIL: CHAD.RANDALL@IPSGROUPINC.COM

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IMPORTANT NOTE: IPS Group Inc. (“IPS”) has made an effort to be as thorough and responsive as part of our request for proposal (RFP) submission. In doing so, we are providing valuable and protected information, including ideas and concepts that IPS considers to be confidential. Release of IPS confidential information may cause irreparable harm to IPS by publicly disclosing such information that is not publicly known. IPS respectfully requests the right to be notified and provided an opportunity to redact such confidential information in the event of any third-party request for public disclosure.

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

May 17, 2019

Dear Mr. Phillips:

We are pleased to submit a proposal to the City of St. Louis Treasurer's Office to implement a custom-built enforcement solution, designed to satisfy specific needs of the city in accordance with Part A and Appendix A of the RFP. As a pioneer in the industry since 1994, we have evolved to meet the ever-changing needs of our customers. We have grown from the inventor of the credit card-enabled single-space parking meter, to a leading provider of Enforcement and Permitting solutions.

IPS is responding to Appendix A in the scope of services which are in-house services that we provide. To meet the City's MBE/WBE utilization requirement IPS will work closely with any firm selected by the City with regards to the scope of services in Appendix B. As an example, we have communicated this with Hudson and Associates, located in St. Louis, Missouri.

WHAT SETS IPS APART FROM THE COMPETITION?

For over two decades, we have partnered with cities worldwide to build Smart Parking solutions that bring Smart Cities to life. Our Enforcement and Permitting software represents an opportunity to implement the latest available technology, in a fully integrated fashion with our current meter back office, and provide you with a flexible system that can easily adapt to your needs over time. We offer the industry's only true, Fully-Integrated Parking Management Suite of products that connects to one, powerful data management system.

We are passionate about developing innovation that empowers cities to reach their full potential. Many times technology outpaces the useful life of the parking equipment itself. IPS technology is designed with the future in mind, with customer input a huge factor. Unlike expensive legacy systems that are inflexible and are slow to modernize, IPS technology is scalable and flexible to meet the growing needs of cities. IPS provides cities with the latest in parking technology, which is built on a flexible platform designed to integrate with tomorrow's technologies. Our full portfolio of integrated products provide the most efficient, powerful parking solution to our customers, and is backed by a professional support team that provides fast, efficient service.

No other supplier in the industry knows parking like we do. Your dedicated IPS team has over 200 combined years of experience ranging from management, R&D, sales and marketing, to engineering and customer support. We provide professional, dependable and courteous experts that are committed to the ongoing support of your parking operations, whenever you need it, for any reason, to ensure you achieve the best results possible and that we deliver what we promise.

PROPOSED SOLUTION

Our proposal includes the Parking Enforcement Management System as described in Part A and Appendix A of the RFP. We believe this solution, which is the most cost-effective, technologically advanced, and user-friendly enforcement solution in the industry. IPS is committed to deliver, install, and conduct testing to ensure the pay stations are fully operational by the contracted deadline. Highlights of our proposed solution include:

- **Parking Enforcement Management System:** The IPS Parking Enforcement Management System is a fully integrated system to meet the City's need to manage the entire lifecycle of parking enforcement from Civil Citation Management to Permit Management. Our solution includes:
 - Enforcement Management System (EMS)
 - Mobile Enforcement System (MES)
 - Public Citation Management Portal
 - Permit Management Solution
- **Next-Generation Data Management System:** Our feature-rich back office system helps our customers better manage and interpret their Smart Parking data. The DMS connects all IPS solutions for improved management of parking networks from anywhere, at any time. The DMS is also proven to have the ability integrate data in both directions making the system both very powerful and versatile.

FULLY CAPABLE TO PERFORM REQUIRED SERVICES

IPS would be pleased to provide a more in-depth on-site demonstration of our enforcement and permitting solution upon request.

- **Comprehensive, parking management system, wireless real-time enforcement, and user-friendly web e-commerce front end.**
- **Pre-integrated with existing IPS Parking Management System, Android and iOS supported**
- **Able to integrate with all equipment manufacturers and new vendors in the future**
- **Pre-integrated with ParkMobile and Genetech LPR systems**
- **Flexible system built with the future in mind**

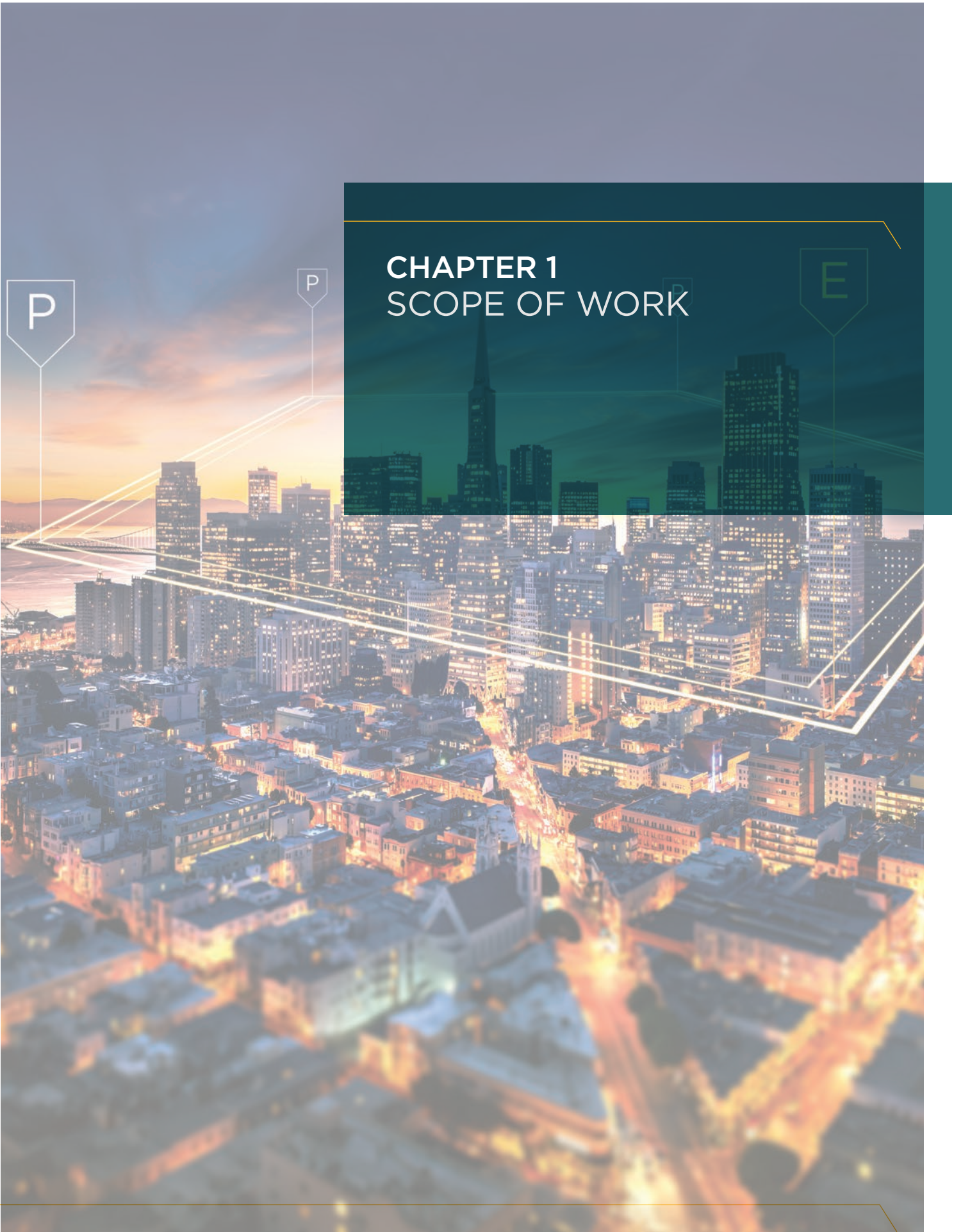
We believe that when you compare the strength and experience of the IPS team, the customer convenience of the proposed solution, and the superior total cost of ownership, you will see a compelling story and agree that our team is uniquely positioned to provide the city with outstanding products, people, and support. We look forward to the opportunity to enhance our successful partnership with the City of St. Louis Treasurer's Office in the upcoming years.

Respectfully,



Chad Randall

Chief Operating Officer
IPS Group, Inc.





PARKING ENFORCEMENT MANAGEMENT SOLUTION

A) COST-BENEFIT ANALYSIS

See Chapter 4 for more information.

B) FUNCTIONALITY

IPS Group, Inc. pioneered the Parking Enforcement Management Solution. The IPS Parking Enforcement Management Solution is a fully integrated system designed to meet the City's needs and manage the entire lifecycle of parking enforcement including Civil Citation Management to Permit Management. Our solution includes:

1. **Enforcement Management System (EMS):** Our end-to-end cross compatible web-based citation management system manages the entire lifecycle of parking citations including issuance, adjudication, payment, DMV communications and collections.
2. **Mobile Enforcement System (MES):** The most innovative on the market today, our N5 Print all-in-one Mobile Enforcement Device ensures parking enforcement officers experience a convenient, quick and efficient citation issuance process.
3. **Public Citation Management Portal:** A website that allows citizens to review the current status of their citation, pay or obtain information on how to contest their citation, review fine amounts including late fees, and obtain additional information.
4. **Permit Management Solution:** The Permit Management Solution offers the City the flexibility and convenience to manage the entire parking permit lifecycle from initial design through fulfillment via a web-based system available 24/7.



FUNCTIONALITY

Back end reporting capabilities (please be specific)	Comprehensive web-based back office with complete standardized and ad hoc reporting capabilities. See section for examples of various reports.
Multi-lingual features	IPS can support as many languages required.
System must exercise industry standard protocols to ensure data security	IPS complies. Using the latest back-office and responsive design systems to provide ease of use without sacrificing performance.
System must provide redundant/failsafe servers which ensure at least 99.9% uptime of all components of the system	IPS Complies. We currently meet 99.9% uptime and will meet your up-time requirements as well.
Integration with mobile payment users	IPS is currently integrated with IPS ParkSmarter™, ParkMobile, Pay-by-Phone, Passport and others. We can also integrate with multiple vendors simultaneously.
Event permit system, either via mobile payments or pay by web	IPS complies. IPS can supports web and mobile event payments.
Integration with all major meter equipment, ticket software applications and sensor technologies	The IPS system is capable of integrating with a variety of vendor technologies, including enforcement, meters, sensors, mobile payments, collections, etc. IPS does this will all current IPS technologies by default.
Waiting list and mass email functionality	IPS complies. This is a standard feature.
Online personal account for customer to create, update and manage their accounts	IPS allows customers to pay with and without accounts, depending on the city business rules for enforcement and permitting.



PRIMARY FEATURES

- Cloud-based to provide real-time data. No local hardware required.
- Customizable dashboard with visual analytics and heat maps
- Robust reporting (pre-defined Administrative, Financial, Technical and custom reports)
- Complete citation lifecycle history of citations paid, contested, closed, voided, etc.
- Citation summaries include photos, notices and letters, adjudications and voids
- DMV and National Law Enforcement Telecommunications Systems (NLETS) integration
- Adjudication and disposition management
- Payment and refund processing
- Notice and letter processing
- Live chat support
- Advanced smart search capability offers instant search suggestions and accurate results
- Integrated Smart Calendar
- Option for manual citation entry
- Seamless integration with IPS or third-party parking technology including meters and pay stations, sensors, LPR, pay-by-phone applications, etc.

ENFORCEMENT MANAGEMENT SYSTEM

ACCESS DATA FAST AND SMARTER

The IPS Enforcement Management System (EMS) allows the city of Saint Louis, MO to intelligently manage every step of the citation lifecycle including citation issuance and processing, adjudication, appeals, hearings, payments, and collections. As a secure, cloud-based application, the EMS provides real-time access to authorized users from any web-enabled device, 24/7. No local hardware is required.

The system is designed with all of the tools to help you automate operations, maximize efficiency, promote transparency and compliance, and increase enforcement revenue. An intuitive, customizable dashboard provides helpful at-a-glance visual analytics in the form of charts, graphs and heat maps so you can easily pinpoint patterns and trends. Additionally, the EMS has robust reporting capabilities with a full set of pre-defined administrative, financial and technical reports, as well as the ability to customize reports to only display the data you want. All reports can be exported into various formats, including XLS, CSV, and PDF.

Our system is one of the few in the industry to have NLETS integration across 50 states.

DMV and NLETS integration ensure you have access to the most accurate registered owner data possible, reducing potential errors and improving efficiency.

With the EMS, you can go beyond a day-to-day reactive approach to operations and instead harness powerful data to develop smart, data-driven policy decisions that will greatly impact the future of your program.

OPERATING REQUIREMENTS

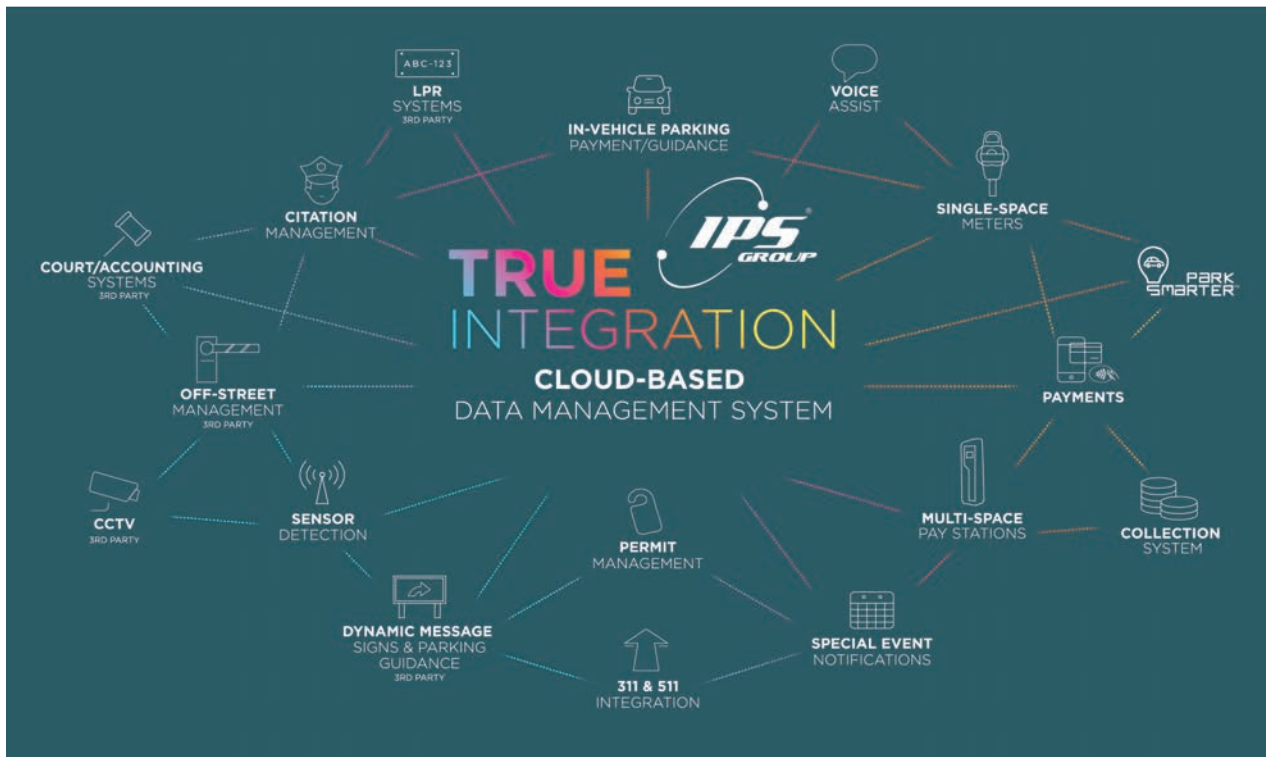
Hardware Requirements: The EMS is secured in a private cloud environment; no installation is required. The EMS can be accessed via any web-enabled device.

Operating System Software Requirements: An internet browser is the only tool required to access the system. Windows and Apple iOS are typical.

Browser Requirements: Any current internet browser is sufficient to access the EMS. MS Explorer, Mozilla Firefox, Google Chrome, and iOS-supported browsers are all compatible, (including mobile phone browsers).

INTEGRATION CAPABILITIES

The EMS allows the City of St. Louis Parking Management to seamlessly integrate all components of your Enforcement Solution with IPS or third-party vendors for parking meters, vehicle detection sensors, license-plate recognition (LPR) technology, pay-by-phone applications, and other smart applications. (Third-party integration based on standardized APIs are available.)



MOBILE ENFORCEMENT SYSTEM

The IPS Mobile Enforcement System includes an easy-to-use handheld N5 Print Mobile Enforcement Device citation writer that offers parking enforcement officers a quick and efficient citation issuance process. Electronic citations are immediately loaded into the Enforcement Management System (EMS) allowing an officer to easily access citation history, scofflaw and habitual offender information, and custom alerts, to ensure accurate citation issuance. Real-time syncing to the secure EMS gives officers the peace-of-mind that citation information has been accurately captured and securely transferred to the EMS for immediate processing to kick-off the citation workflow.

The N5 device combines ease-of-use and durability to ensure the most convenient, quick, and efficient paperless citation issuance process possible. The device provides access to citation history, scofflaw and habitual offender information and custom alerts to ensure accurate citation issuance.

The N5 device is a one-piece, handheld unit and is lightweight, portable, and rugged enough for heavy-duty daily use which is mud-resistant and environmentally sealed to protect against harsh elements including rain, sleet, and snow. The high contrast screen is easy to read even in harsh daylight conditions.

The unit features a smart card reader with a magnetic strip for on the go payment collection, color photo syncing, e-chalking, and an integrated thermal printer that produces citations quickly. Exclusive to IPS, the mobile device includes LPR-Lite, Guided Enforcement, and Heat Mapping that directions officers and enable better route planning.

IPS supports both Android/iOS and offers both a one-piece or two-piece unit compatible with all printer configurations.



Two-piece device (separate – mobile unit and printer)



One-Piece Unit

BASIC FEATURES

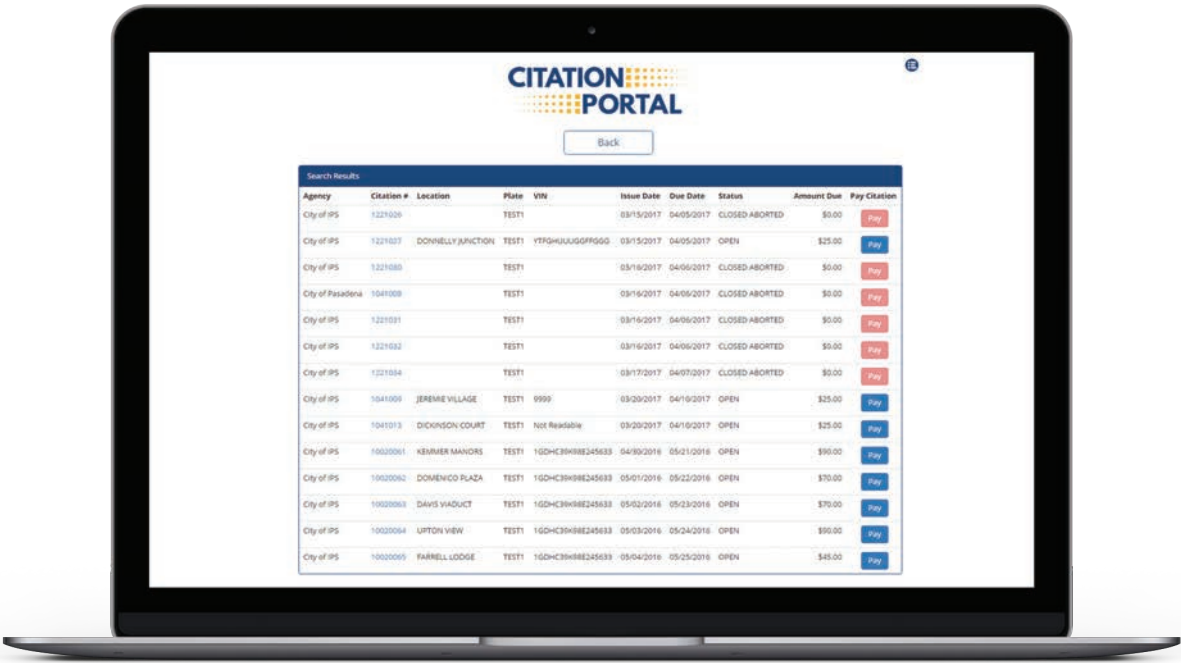
- All-In-One 1-piece or optional 2-piece unit (Android OS and iOS compatible)
- Real-time syncing to secure/encrypted LMS back office
- Scofflaw and customized alerts
- Integrated thermal printer (1-piece unit)
- Magnetic strips and smart card reader for in-field payment collection
- E-chalking
- Shift tracking
- Customizable user dashboard
- High contrast easy-to-read screen — even in harsh daylight conditions
- Type-ahead field input
- GPS tracking
- High-res color images (2mp 1080 p @3fps color imager)
- Automatic software updates
- IP65 rating (Operating temps tested to MIL-STD 810F -20° to +50° C)

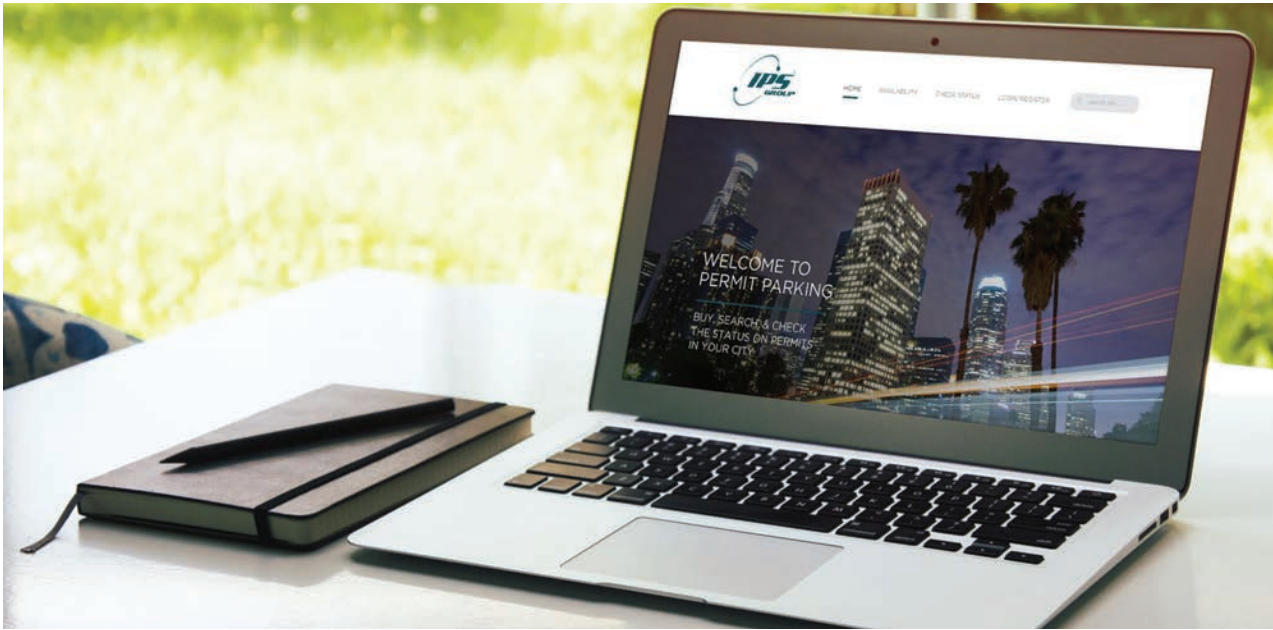
PUBLIC CITATION MANAGEMENT PORTAL

The Public Citation Management Portal is a website that allows citizens to access details about their citation and take action in a convenient, paperless process completed in real-time. Citizens can review the current status of their citation, review fine amounts including late fees, pay or contest their citation, and obtain a receipt or additional information.

FEATURES AT A GLANCE

- Review current and comprehensive citation, transaction, and appeals history
- Contest a citation and upload supporting documents
- Pay citation and receive a receipt in real time
- Access via any internet browser, on any web-enabled device
- Payment accepted via any major credit card: Visa, Mastercard, Discover, and American Express
- Payments processed and citations updated in real-time
- Live chat support
- PCI Certified





PERMIT MANAGEMENT SOLUTION

Our Permit Management solution offers St. Louis, MO the flexibility and convenience to manage the entire parking permit life cycle from initial design through fulfillment via a true cloud-based system available 24/7. Online reporting of payments and other permit activities provides the City with maximum visibility to track and analyze data and better manage your entire permit program.

You can improve the customer service experience offered to the public with our user-friendly Permit Public Portal. We offer convenient payment options, and the ability to print temporary permits upon purchase. Our solution provides the flexibility of an unlimited amount of permit types and rates including residential, guest, and daily permits, offered in multiple formats such as decals, hang tags, or electronic permits.

Gain peace-of-mind from eliminating old paper processes. Through one system you

have fast access to the most current and accurate permit information by license plate number, location, contact name, permit number, and order status, 24/7. Comprehensive online reporting of payments and other activities provide maximum visibility for more efficient management.

FEATURES AT-A-GLANCE

- Comprehensive online reports exportable in Excel and PDF
- Process and generate renewal letters
- Provides temporary permits immediately
- Waiting List Management
- Secure log-in and access to permit information 24/7
- Online registration and permit ordering
- Vehicle and permit data uploaded in real time
- Void lost, damaged, and stolen permits
- Customizable interface to match your branding

COMPARISON OF SERVICES

FEATURE	OTHER VENDORS	IPS ENFORCEMENT SOLUTIONS
Manual Cites / Data Entry	X	X
Handhelds	X	X
Data Entry	X	X
IVR	X	X
Meter Integration		X
Collections	X	X
DMV Integration	X	X
NLETS Integration		X
Web Chat Support		X
Interactive Public Portal		X
Public Mobile Applications		X
Event Management		X
Permit Management	X	X
Guided Enforcement		X
Cross Compatible Applications		X
Mobile Permit Sales		X
iOS Device Support (handhelds)		X
National Support		X
Notices / Letters	X	X
Code Enforcement	X	X
Code Enforcement Handhelds		X
Single Sign-on Technology		X
Two-Factor Authentication		X
PCI-1 Compliance		X
Reporting	X	X
On-Demand Reporting	X	X
Report Favorites		X
Custom Reporting	X	X
Dashboard Tools		X
Handheld Remote Management, Support, Tracking, Training		X

C) MAINTENANCE AND SERVICE

MAINTENANCE AND SERVICE

Must include all training for operation and maintenance of the system, fully functional software with reporting capabilities	Comprehensive training options listed in proposal. Can be further customized based on the City needs.
Remote diagnostic capabilities (ability to alert third party contractor and/or STLTO if malfunctioning)	This is standard for all IPS meters and systems.
Overall performance with minimum downtime related to regular usage, weather and user-created problems	IPS meters and software systems are proven, including St Louis.
Ability to be maintained by third-party contractor and/or STLTO without affecting warranties	IPS will comply. IPS meters and software systems are currently being maintained by 3rd parties in St Louis today.
Provide details for service contract and equipment warranty	Equipment warranty is contained in this RFP. Since IPS is the manufacturer, IPS can customize warranty and service contracts based on final city scope of work.
Policy regarding future software upgrades	IPS provides all bug fixes for free. Standard software features that are released globally are free. Customized software solutions or newly released modules that are not released generally for free, would be quoted separately.



TRAINING PROGRAMS

IPS WILL PROVIDE AS MUCH TRAINING AS REQUIRED

IPS will provide as much training (both on-site and web-based) as required by St. Louis, MO including additional and customized sessions before, during, and after meter deployment. Additionally, IPS can provide multiple trainers if necessary. Most IPS training sessions are a combination of onsite classroom training and hands-on use of hardware and the Enforcement Management System (EMS). Manuals are provided for reference material. As new features are deployed, additional training sessions can be established at mutually agreeable times to provide updates and refresher training. The following pages include our standard training subjects. A complete training schedule with agenda will be constructed and approved by St. Louis, MO, if awarded.

TRAINING SUBJECT: ENFORCEMENT

ELEMENT	DESCRIPTION
Subject Matter	Demonstrate how IPS meters are operated by a user as well as how to perform visual enforcement. Training demonstrates meter flexibility and configuration options that can be used to make enforcement as easy as possible.
Primary Audience	Enforcement Staff / Supervisors, Adjudication Staff
Training Hours per Student	1-2 hours per session
Students Eligible to Train	8-10 per session, no limit to number of total students
Proposed Schedule	Post-installation
Location of Training	Enforcement staff offices or location TBD
Training Provided By	Local Field Service Technician

TRAINING SUBJECT: FINANCE / ACCOUNTING / AUDIT / ADJUDICATION

ELEMENT	DESCRIPTION
Subject Matter	To provide overview of IPS meter management system reporting capabilities covering all financial reports, credit card settlement, coin reconciliation and transaction details.
Primary Audience	Operations Supervisors/Managers, Administration, Data Analysts, Finance & Accounting Managers
Training Hours per Student	1-2 hours per session
Students Eligible to Train	8-10 per session, no limit to number of total students
Proposed Schedule	One week prior to installation and one week after installation
Location of Training	Location TBD
Training Provided By	IPS Group Customer Support and Local Field Service Technician

D) CUSTOMER SERVICE



CUSTOMER SUPPORT

AT IPS, YOUR SATISFACTION IS OUR PRIORITY.

IPS clearly understands the importance of ongoing project support. We also understand that ongoing support is a critical element of any successful project and the basis of a long-term partnership. Our commitment is to be exceptionally responsive while providing our comprehensive service offerings.

THE FOLLOWING SERVICE OFFERINGS ARE INCLUDED THROUGHOUT THE LIFE OF THE CONTRACT WITH IPS:



24/7 TELEPHONE HELP DESK & ONGOING SUPPORT.

Knowledgeable, friendly service is just a phone call away

IPS offers customer service resources with in-depth system knowledge around the clock to ensure you get what you need, fast. Our team of experts are available via a telephone-based help desk during normal business hours from 8 a.m. to 5 p.m. PST, Monday through Friday. We also offer after-hours/emergency technical support to maintain constant coverage. Upon entering a contract, IPS will provide contact information for all IPS senior staff.

IPS customer service can be reached toll-free at (877) 630-6638, or at customersupport@ipsgroupinc.com for non-emergencies.



LIVE CHAT CAPABILITIES

Self-help support resources are right at your fingertips.

Our products have been developed so that an easy, immediate fix may be available without the help of additional IPS personnel support. The IPS Parking Enforcement Management System features Live Chat to help get the job done. Online help tools include product manuals, FAQs, “how-to” training videos, and more. These tools can be conveniently accessed 24/7 online for authorized users.

CUSTOMER SUPPORT (CONTINUED)



MANUFACTURING SUPPORT

Designated technical resources are ready to help you.

As both the designer and manufacturer of its smart parking technology, IPS is prepared to designate your City with technical resources including a team of hardware/software engineers, database administrators, and web/data-integration engineers for additional support.



DATA SECURITY MANAGEMENT

Your data is protected.

IPS is PCI Level 1 Certified with PA-DSS certified products. IPS offers enterprise level data security management and backup systems in support of the DMS.



PERSONALIZED FOLLOW-UP MEETINGS

Ensure all project criteria is met and exceeds expectations.

Once installation is complete, a conference call between the City, the designated CSM, and Director of Sales is held to discuss the wrap-up of the installation and ensure all project criteria has been met. Check-in meetings can be held periodically to discuss progress or additional concerns as needed.

D) MARKETING

CITY MARKETING SERVICES

OUR CITY MARKETING PROGRAM HELPS YOU GET COMMUNITY BUY-IN FOR NEW PARKING INITIATIVES.

We use a comprehensive approach, including all major marketing elements, from Web design to posters that local merchants can display in their windows.

IPS Group can produce all of these materials ourselves, as part of our service, creating a comprehensive marketing program for your merchants and citizens. We can provide the materials in an all-inclusive contract, or we would be pleased to work with your designated local providers/DBE firms for printing and other collateral services.



RECOMMENDED KEY COMPONENTS INCLUDE:

CUSTOMIZED MARKETING CAMPAIGN AND MATERIALS:

Formulating the right messaging and raising public awareness is a key element for the successful deployment of new parking initiatives. IPS will provide customized marketing and public awareness materials that can be customized to the City's specific needs.

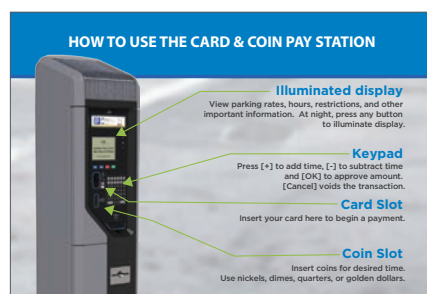
COLLATERAL MATERIALS DEVELOPMENT:

Working with the City, we will develop collateral materials for the public including an informational tri-fold brochure, standard informational poster, customized website, links to "how-to-videos" for use on your city website and any other relevant print material for the City to assist with the public outreach initiative. An example of the "How to use Your New Meter" video can be viewed here: <https://vimeo.com/65824595>.

CUSTOMIZED WEBSITE:

In order to help the City introduce IPS meters to their parking public, IPS Group is offering a custom designed website for the public to learn how to use the parking meter through written directions, how-to-video tutorials and any other services that are important for the city to highlight.

CITY MARKETING SAMPLES



CONTINUED SUPPORT:

Marketing and public relations support can continue throughout the life of the contract with the City for an additional fee.

CITY MARKETING PACKAGES

For a standard to a full-agency experience, please choose from our tiered packages below.
All marketing collateral/art files will be sent electronically.

1 BASIC PACKAGE	2 DELUXE PACKAGE	3 PREMIUM PACKAGE
COLLATERAL	COLLATERAL	COLLATERAL
Standard Website—City Hosted	Custom Website—IPS Hosted	Custom Website — IPS Hosted
Custom Trifold	Custom Trifold	Custom Trifold + Printing
Custom Poster	Custom Poster	Custom Poster + Printing
Road or Garage Sign Design	Road or Garage Sign Design	Road or Garage Sign Design
Press Release	Press Release	Press Release
How-to-Use Video	How-to-Use Video	Custom Intro on How-to-Use Video
1 Round of Revisions	Mini Postcard	Mini Postcard + Printing
Customer Cost: \$0	Tent Card	Tent Card + Printing
	2 Rounds of Revisions	Window Cling + Printing
	Customer Cost: \$5,000 (+\$95/mo. web hosting fee)	Additional Outdoor Sign Design
		Promotional Landing Page
		Eblast for your Database
		1 Design for Promo Item
		4 Social Media Posts
		4 Rounds of Revisions

Customer Cost:

\$9,500 (+\$95/mo. web hosting fee; printing & shipping will be quoted separately)



Prices above are subject to change. Customized programs beyond the scope of standard packages will be priced accordingly. For services à la carte, we can quote those items separately. Additional edit rounds will be billed at \$100/hr. For more information, please **contact us**.

[REQUEST A DEMO](#)

F) IMPLEMENTATION SCHEDULE



TIMELINE

	WEEK No.												
MILESTONE / DELIVERABLE	1	2	3	4	5	6	7	8	9	10	11	12	13
Phase I: Equipment													
1. Internal Project Kickoff													
2. Citation Paper Proof													
3. Citation Paper Order													
Phase II: Data Aquisition													
4. Location Data													
5. Violation Data													
6. User/Officer Data													
7. Other Business Rules													
Phase III: Data Conversion													
8. Conversion of Existing Data													
Phase IV: Ongoing Project Management													
9. Onsite Installation and Training													
Phase V: Other Processess													
10. Export Build / Testing (if applicable)													

G) COMPANY FINANCIAL INFORMATION

This information is provided separately in a secure, sealed envelope.



CHAPTER 2 EXPERIENCE & CAPACITY



EXPERIENCE AND CAPACITY

THE MISSION OF IPS GROUP, INC. IS TO TRANSFORM CITIES WITH THE MOST TECHNOLOGICALLY ADVANCED, YET PRACTICAL AND AFFORDABLE SMART PARKING SOLUTIONS IN THE WORLD.

For more than two decades, IPS has been committed to the design, engineering, and manufacturing of intelligent parking technologies that shape the industry such as payment processing systems, SaaS management software, and low-power wireless telecommunications.

Based in San Diego, CA, IPS is the proud inventor of the credit card enabled single-space parking meter and has more wireless parking devices deployed across the US than our competitors combined.

To date, IPS operates more than 275,000 wireless devices in over 300 cities worldwide. IPS drives the Smart Cities evolution as an innovator and trusted provider of Smart Parking technology.

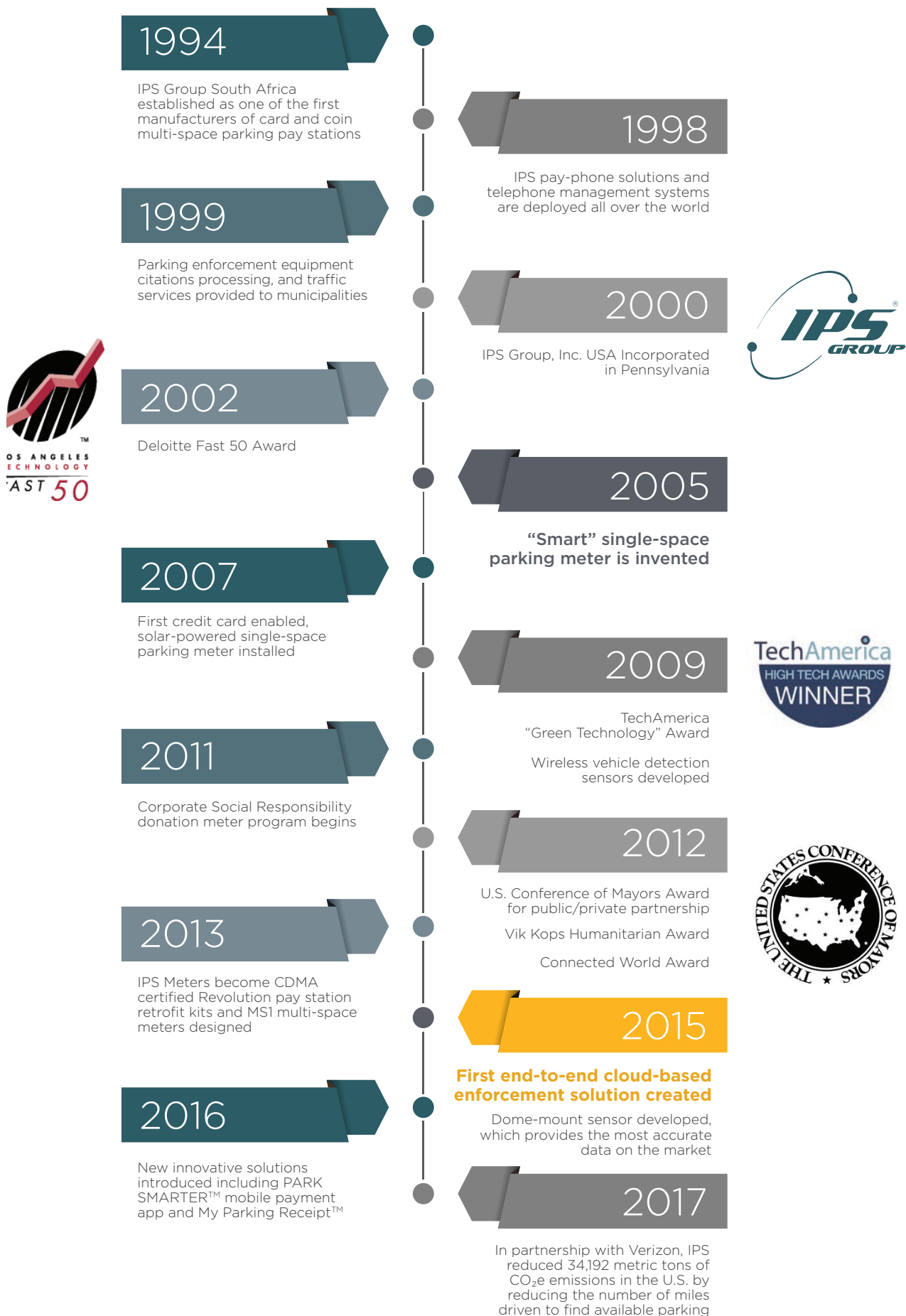
IPS handles all design, final assembly, and ongoing support from our San Diego offices, where we employ more than 195 full-time employees.

By manufacturing in the US, we are able to provide outstanding quality, reduce environmental impact, and meet quick delivery turnaround requirements.

IPS also has local sales and field staff throughout the US to provide the level of support our customers require. In addition to sales and dedicated customer support assigned to your account, IPS has an in-house team of product engineers, computer programmers, marketing and PR professionals, accountants, and technical support specialists to support any project.

Our goal is to develop a long-term partnership, rooted in open, honest communications, close cooperation, and practical application of parking technologies. Our project approach includes proven technology, seasoned team members, and solid experience using such technology to improve customer satisfaction and optimize and increase parking revenue requirements.







AWARDS

RESULTING FROM ITS SIGNIFICANT INVESTMENT IN R&D, IPS GROUP OWNS 135+ PATENTS, A LIST THAT CONTINUES TO GROW.

We believe our experience in the technology and telecommunications industries has helped us create products that provide the best combination of convenience, user experience, enforceability, and cost of ownership among any parking meter product in the industry today. Our awards reflect our commitment to surpassing expectations in innovation and providing an outstanding client experience.

AS EVIDENCE OF OUR COMMITMENT, IPS HAS BEEN RECOGNIZED WITH THE FOLLOWING AWARDS:

FIRST PLACE IN THE DELOITTE TECHNOLOGY FAST 50
(an honor bestowed upon the fastest growing technology companies)

INTERNATIONAL DESIGN AWARD, 2009

CLEAN TECHNOLOGY AWARD, 2009

CONNECTED WORD VALUE CHAIN AWARD, 2012

US MAYORS FOR EXCELLENCE IN PUBLIC/PRIVATE PARTNERSHIP
for Coin/Credit Parking Meter Technology Upgrade in the University
of Los Angeles, CA, January 2012

VIC KOPS HUMANITARIAN AWARD, ALONZO AWARDS, 2012
SMART UNIVERSITY PARKING SYSTEM, GOOD DESIGN SELECTION.,
Commercial and Industrial Category, 2014

2014 INTERNATIONAL PARKING INSTITUTE PARKING MATTERS
MARKETING & COMMUNICATIONS AWARD

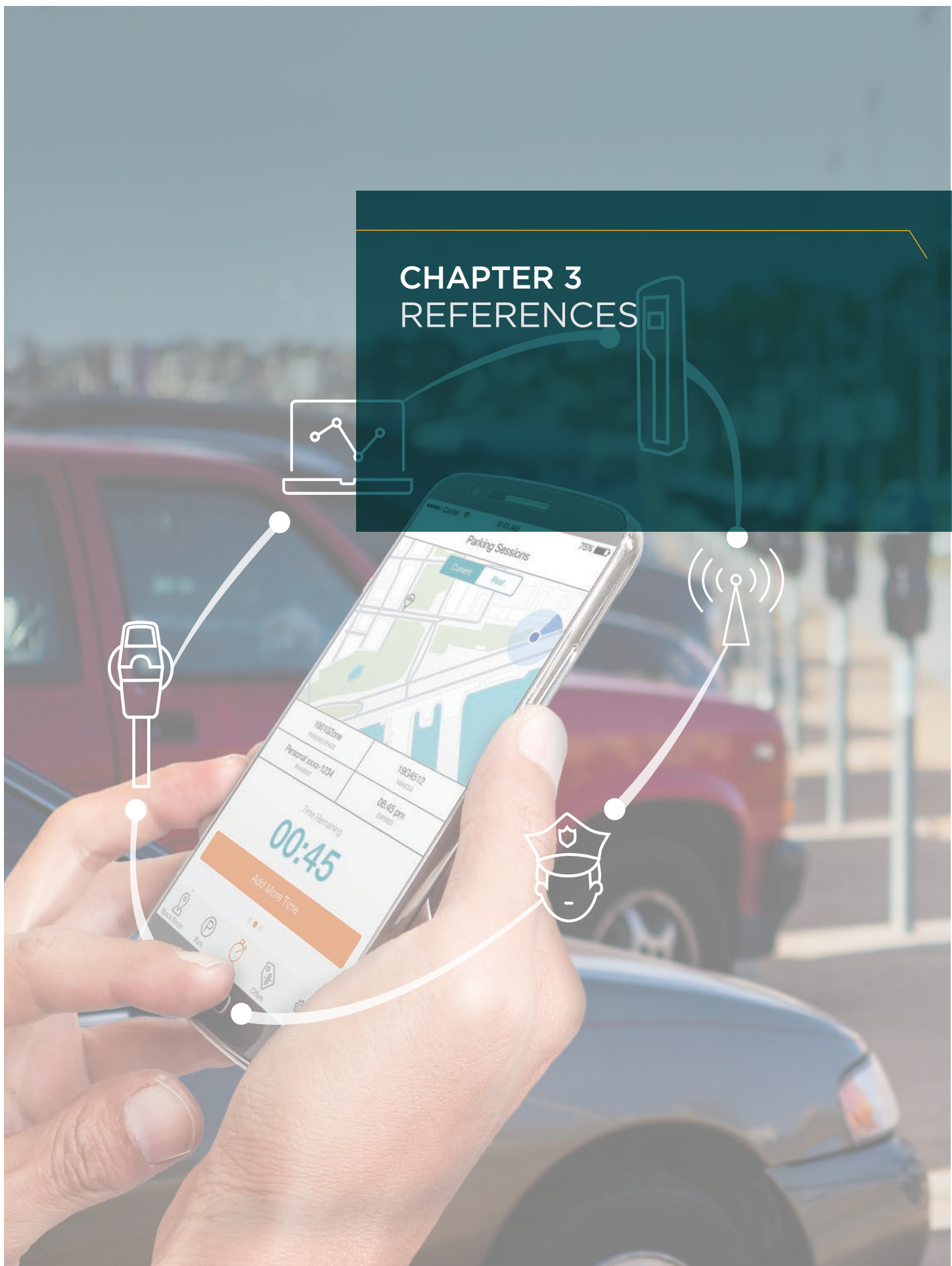
CIO TOP 25 GOVERNMENT TECH, 2018

BRITISH PARKING AWARDS FINALIST, 2018
CIO TOP 25 GOVERNMENT TECH, 2018

BRITISH PARKING AWARDS FINALIST, 2018



CHAPTER 3 REFERENCES



REFERENCES

PROVIDE AT LEAST FIVE (5) REFERENCES OF CURRENT CLIENTS OF SIMILAR SCOPE WITH THE PROPOSAL. INCLUDE NAME, TITLE, ADDRESS, PHONE NUMBER AND EMAIL OF CONTACT PERSON.

01



CITY OF EUGENE, OR

Primary Contact: Travis Hargitt, Director of Operations

Email: Travis.L.Hargitt@ci.eugene.or.us **Tel:** 541-682-5296

Project Dates: July 2017- current

Description of Services: Real-time meter status alerts, 12 Mobile Enforcement devices, EMS Citation Management System, IPS Permit Management Suite, LPR Products, services and integration

02



CITY OF NATIONAL CITY, CA

Primary Contact: Armando G. Vergara

Email: avergara@nationalcityca.gov **Tel:** 619-336-4364

Project Dates: March 2019 - current

Description of Services: Real-time status alerts, 4 Mobile Enforcement devices, EMS Management System

03



CITY OF WEST PALM BEACH, FL

Primary Contact: Daniel Giust

Email: dgiust@wpb.org **Tel:** 561.822.1494

Project Dates: August 2018 - current

Description of Services: Real-time status alerts, 10 Mobile Enforcement devices, EMS Management System

04



UNIVERSITY OF MINNESTOA DULUTH, MN

Primary Contact: Lisa Norr, Associate Director of Student Life Operations

Email: lisanorr@d.umn.edu **Tel:** 218.726.6601

Project Dates: August 2017 - current

Description of Services: 3 Mobile Enforcement devices, EMS Citation Management system

05



CITY OF COLLEGE STATION, TX

Primary Contact: Eric Chapman, District Supervisor

Email: echapman@cstx.gov **Tel:** 979.764.6286

Project Dates: August 2017 -current

Description of Services: 8 Mobile Enforcement devices, EMS Citation Management system, Code Enforcement Management System

REFERENCES (CONTINUED)

MORE REFERENCES AVAILABLE UPON REQUEST

06 EASTON.

CITY OF EASTON TOWN CENTER, TX

Primary Contact: Alba Cates, Security Admin Coordinator

Email: acates@steiner.com **Tel:** 614.416.7000

Project Dates: September 2017 - current

Description of Services: 3 Mobile Enforcement devices, EMS Citation Management System

ADDITIONAL REFERENCES

07



CITY OF CINCINNATI, OH

Primary Contact: Dan Fortinberry, Parking Division Manager

Email: daniel.fortinberry@cincinnati-oh.gov **Tel:** 513-352-4526

Address: 300 W. 6th St., Cincinnati, Ohio 45202

Project Dates: June 2011-Present

Model: IPS M3™, M5™, MS1™

Quantity of Meters Installed: M3™ (3,232), M5™ (1,629), MS1™ (144)

08



CITY OF BOSTON, MA

Primary Contact: Stephen Maguire, Parking Clerk

Email: Stephen.Maguire@CityofBoston.gov **Tel:** 617.635.3667

Address: Boston City Hall – Room 224, Boston, Massachusetts 02201

Project Dates: 2015 - Present

Model: M5™ Single-Space Parking Meters

Quantity of Meters Installed: M5™ Single-Space (6,900)

09



CITY OF OAKLAND, CA

Primary Contact: Michael P. Ford, Ph.D., C.P.P., Interim Manager

Email: mford@oaklandnet.com **Tel:** 510.238.7670

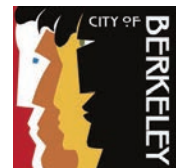
Address: 250 Frank H. Ogawa Plaza, Suite 1333, Oakland, CA 94612

Project Dates: June 2009-Present, account still active

Model: M5™ Single-Space Meters, MS1™ Pay and Display Pay Station

Quantity of Meters Installed: M5™ (5,000), MS1™ (550)

10



CITY OF BERKELEY, CA

Primary Contact: Danette Perry, Parking Services Manager

Email: DPerry@ci.berkeley.ca.us **Tel:** 510.981.7057

Address: 1947 Center Street, 3rd floor, Berkeley, CA 94704

Project Dates: 2012-Present

Model: M5™ Single-Space Parking Meter and MS1™ Multi-Space Pay Stations

Quantity of Meters: M5™ (2,150); MS1™ (230)



CHAPTER 4 COST

COST: ENFORCEMENT/ PERMITTING SYSTEMS

COST/BENEFIT ANALYSIS

Must provide all costs of operating software and describe any bulk discounts and the breakdown of when discount would be applied	All costs are provided in the pricing section. Final pricing will depend on final scope of services used. If selected to provide the complete scope of enforcement services described in Appendix A, IPS will provide 50% off the list pricing for the N5 handheld pricing when making a purchase of 30-40 units.
Describe all costs of options not included in the base price (please list all and if bulk discounts apply)	All costs are provided in the pricing section. All discounts are already priced into this section. If selected to provide the complete scope of enforcement services described in Appendix A, IPS will provide 50% off the list pricing for the N5 handheld pricing when making a purchase of 30-40 units.
Describe all cost associated with day-to-day usage of software	All costs are provided in the pricing section. Pricing is based a la carte use of services. Final pricing will depend on final scope of services used.
Cost of software compared to functionality and features provided	All features are provided based on the costs included in the pricing section. Final pricing will depend on final scope of services used.
STLTO hosting via server vs cloud or other financial options	IPS is offering a hosted system. We do not currently offer the ability for a customer to host their own system due to PCI requirements.
Provide ROI schedule	ROI will depend on the final scope implemented. IPS believes the greatest ROI and efficiency will take place with multiple IPS solutions integrated into a common IPS back office.
How the STLTO may incorporate existing meters and infrastructure into the parking system	IPS meters are pre-integrated into the IPS back office. Costs for additional integration services are included in the pricing proposal.

PRICING IN SUPPORT OF CURRENT IPS METER OPERATIONS

M5™ ONGOING FEES	OPTION 1	OPTION 2
Secure Wireless Gateway/Data Fee and Meter Management System Software License Fee (per meter per month)	\$5.75	\$8.00
Secure Credit Card Gateway Fee (per transaction)	\$0.13	\$0.06
Optional: Merchant Processing Fees (per transaction)	Upon request	

1 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
N5 Print Mobile Enforcement Device	\$2,950.00
N5 Charging Cradle	\$199.00
N5 Spare Battery	\$199.00
N5 Carrying Case	\$50.00
N5 3-Year Warranty (Optional)	\$795.00

M5™ PARKING METER SPARE PART PRICING	M5™
Single Space Electronic Meter Mechanism	\$465.00
M5 Dome Sensor	\$275.00
Domes	\$75.00
Display Assemblies	\$95.00
Rear LED Boards	\$15.00
Card Entry Assembly	\$55.00
Hybrid Card Reader	\$49.00
Coin Validator	\$69.00
Validator Boards	\$15.00
Validator Cables	\$5.00
Complete Top Cover (with Lexan insert)	\$75.00
Lexan for Top Cover	\$19.00
Coin Entry Slot	\$2.00
M5 Battery Pack (H3)	\$35.00
M5 Battery Pack (H5) (available on the 147/247 models only)	\$45.00

M5™ PARKING METER SPARE PART PRICING (CONT.)	M5™
Solar Panel / Communications Board	\$185.00
Main Board	\$185.00
Display Board	\$95.00
Display Board with NFC	\$140.00
BLE Beacon Upgrade	\$45.00
RFID Tag	\$10.00
MK5 Batter Charger (daisy chain charging unit)	\$125.00
Card Reader Cleaning Card featuring Waffletechnology® (40) per box	\$25.00

Note: This pricing is FOB, IPS Group, San Diego, CA. Sales taxes and shipping charges will be added to the final invoice. IPS shall have the right to adjust Agreement pricing due to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average.

OPTIONAL METER HOUSINGS & COLLECTION EQUIPMENT

METER HOUSINGS AND ACCESSORIES

PRODUCT/SERVICE	PRICE PER UNIT
IPS Zinc top over Iron Vault-M90 style (large vault, std. locks, std. black color)	\$235.00
IPS All Iron -M95 style (large vault, std. locks, std. black color)	\$235.00
High Capacity Coin Can with IPS locks (holds approx. \$65-fits M90 or M95 style housings)	\$45.00
Standard Capacity Coin Can with IPS locks (holds approx. \$45)	\$35.00
Standard IPS Locks	\$25.00
Standard IPS Keys	\$15.00
Yoke Assembly (Twin Mounting Adapter) std. black color	\$75.00
Meter Poles (Schedule 40 -2" ID -Galvanized)	\$45.00
Vintage Sleeve - std. black color	\$49.00
Vintage Base- std. black color	\$60.00
Collar for Vintage Sleeve - std. black color	\$30.00
Medeco E-Lock (lock only) (NOTE: additional Medeco accessories require separate quote)	\$135.00

COLLECTION SYSTEMS AND ACCESSORIES

PRODUCT/SERVICE	PRICE PER UNIT
Collection Cart Only (standard)	\$500.00
Collection Cart Only (with enhanced suspension)	\$795.00
Standard Collection Head	\$250.00
Smart Collection Head	\$695.00
Coin Collection Canister - Steel	\$500.00
Coin Collection Canister - Aluminum	\$500.00

Note: This pricing is FOB, IPS Group, San Diego, CA. Sales taxes and shipping charges will be added to the final invoice. IPS shall have the right to adjust Agreement pricing due to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average.

REPLACEMENT PARTS & REPAIR SERVICES:

IPS shall provide warranty and non-warranty repair services based out of our office in San Diego, CA. For repair services not able to be first achieved on-site by the Customer or by phone, these meters will be returned to IPS at 7737 Kenamar Court, San Diego, CA, 92121, for repair or rework and IPS will endeavor to ship within 3-4 weeks of receipt, depending on the quantities received and work schedules. ALL RETURNS REQUIRE AN "RMA" NUMBER prior to shipment to IPS in order to avoid additional delays. An RMA may be requested by contacting the responsible IPS customer support manager, by contacting the IPS Help desk, phone ((877) 630-6638 or (858) 404-0607) or email (support@ipsgroupinc.com). All items returned to IPS must be securely package to avoid further damage in shipment and all shipments will be via Ground Freight Service unless expedited service and payment of associated fees are requested. Automated RMA tracking, including work performed to repair meters, can be viewed at any time using IPS meter management system.

PRODUCT/SERVICE	PRICE PER UNIT
Single Space M5™ Non-Warranty repair work (includes parts/labor)	\$95.00 + shipping
On-site technical services: shall be quoted to include labor, travel costs, accommodation, car rental and per diem costs. Spare Parts shall be quoted and added to final costs based on the identified needs.	To be quoted

Note: Please note that if upon receipt a meter is determined to be beyond repair, in IPS's sole discretion, the meter shall not be repaired for the fee described above and a replacement meter shall be required. IPS shall have the right to adjust Agreement pricing due to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average.

IPS LIMITED WARRANTY

IPS will provide a limited parts warranty for any new meter or sensor product manufactured and supplied by IPS for 12 months under normal use. The warranty protects against defects in materials and workmanship from the point of installation or 15 months from the date of delivery, whichever is sooner, and 90 days from the date of delivery received in the case of spare or repaired products.

ADDITIONAL WARRANTY PROVISIONS:

- IPS must have the opportunity to assist in the initial deployment and system installation.
- Repair or replacement under warranty of any defective product (including any meter or subcomponent) does not extend the warranty period for that product or subcomponent.
- IPS will either repair or replace products or subcomponents, at our discretion, that are found to be defective within the defined warranty period, with transportation costs pre-paid by the customer.
- Returns for credit will only apply once IPS has received defective product (including any meter or subcomponent) and confirmed that defects were within the warranty period and are covered under the terms and conditions of the warranty provided.
- IPS strongly recommends that customers pre-purchase spare parts inventory for immediate access. Defective parts can be replaced immediately from customer stock and IPS shall replace such components upon receipt and determination of defect.
- On-site labor is explicitly not included in this limited warranty. Customer shall be sufficiently trained to perform all on-site work, including meter or sub-component removal/replacement. IPS can provide additional on-site services under a separate maintenance agreement or quoted on an as-needed basis.
- THE WARRANTIES CONTAINED IN THE AGREEMENT DOCUMENTS ARE IPS'S SOLE AND EXCLUSIVE WARRANTIES. THE EXTENT OF IPS'S LIABILITY FOR A WARRANTY CLAIM IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT OR DEFECTIVE SERVICE AT THE SOLE OPTION OF IPS. IPS AFFIRMATIVELY EXCLUDES ANY AND ALL OTHER WARRANTIES, CONDITIONS, OR REPRESENTATIONS (EXPRESS OR IMPLIED, ORAL OR WRITTEN), WITH RESPECT TO THE EQUIPMENT AND/OR SERVICES PROVIDED INCLUDING ANY AND ALL IMPLIED WARRANTIES OR CONDITIONS OF TITLE, MERCHANTABILITY, OR FITNESS OR SUITABILITY FOR ANY PURPOSE (WHETHER OR NOT IPS KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE) WHETHER ARISING BY LAW OR BY REASON OF CUSTOM OF THE TRADE.
- NOTWITHSTANDING ANYTHING CONTAINED IN THIS AGREEMENT TO THE CONTRARY, IN NO EVENT SHALL EITHER PARTY BE RESPONSIBLE FOR SPECIAL, INDIRECT, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES OF ANY KIND OR NATURE, INCLUDING WITHOUT LIMITATION, LOST PROFITS, LOST REVENUES OR OTHER MONETARY LOSS, ARISING OUT OF OR RELATED TO THIS AGREEMENT AND ANY ACTIONS OR OMISSIONS WITH RESPECT THERETO, WHETHER OR NOT ANY SUCH MATTERS OR CAUSES ARE WITHIN A PARTY'S CONTROL OR DUE TO NEGLIGENCE OR OTHER FAULT ON THE PART OF A PARTY, ITS AGENTS, AFFILIATES, EMPLOYEES OR OTHER REPRESENTATIVES, AND REGARDLESS OF WHETHER SUCH LIABILITY ARISES IN TORT, CONTRACT, BREACH OF WARRANTY OR OTHERWISE. ANY LIABILITY INCURRED BY IPS IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE CONTRACT VALUE AS SET FORTH IN THIS AGREEMENT.

Exclusions: Warranty voided with use of imitation or non-genuine IPS replacement parts, un-authorized alterations, abuse, vandalism, improper installation by customer, handling or general misuse to the equipment (hardware or software), including attempted repairs that result in damage. Warranty specifically excludes any consumable items such as paper, batteries, etc. Force Majeure: IPS shall not be liable for any warranty provisions where such product failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout

or interruption or failure of electricity [or cellular telecommunication failures caused by any of the events or causes described above). IPS provides no warranty with respect to any 3rd party hardware or software, whether supplied in connection with this Agreement or otherwise.

Preventative Maintenance: The primary operational elements will be a working battery, card reader, coin validator and printer (if applicable). All product surfaces should be kept clean with mild soap and water. No harsh chemicals should be used on any plastic surfaces. The card reader heads should be cleaned with a cleaning card every 1-2 months to ensure optimum performance. Cleaning cards may be purchased from IPS. Batteries should be replaced when notified by the IPS Data Management System. At 6 month increments, the coin validator shall be visually inspected for any damage or debris. Compressed air may be used to keep the card reader, coin acceptor or printer (if applicable) clear of debris, every 6 months. Additional preventative maintenance shall be administered by customer staff at such time as it is apparent to be necessary, even if it should occur on a more frequent basis than described herein.

This pricing is FOB, IPS Group, San Diego, CA.es and shipping charges will be added to the final invoice. IPS shall have the right to adjust Agreementue to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average.

HANDHELD ENFORCEMENT SOLUTIONS

MOBILE ENFORCEMENT 1-PIECE SOLUTION LEASE PACKAGE OPTIONS	GOLD	PLATINUM
1 piece N5 Mobile Enforcement Device with built in Printer	x	x
Mobile Enforcement Software	x	x
Remote Management Suite	x	x
Comprehensive Phone Support	x	x
General Maintenance	x	x
Data Plan	x	x
Installation and Training	x	x
Carrying Case, Spare Battery & Cradle	x	x
Warranty	12 months	36 months
Automatic Hardware Refresh (after three years)		x
LEASE PRICING (per device/month)	\$205.00	\$235.00

IPS can utilize existing agency Android and/or iOS devices or can supply new ones as provided below. City can provide equipment separately if desired. IPS also supports 1-piece and 2-piece devices or any combination thereof.

1 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
N5 Print Mobile Enforcement Device	\$2,950.00
N5 Charging Cradle	\$199.00
N5 Spare Battery	\$199.00
N5 Carrying Case	\$50.00
N5 3-Year Warranty (Optional)	\$795.00

2 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
Samsung Note 8 with ruggedized case, charger, and cradle	\$995.00
iOS iPhone 10 with ruggedized case and charger, and cradle	\$1,495.00
Zebra ZQ510 3in BT Printer (or equivalent)	\$895.00
Additional warranties or items to be priced as requested	To be quoted

HANDHELD ENFORCEMENT SUPPORT

MOBILE ENFORCEMENT SOLUTION	UNITS	UNIT PRICE
Mobile Data Plan	Per unit /per month	\$95.00
Handheld Support	Per unit/Per month	
Software License (one-time fee)	Per Unit	Included
Mobile Citation Paper (per roll) QTY 100	Per roll	\$11.95
Mobile Citation Paper (per roll) QTY 200	Per roll	\$7.95
Mobile Citation Paper (per roll) QTY 500	Per roll	\$5.95
Mobile Citation Paper (per roll) QTY 1000	Per roll	\$4.95
Plate Charges for Ticket Customization (One-time fee)	Per plate	\$75.00
Estimated Travel Expenses for Installation	Per trip	\$2,000.00
On-site training and installation	Per day	\$600.00

ENFORCEMENT BACK OFFICE AND PROCESSING SERVICE

ENFORCEMENT MANAGEMENT SYSTEM	UNITS	UNIT PRICE
One Time Setup	Per Unit	\$5,000.00
Annual System License for EMS	Per user	\$5,000.00
Citation Processing Fee	Per unit	\$0.60
Manual Citation Entry Fee	Per unit	\$0.75
RO Acquisition (local)*	Per unit	\$0.75
RO Acquisition (out of state)	Per unit	\$1.00
Delinquent Notice Processing fee (Includes Postage)	Per unit	\$0.95
Delinquent Notice Processing fee with tracking (Includes Postage)	Per unit	\$1.25
IVR Solution (Optional)	Per month	\$250.00
IVR Record & Store Calls (Optional)	Per call	\$0.50
IVR Call Transcription (Optional)	Per call	\$1.00
LockBox Setup (one-time fee)	Per unit	\$750.00
LockBox Operations	Per Month	\$145.00
LockBox Mail-in Payments	Per unit	\$1.00
Online & IVR Secure Credit Card Payments - Gateway Fee Note: Charged to the Public - assumes the use of the Client Merchant Account	Per transaction	\$2.00 or 3% whichever is higher

SMART PARKING METERS & PARKING MANAGEMENT SYSTEMS

ENFORCEMENT MANAGEMENT SYSTEM (CONT.)	UNITS	UNIT PRICE
Optional: Hosted Merchant Account- Interchange Plus Fees referenced Note: Charged to the Public	Per transaction	\$2.00 or 3% whichever is higher
Additional Letters and Correspondence	Per unit	\$1.25
1st Level Manual Adjudication Services (Online Appeals)	Per unit	\$0.75
2nd Level Adjudication Hearing Services	Per hour	To be quoted
Software Customization Services	Per hour	\$150
Mail-in payments for citations		\$0.40
Payments made online		\$0.60/per

*Local DMV rates may be free based on Agency relationship with DMV. Pricing can vary based on this relationship

PERMIT MANAGEMENT SYSTEM FEE SCHEDULE

PERMITS	UNITS	UNIT PRICE
One Time Setup	Per unit	\$5,000.00
Per Permit	Per unit	\$2.00
Permit Fulfillment (Verification)	Per unit	\$2.00
Per Letter (Includes postage)	Per unit	\$1.25
Online & IVR Secure Credit Card Payments - Gateway Fee Note: Charged to the Public - assumes the use of the Client Merchant Account	Per transaction	\$2.00 or 3% whichever is higher

INTEGRATION SERVICES

Implementation between IPS meters, Enforcement, Permitting, and Parking Management System

NO COST

IMPLEMENTATION WITH 3RD PARTIES

PRODUCT/SERVICE	PRICE PER UNIT
3 rd party Pay-Stations (per pay-station per month)	\$10.00
IPS multi-space meters	No cost
IPS single-space meters	No cost
IPS vehicle sensors	No cost
ParkMobile (annual software and web-services fee)	\$5000
Gentech LPR systems (annual software and web-services fee)	\$5000
State of MO DMV	No cost
Other 3 rd Parties	To be quoted based on final scope of services

Implementation: In the case that a 3rd party charges IPS for integration services, then those charges will be passed along to the City at IPS costs.



CHAPTER 5 INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

3/19/2020

DATE (MM/DD/YYYY)

5/13/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	Lockton Insurance Brokers, LLC License #0F15767 4275 Executive Square, Suite 600 La Jolla CA 92037 (858) 587-3100	CONTACT NAME:	
		PHONE (A/C, No, Ext):	FAX (A/C, No):
INSURED	1377909 IPS Group, Inc. 7737 Kenamar Court San Diego CA 92121	INSURER(S) AFFORDING COVERAGE	
		INSURER A: National Fire Insurance Co of Hartford	
		INSURER B: The Continental Insurance Company	
		INSURER C: Indian Harbor Insurance Company	
		INSURER D:	
		INSURER E:	
		INSURER F:	
		NAIC #	
		20478	
		35289	
		36940	

COVERAGES IPSGR01

CERTIFICATE NUMBER: 16084202

REVISION NUMBER: XXXXXXXX

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	N	4034952942	3/19/2019	3/19/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED <input type="checkbox"/> AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	N	N	6013847872	3/19/2019	3/19/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX Comp./Coll. Ded \$ 1,000
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	N	N	4034952990	3/19/2019	3/19/2020	EACH OCCURRENCE \$ 20,000,000 AGGREGATE \$ 20,000,000 \$ XXXXXXXX
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	5093308451 (CA) 5093308496 (AOS)	3/19/2019 3/19/2019	3/19/2020 3/19/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Tech E&O / Network / Privacy / Media	N	N	MTP903200304 (E&O)	3/19/2019	3/19/2020	Each Occ. 10,000,000; Agg.: 10,000,000; Ded.: 100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The City of St. Louis is an Additional Insured to the extent provided by the policy language or endorsement issued or approved by the insurance carrier.

CERTIFICATE HOLDER

CANCELLATION See Attachment

16084202 City of St. Louis Treasurer's Office 1200 Market Street, Room 220 St. Louis, MO 63103	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

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A police officer in a blue uniform is shown from the side, holding a handheld electronic device (HED) against the windshield of a dark-colored car. The officer is also holding a small white card or piece of paper. The background is slightly blurred, showing other vehicles and trees. A dark teal overlay covers the right side of the image, with the word 'APPENDIX' in white capital letters.

APPENDIX

APPENDIX A

REQUIREMENTS ARE IDENTIFIED AS TO THEIR PRIORITY BY:

1 REQUIRED

2 DESIRED

Respond to each item as to whether your proposed system satisfies the requirement:

Fully Provided - The item is satisfied with standard functionality in the proposed system.

Modification Required - The item is satisfied with modification to the proposed system. Include the cost for the modification in the Comment column and also include the cost in your price proposal.

Not Provided - The item is not supported by the proposed system and modification is not available.

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
A) GENERAL REQUIREMENTS						
A 1	The Parking Management application must be browser based, supported by all popular browsers.	1	X			All standards are supported.
A 2	The application must be Responsive and format display consistent with the type device used. Examples of the application display from a desktop, tablet and phone must be included with the proposal. Denote the location of the examples in the comment.	1	X			All handheld applications and websites are responsive designs. Further modifications can be made on customer request.
A 3	System must employ a fully relational database that allows data to be manipulated, linked, and queried.	1	X			
A 4	System must be available for use with Oracle, and MS SQL databases	1	X			
A 5	System must be able to be hosted by the software provider or self-hosted	1	X			IPS provides a fully hosted system. Customer self hosted is not offered.
A 6	Tasks and activities must be easily initiated via context-sensitive menus.	1	X			
A 7	All information must be accessible and editable from one single screen	1	X			
A 8	System tasks must be scheduled to run automatically at user-defined intervals.	1	X			
A 9	System must be capable of interaction with external relational databases with real time and/or batch processes.	1	X			
A 10	Record searches that result in a single record meeting the search criteria must automatically open that record.		X			
A 11	Record searches that result in multiple records meeting the search criteria must display the matching records in a grid that:					
A 11a	Displays the qualifying records with additional identifying information	1	X			
A 11b	Allows the user to sort the records in the grid by the values in any column (ascending or descending)	1	X			
A 11c	Allows the user to reorder the sequence of the columns in the grid, saving their individual preference for each individual grid type.	1	X			
A 11d	Directly navigates to any selected record in the grid.	1	X			
A 11e	Provides the ability navigate to a record, while maintaining the results grid that can be returned to for selection of another record.	1	X			

PRODUCT/SERVICE			FULLY PRIORITY PROVIDED	MODIFI- CATION REQUIRED	NOT PROVIDED	COMMENTS
B) USER SECURITY/CONTROL REQUIREMENTS						
B	1	System must allow for a wide range of user security and control.	1	X		
B	2	System must have the capability to optionally enforce strong passwords and password expiration	1	X		
B	3	System must have the capability for the end-user to login and authenticate via a third-party system (LDAP, Active Directory or similar)	1	X		IPS has implemented this today with selected customers.
B	4	System must automatically log a user off after a predetermined amount of time without activity.	1	X		
B	5	The system must allow the creation of a profile for each individual user. This profile specifically details the rights and privileges as defined by the system administrator.	1	X		
B	6	Rights and privileges must be configurable per screen and range from read-only to full supervisor permissions.	1	X		IPS also gives the customer the ability to modify as needed.
B	7	Ability to clone user profiles must exist.	1	X		
B	8	The system must contain an audit trail of modifications and/or transactions executed by a particular user. Transactions must be date, user and terminal stamped.	1	X		

C) USER SECURITY/CONTROL REQUIREMENTS						
C	1	All features below must be initiated from a single screen.	1	X		
C	2	Entry (via keyboard entry and/or automatic real-time upload via handheld citation issuance devices), viewing, and printing citations. All information normally associated with a specific citation such as: Ticket #, Plate #/Yr./State (or Province), Plate Type, Meter #, Date Issued, Time Issued, Officer Badge, Location, Infraction, Vehicle Info. (Make, Model, Color), VIN #, Public and Private comments must be entered and viewed on a single screen.	1	X		
C	3	Detailed violation information including fine structure (base amount, uplifts, accumulations, late fees, discounts, etc.) must be viewable on screen.	1	X		This depends on the access level the user has.
C	4	System must include the ability to add notes field (including date of the note, note type, and comments). Notes must be date/time, user and terminal ID stamped.	1	X		
C	5	System must display detailed status information regarding balance due, addition of late fees and fine increments, administrative holds, and adjustments.	1	X		
C	6	System must allow application of skeletal payments for citations not currently in the system (citations paid off the windshield).	0	X		All citations are uploaded in real time. However, all citations can allow for payments from any location, including citations paid off the windshield.
C	7	System must track all changes and adjustments made to a citation to a specific individual, date and time using a ticket tracker.	1	X		

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
C 8	System must display the complete history of transactions associated with the citation without exiting the screen.	1	X			
C 9	System must allow for the monetary amount of a citation to be adjusted.	0	X			
C 10	Vehicle, hearing, receipts, notes/attachments, and pre-paid citation data must all be viewable from the citation record.	1	X			
C 11	The attachment of scanned documentation, digital images, voice memos and/or other electronic items to the citation must be supported.	1	X			
C 12	Attachments must be date, user and terminal stamped.	1	X			
C 13	A visual indicator must display on records with attachments, hearing schedules or warning codes.	1	X			
C 14	Hearing information must be directly accessed from the citation record.	1	X			
C 15	Receipt (payment) information must be displayed directly on the citation screen.	1	X			
C 16	Payments must be able to be posted directly on the citation screen, without the need to open a separate cashiering module or add items to a shopping cart.	1	X			
C 17	A mechanism for rapid and convenient entry of hand-written citations utilizing defaults from the previously entered citation such as date, officer number, location, etc must be provided.	1	X			
C 18	Full data edit and delete capabilities must be restricted to authorized users.	1	X			
C 19	The system must have the capability to reassign citations to a different customer (ex. from vehicle leasing company to vehicle lessor).	1	X			
C 20	Scofflaws rules must be defined, tracked and downloaded to handheld enforcement units. Scofflaw criteria may consist of number of tickets issued, number of unpaid tickets, and number of tickets issued or unpaid within a defined date range, or number of tickets issued/unpaid related to a specified violation code.	1	X			
C 21	Direct access to customer, vehicle, appeal and payment information must be provided from the citation screen.	1	X			
C 22	The system must include the ability for notification letters to be generated, printed and/or emailed, while maintaining an audit trail within the application. Direct access to letter history must be provided and a copy of the letter must be stored in the attachments section of the citation.	1	X			
C 23	System must have the ability for one or more violations per citation.	0	X			
C 24	System must support the definition of aggregate/escalated fine structure based on number of tickets issued within a user defined time period.	1	X			
C 25	Aggregate/escalated fine structure can be defined for any individual or combination of violations. Definition of multiple structures must also be supported.	1	X			Our business logic is likely able to handle this with existing capabilities, but exact scenarios would be required to confirm actual business rules.

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
C 26	Aggregate/escalated fine violations must be automatically supported, to assess the correct escalated fine amount when the ticket is issued without any additional user input.	1	X			Our business logic is likely able to handle this with existing capabilities, but exact scenarios would be required to confirm actual business rules.
C 27	System must be able to define whether a violation uses aggregate, discount or uplifts in any combination.	1	X			Our business logic is likely able to handle this with existing capabilities, but exact scenarios would be required to confirm actual business rules.
C 28	Tickets with discounted fines must display the ticket with the normal/full fine amount, while any display of the ticket for payment (within the application or online) will show the discounted amount due until the discount period ends.	1		X		IPS supports this feature in a slightly different way, but could be implemented in 30 days or less.
C 29	The system automatically creates an adjustment record for the discount amount when ticket are paid at the discounted amount	1		X		IPS supports this feature in a slightly different way, but could be implemented in 30 days or less.
C 30	Financial information related to the citation must be accessible directly on screen. This includes payments, adjustments, late/fees, etc.	1	X			
C 31	Fine uplifts/late fees must be automatically assessed to citations meeting criteria without the user initiating the process.	1	X			
C 32	System must have the ability to setup custom business rules for consistent and efficient selection from a pick-list. This data includes officer badge ids, locations, violation codes, void codes, appeal codes, and vehicle descriptive data.	1	X			
C 33	System must be capable of generating custom letters directly from the citation screen.	1	X			
C 34	System must notify users if the ticket issue date is X amount of days past due.	1	X			
C 35	They system must support custom user-defined surcharges (different from late fees), which may be applied directly onscreen or automatically assessed.	1	X			
C 36	Ability to post payments to a citation without leaving the citation screen.	1	X			
C 37	Ability for authorized users to reopen a ticket without leaving the screen.	1	X			
C 38	Ability for authorized users to correct data entry errors directly on screen. This data includes ticket number, plate correction and plate ownership correction.	1	X			
C 39	Ability to group ticket violations under a "Bylaw".	1	X			
C 40	Ability to define precincts and group citation locations.	1	X			
C 41	Ability to setup "Automatic surcharges" (not late fees) based upon individual violation, or the ticket as a whole.	1	X			
C 42	Ability to assess a hold based upon number of issued or unpaid tickets and transfer holds to a third-party system.	1	X			
C 43	Ability to resend a specific ticket to DMV for lookup.	1	X			

PRODUCT/SERVICE		FULLY PRIORITY PROVIDED	MODIFI- CATION REQUIRED	NOT PROVIDED	COMMENTS	
D) CITATION APPEAL MANAGEMENT REQUIREMENTS						
D 1	The parking system must track the citation appeal and hearing process. When an appeal record is created (either in the software, or through the Internet), the information relating to a citation must be automatically copied into the appeal record as the citation number is entered. The appeals and hearings manager must include the ability to do all of the following.	1	X			
D 2	Adjust ticket status based upon appeal status (e.g. Appeal Pending, Appeal Approved).	1	X			
D 3	Attach digital pictures, files or documents. Attachments must be date, user, and terminal stamped.	1	X			
D 4	Adjust the citation's final amount due and keep track of all adjustments made to the record.	1	X			
D 5	Put citations on hold (no further accumulation of late fees or notices) while appeal is in process.	1	X			
D 6	Provide built-in court hearing schedule report.	1	X			
D 7	Define court schedule (including available dates, times, number of hearings, etc).	1	X			
D 8	Define court locations and hearing officers.	1	X			
D 9	Generate/print and/or e-mail appeal decisions and/or letters on demand for a single hearing or in batch for multiple hearings. The hearing/appeals manager must call up one of several user-defined letters in the database file, which includes information about the citation, customer and vehicle.	1	X			
D 10	Direct access to letter history must be provided as well as storing a copy of the letter in the history.	1	X			
D 11	An appeal decision code may be defined for the purpose of notifying customers of the reason why an appeal was upheld or denied. This information must be printed on appeal decision letters.	1	X			
D 12	Ability for a customer to appeal multiple citations at a single time.	1	X			
D 13	Ability to access financial information directly from the citation appeal record. This includes payments, adjustments, late/fees, appeal reductions, etc.	1	X			
D 14	Ability to define a court fee may and apply to an appealed citation.	1	X			
D 15	Ability to generate a packet containing a bar-coded facsimile of the ticket, detailed ticket history, customer history (number of tickets issued, financial records, outstanding balances, permits, vehicles, etc.), customer appeal history (previous appeal requests, reasons, and decisions), officer/office comments, and all attachments including correspondence and digital images without leaving the screen.	1	X			
D 16	Ability to view previously void/appealed tickets on screen.	1	X			
D 17	Reports for appealed tickets, fines reduced due to appeal, tickets pending appeal, appeal denied tickets, and hearing schedules must be provided	1	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
D 18	Payments must be automatically credited to the ticket holder's account upon appeal approval.	1	X			
D 19	The user must be able to free form enter appeal requests, parking department recommendations, and appeal decisions.	1	X			
D 20	The user must be able to view citation, customer, and receipt records directly on screen.	1	X			
D 21	Ability to partially appeal a ticket is required.	1	X			

E) VEHICLE MANAGEMENT REQUIREMENTS

E 1	The parking management system must provide complete control of the vehicle registration process.	1	X			
E 2	All activity associated with a vehicle including owner information, citations, permits and warning codes must be viewable from a single screen.	1	X			
E 3	Ability for multiple vehicles to be associated with a single customer.	1	X			
E 4	Ability for vehicles to be manually assigned to a warning list (e.g. VIP, Scofflaw). Warnings must be sent to the handheld ticket writers.	1	X			
E 5	System must have the ability to manage and process DMV plate lookups.	1	X			
E 6	A history of vehicle ownership information must be maintained.	1	X			
E 7	The attachment of scanned documentation, digital images or other electronic items on the record must be supported.	1	X			
E 8	Attachments must be date, user and terminal stamped.	1	X			
E 9	A visual indicator must display on records with attachments.	1	X			
E 10	Existing citations must be viewable on screen with the ability to click and swap to the detailed information.	1	X			
E 11	Existing permits must be viewable on screen with the ability to click and swap to the detailed information.	1	X			
E 12	Vehicles may be reassigned to a specific account along with any citation information.	1	X			
E 13	Plates may be edited or removed from a customer's account.	1	X			
E 14	Vehicles with unknown owner information must be exported for import to a plate lookup system. Likewise, owner information may be imported into parking system.	1	X			
E 15	Vehicle owner information may be manually entered.	1	X			
E 16	Warnings must be automatically generated. Criteria includes: number of tickets issued to a specific plate, number of "open" tickets assigned to a specific plate, number of either issued/open tickets that contain a specific violation, and/or any of the above criteria within a specific defined date range.	1	X			
E 17	Warning messages must be displayed in color for easy recognition.	1	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
E) ACCOUNT/PAYMENT MANAGEMENT						
F 1	System must provide the ability to view all activity associated with individuals and groups that park or are responsible for parking. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.	1	X			
F 2	Ticket/Vehicle Contact Information must be viewable on a single screen without scrolling.	1	X			
F 3	System must support a barcode reader, receipt printer and electronic cash drawer for a complete point of sale station.	1	X			
F 4	System must include the ability to post payments directly on the record's screen without opening a separate payment manager or utilizing a shopping cart.	1	X			
F 5	System must support entry of batch payments. The payment batch must remain open (through user log off and log on) for additional entries until the user initiates closing the batch.	1		X		Not currently supported but could be implemented in 30 days.
F 6	System must support automatic administration of a discounted fine amount for prompt payment received within a user defined time.	1	X			
F 7	System must utilize one unique account number issued to a customer and link all related records (citations, tow/boot entries, vehicles and fees) to the unique account.	1	X			
F 8	The Account record must display a consolidated view of all comments/notes recorded with any ticket, permit or vehicle associated with the account.	1	X			
F 9	The balance due, with detail, for totals based upon citations, permits and fees must be viewable directly on screen.	1	X			
F 10	Posting of payments for citations, permits, NSF and fees may be applied on one screen. Payments can be applied automatically (FIFO) or manually to specific items. Split payments must also be supported (ex. Payments in cash and check may be applied in one single transaction).	1	X			
F 11	All transactions must be tracked by cashier or cash drawer/terminal.	1	X			
F 12	Payments may be posted in full or partial. Credits from an existing customer balance may be applied.	1	X			
F 13	A receipt may be printed/emailed as necessary that clearly identifies individual transactions and/or items purchased.	1	X			
F 14	User-defined payment methods must be supported and interface with third-party systems where applicable (i.e. cash, check, payroll deduction, credit card, interdepartmental check).	1	X			
F 15	System must support the entry of multiple payment methods (tender types) for payment within a single payment transaction.	1	X			
F 16	Fields for check number, credit card number, and authorization number or expiration date must be available.	1	X			
F 17	A complete cash drawer closeout process must be included with a detailed reconciliation report.	1	X			
F 18	System must include the ability for receipts to be printed, emailed and reprinted/emailed on demand.	1	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
F 19	A barcode may be printed on citations and scanned at point of sale to facilitate rapid data entry and lookup.	1	X			
F 20	System must support establishment and tracking of payment plans	1	X			
F 21	System must be able to process NSF checks, with assessment of an optional fee, and a flag may be placed on the account (flag must appear on any screen where a payment may be applied).	1	X			
F 22	A summary, with direct access to all information and invoices associated with a customer must be viewable on one screen.	1	X			
F 23	System must contain the ability to apply overpayments to a customer account with a complete audit trail	1	X			
F 24	System must include the ability to generate user-defined customer statements in a variety of formats.	1	X			
F 25	Complete account history including all vehicles, citations, permits, fees and transactions on an account must be viewable, with the ability to print and/or email.	1	X			
F 26	System must include the ability for addresses to be defined as invalid. Accounts with invalid addresses should be removed from the billing queue and sent back to DMV for updated address information if requested.	1	X			
F 27	Potential duplicate customer records may be identified with the option to merge the duplicate records.	1	X			
F 28	Scanned documentation, digital images or other electronic items may be attached to the record.	1	X			
F 29	A visual indicator must display on records with attachments.	1	X			
F 30	Direct access to receipts (payments) associated with the customer must be available for viewing or printing.	1	X			
F 31	System must allow authorized users to issue refunds and credits to a customer.	1	X			
F 32	System must allow unlimited, user-defined unique ID numbers to be associated with one customer account.	1	X			
F 33	System must support custom messages added to an account that will pop up each time the account is called up on screen (account alert).	1	X			
F 34	System must allow search by unique ID number, name, address, custom fields, citation, permit number, and plate number. Searches may be performed from any screen.	1	X			

PRODUCT/SERVICE		FULLY PRIORITY PROVIDED	MODIFI- CATION REQUIRED	NOT PROVIDED	COMMENTS	
G) INVOICING/LETTER GENERATION						
G	1	The system must be able to print and/or email a variety of invoices related to citations, and account data.	1	X		Most notices and emails are auto-generated. The system also contains a "DIY" correspondence module, cite facsimile generation function and other tools to generate documentation for internal staff and public customers. If additional development is required to further facilitate this need, we can be implement in 30 days.
G	2	The system should automatically attach sent correspondence to the pertinent record.	1	X		
G	3	The system must allow for setup of unlimited custom letters.	1	X		
G	4	The system must support sending letters to a group of people or individually	1	X		The system currently supports the emailing of letters and documentation to individuals and groups. If further development is required in order to facilitate this need, we can implement in 30 days.
G	5	The system must be configurable to automatically send batch produced correspondence via email if an email address exists, or otherwise print the correspondence for mailing.	1	X		The system currently supports the emailing of letters and documentation to individuals and groups. If further development is required in order to facilitate this need, we can implement in 30 days.
G	6	The system must generate notices, or billing letters, for overdue citations.	1	X		
G	7	The system must include the ability to generate billing letters based upon a variety of user-defined criteria.	1	X		
G	8	Letters may be printed on a standard printer directly connected to the workstation or accessed via a network	1	X		
G	9	Letters may be "rolled back" if generated in error.	1	X		
G	10	An audit trail exists to track all notification letters within the system	1	X		
G	11	Notices may be printed on letterhead.	1	X		
G	12	The system must have the capability of generating notices without user intervention via a task scheduler.	1	X		
G	13	System must be able to generate customer statements for mail or email	1	X		
G	14	Hearing notification letters/results may be generated for mailing or email.	1	X		
G	15	System must allow the user to define and create different types of letters specifically for on-demand generation from the record's screen with the letter being stored on the account for future reference.	1	X		
G	16	System must send waiting list notification letters.	1	X		
G	17	System must be able to email a group of accounts custom letters.	1	X		

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
H) REPORTING						
H 1	The parking system must include several pre-defined reports concerning citation, account and financial information.	1	X			
H 2	Reports must be selectable by date or date range, plus additional relative selection qualifiers.	1	X			
H 3	Standard reports support multiple levels of sorting based on a variety of variables.	1	X			
H 4	Reports must be exportable to common formats such as csv, xls, and pdf.	1	X			
H 5	The parking management system must include the ability to schedule reports to generate and automatically email to designated staff without user intervention.	1	X			
H 6	<p>At a minimum, the system must include the following standard/canned reports. Denote any of these that are not included in the comments section, along with the cost to provide.</p> <ul style="list-style-type: none"> - Account Balance Owing - Billing History - Fees - Overpayments - Refunds - Payments by Bank Account - Payment Plans - GL Revenue - Payments by Payment Type - Payments by Payment Origin - Payments by Cashier - Ticket Payments - Fee Payments - Violation Payment Amounts - Violation Payment Percentages - Voided Payment Reports - Appeal Results - Billed Tickets - Excessive Tickets on Customer Record - Hearing Schedules - Issued Tickets by Officer, Location, Violation and Status - Unpaid Tickets - Tickets without Owner Information - Ticket Aging Details - Voided Tickets by Badge and Location - Scofflaws 	1	X			
H 7	The system must include a fully-integrated report designer for modification of standard reports. Modified reports must appear within the main reporting menu. Third-party software for generating reports (i.e. Crystal) must not be required.	1	X			
H 8	Vendor must supply a complete database dictionary.	1	X			
H 9	Reports must be accessible both from within the parking system and through a browser.	1	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
I) CUSTOMER SELF-SERVICE PORTAL / E-COMMERCE						
I	1	The parking system must include a customer self-service/e-commerce module for online ticket payments/appeals, account viewing, and secure online payments.	1	X		
I	2	The e-commerce module must allow sign on through a single sign on portal, support Shibboleth, LDAP, Active Directory and other commonly used authentication methods.	1		X	Single-sign on is typically only implemented for City users. IPS does not require account creation to pay citations online. If general public SSO is required, more definition would be required.
I	3	The e-commerce module must interface in real-time with the parking management software to enforce business rules and send requests/payments in real-time.	1	X		
I	4	The e-commerce module must redirect customers to a secure payment gateway for PCI compliant credit card payments.	1	X		
I	5	The e-commerce module must allow the customer to perform all of the following features	1	X		
I	6	- View all current parking activity including contact information, citations, boot/tow, fees, and vehicles on one screen.	1	X		
		- Pay entire account balance				
		- Pay/Appeal Ticket				
		- Upload attachments with appeal request				
		- View tickets, including exact reprint, associated pictures, past billing statements				
I	7	The e-commerce module must allow departmental logins and self-service.	1	X		
I	8	The e-commerce module must be fully brandable to match the institution's branding rules.	1	X		
I	9	The e-commerce module must include a distinct configuration menu to allow parking administrators to activate/deactivate a variety of features.	1	X		
I	10	The e-commerce module must support business rules that restrict which violations may be appeals and/or paid online.	1	X		
I	11	The e-commerce module must generate, display and email receipts to the customer.	1	X		
I	12	The e-commerce module must support an automated customer inactivity timeout.	1	X		
I	13	The e-commerce module must operate over a secure network connection including SSL.	1	X		
I	14	The e-commerce module must include an interface for parking staff to view a real-time Dashboard	1	X		
I	15	The Dashboard must include all of the following widgets: - Current parking system users - Current e-commerce activity and server load - Graphs of Hourly and Daily e-commerce users - Issued tickets - Pending ticket voids - Unmatched skeletal payments - Appeal Requests	1		X	IPS supports most of these as standard, but can amend/update dashboard within 30 days.

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
I 16	The e-commerce module must support all commonly used browsers including Internet Explorer, Chrome, Firefox, Opera, and Safari	1	X			
I 17	The e-commerce site must automatically scale to support mobile and desktop browsers	1	X			

J) SYSTEM INTEGRATION/TASK AUTOMATION

J 1	The system must be capable of transferring/importing customer, citation, permit, vehicle, tow, wait list, and financial information through data file imports and exports.	1	X			
J 2	The system must be capable of read/write ASCII and Unicode character sets	1	X			
J 3	The system must be able to read/write fixed, delimited CSV, SML, tape, and customized file formats.	1	X			
J 4	The system must include advanced configuration abilities for data field mapping, ordering, formatting and must be able to work with either file headers or footers.	1	X			
J 5	The system must be able to automatically backup, copy, move, delete and process data files for both import and export through a scriptable procedure.	1	X			
J 6	The system must be able to upload/download files to or from remote servers using network shares, mapped drives, FTP, sFTP and scp.	1	X			
J 7	The system must log all file transfers and report on job statuses by date range and/or process name.	1	X			
J 8	File transfers must include the following. Identify the availability of each file transfer type, indicating whether this is a standard interface or if programming is required in the comments column. Also include pricing for any of these within your pricing proposal.					
J 8a	- Demographic (person name, address, etc.) import/export	1	X			
J 8b	- Citation import/export	1	X			
J 8c	- Vehicle import/export	1	X			
J 8d	- Payment import/export	1	X			
J 8e	- General Ledger interface	1	X			
J 8f	- Collection Agency Export and Import	1	X			
J 8g	- Cashiering System Export and Payment import	2	X			
J 8h	- Registered Owner Lookup	1	X			
J 8i	- DMV Registration Hold, if supported by state	1	X			
J 9	The system should be capable of real-time integration with other software systems	2	X			
J 10	The system should be capable of real-time integration through web services, stored procedures, tables and views	2	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
J	11	The system must include a task scheduler for automation of all system processes, including, but not limited to:	1	X		
		- Fine escalations				
		- Bill/Invoice Generation				
		- All file transfers				
J	12	The task scheduler must allow scheduling by date, day of the week or time	1	X		
J	13	The task scheduler must run unattended on the server without an operating system user logged in.	1	X		
J	14	Input and output of tasks must support any of the following: ASCII, API, stored procedure, network share, ftp site	1	X		
J	15	The task scheduler must log process activity and display warnings and errors.	1	X		
J	16	The task scheduler must be capable of emailing process logs and activity to multiple email addresses	1	X		
J	17	The task scheduler must allow configuration by process (distinct schedules per job)	1	X		

K) ENFORCEMENT SOFTWARE/EQUIPMENT

K	1	This proposal must include an Android Enforcement app, operating on the smartphone or tablet of our choice, including Bluetooth printer for all enforcement activities.	1	X		
K	2	The Agency must be able to procure the smartphone/tablet from the carrier of our choice	1	X		
K	3	The Enforcement App must communicate in real-time with the parking software via WiFi and/or Cellular networks	1	X		
K	4	The Enforcement app must include the following functionality. Denote any function not supported in the comments.	1	X		
		- Citation issuance	1	X		
		- Ability to capture unlimited, high resolution color pictures with a single ticket				
		- Ability to record unlimited voice memos with a single ticket				
		- Permit searching				
		- Vehicle Searching				
		- Electronic Tire Chalking shared across all enforcement devices in real-time				
		- Boot/Tow recording and tracking				
K	5	The Enforcement app must send citations to the parking system upon print, including any pictures or recorded voice memos.	1	X		
K	6	The Enforcement App must send boot/tow information in real-time.	1	X		
K	7	The Enforcement App must search vehicles in real-time against the database.	1	X		
K	8	The Enforcement App must track the enforcement officer's GPS path and display this on a map within the parking software	1	X		

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
K 9	Tickets issued from the Enforcement App must display the GPS coordinates on a map, directly on the citation screen	1	X			
K 10	Pre-selected information, including violation codes, makes/models, and other data collection fields must be sent to the Enforcement App via WiFi or cellular network for batch backup	1	X			
K 11	The Enforcement App must require a valid Badge ID an optional password for log-in	1	X			
K 12	The Enforcement App must be menu operated for ease of use	1	X			
K 13	The Enforcement App must support both touchscreen and voice data entry	1	X			
K 14	The Enforcement App must track issuer productivity	1	X			
K 15	The Enforcement App must allow reprint of a citation	1	X			
K 16	The Enforcement App must allow authorized enforcement staff to void tickets in the field	1	X			
K 17	The Enforcement App must allow the issuer to review tickets issued within the shift	1	X			
K 18	The Enforcement App must search the parking database in real-time upon entry of a vehicle and display outstanding balance, vehicle warnings (boot/tow eligible, VIP, repeat offender, etc), and all permit information include type, expiration date, parking location, status and associated vehicles	1	X			
K 19	The Enforcement App must automatically assign multiple levels of escalated fine amounts based on user defined parameters.	1	X			
K 20	The Enforcement App must include barcode scanning technology for scanning of bar-coded registration stickers or permits.	1	X			
K 21	The Enforcement App must be capable of printing a QR code on the ticket so that customers can immediately pay the ticket online via their smartphone	1	X			
K 22	Violation tables must be stored in the Enforcement App for selection by the issuer. Up to three violations may be selected for each citation.	1	X			
K 23	Late fee amount must be automatically added to violation(s) amount and the total displayed as the amount due if ticket is not paid by the date (displayed) the late fee would be assessed.	1	X			
K 24	The Enforcement App must automatically assess the correct escalated fine amount based on the parameters established for the violation, without any additional input by the enforcement officer.	1	X			
K 25	The issuer must be able to review tickets written for the date or date range from the Enforcement App.	1	X			
K 26	Multiple user-defined warnings (tow lists, scofflaw, VIP, etc.) must be stored in the Enforcement App and accessed real-time from the parking management system. Should one of these plates be entered, the issuer is immediately notified on screen and audibly.					
K 27	Additional warnings, previously determined by the Administrator in the system, must also appear upon entry of a plate number associated with that particular warning.	1	X			

PRODUCT/SERVICE		PRIORITY	FULLY PROVIDED	MODIFICATION REQUIRED	NOT PROVIDED	COMMENTS
K	28	Data must be selected from user-defined tables to prevent incorrect entry and reduce keystrokes (e.g. a violation code not within the established table cannot be entered).	1	X		
K	29	The Enforcement App must support both public and private comment codes and free-form comments. Public comments are to be printed on the citation; private comments are to be stored within the parking system for parking department viewing.	1	X		
K	30	The Enforcement App must communicate in real-time with the parking management system's application server. Cradles and "host communication PCs" must not be necessary to sync data.	1	X		

L) ENFORCEMENT API						
L	1	The system must have an API that facilitates real-time communication between the Enforcement App in the field and Pay-by-Plate, Pay-by Space, Meter and LPR Systems.	1	X		
L	2	The API must be capable of communication to a variety of third-party companies for pay-by-phone integration to gather real-time pay-by-phone parking information.	1	X		
L	3	The API must be capable of communication with a variety of Meter manufacturers to gather real-time meter information.	1	X		
L	4	The API must be capable of communication with a variety of LPR systems for real-time display of LPR hits on the Enforcement App.	1	X		
L	5	The API must be capable of displaying LPR hits for boot/tow vehicles, overtime parking, and permit verification.	1	X		
L	6	The API must populate a listing of vehicles that have purchased parking via pay-by-phone systems. The listing must be color-coded to indicate valid plates/spaces, plates/spaces that are due to expire, and expired plates/spaces. The enforcement officer must be able to initiate the ticket issuance process directly from this list.	1	X		
L	7	The Enforcement API must populate a listing of vehicle hits send in real-time from the LPR system. The enforcement officer must have the ability to issue a citation directly from this screen.	1	X		

PRODUCT/SERVICE		FULLY PRIORITY PROVIDED	MODIFI- CATION REQUIRED	NOT PROVIDED	COMMENTS
M) OPTIONAL LPR ENFORCEMENT SYSTEM					
M 1	Vendor must offer an LPR enforcement option consisting of mobile or fixed LPR cameras and processing software from a leading, widely installed manufacturer	1	X		
M 2	Vendor must directly provide the LPR equipment installation and on-going support for the LPR system.	1	X		IPS is not a manufacturer of LPR systems, but has integrated and partnered with various providers. IPS can provide complete LRP capabilities as part of our solution from these partners.
M 3	Vendor application must interact with the LPR Mobile system real-time to provide permit, paid time (meter / pay by phone), and vehicle warning information.	1	X		
M 4	Vendor must configure the LPR system with geo-fence zones and the related enforcement for the zone (permit types) to support automatic selection by the mobile LPR as it enters the zones.	1	X		IPS is not a manufacturer of LPR systems, but has integrated and partnered with various providers. IPS can provide complete LRP capabilities as part of our solution from these partners.
M 5	Vendor must provide direct integration between the mobile LPR software and their ticketing function on the same LPR vehicle computer with an automated and seamless process.	1	X		
M 6	LPR system must also send LPR enforcement hits real time to the vendor handheld enforcement devices, with a map display of the violation location.	1	X		
M 7	All LPR data read (details including date/time, gps coordinates, license information, and both license plate and context images) must be integrated into the Vendors ticket management database..	1	X		
M 8	LPR Reads will be identified in the database by their status of either READ, HIT (by type), or TICKETED	1	X		IPS is not a manufacturer of LPR systems, but has integrated and partnered with various providers. IPS can provide complete LRP capabilities as part of our solution from these partners.
M 9	Tickets issued as a result of an LPR Hit will have the read details and images attached to and viewable directly from the ticket display.	1	X		
M 10	Vendor application must include standard reporting, and map and graphical analytics of the LPR data.	1	X		

SAMPLE DMS REPORTS

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COIN COLLECTION DETAIL

This report displays the coin collection information for each day in which a collection was performed. All available days for which a collection was performed will be displayed in the Collection Date drop-down list. The user can select a collection from a different month and year using the Year and Month drop-down list as well as sorting by zone, area and sub area. By default, all meters collected will be displayed. Similar to other reports, the coin collection detail report has the functionality to be sorted in ascending/descending order as well as sorting by specific information, similar to MS Excel Pivot Tables. This report gives the user the ability to see all the meters collected within specific routes, dates, etc.

Home > Finance > Collection Detail ☆

Search By:

TODAY

YESTERDAY

WEEK

MONTH

Collection From Date

Time 00 : 00

Collection To Date

Time 00 : 00

Zone IPS Group Default Zone

Area DEMO

Sub Area DEMO

SEARCH

BATCH REQUEST

Records per page 100

☒ Coins
☐ Bills

Collection Time	Pole Serial #	\$0.01	\$0.05	\$0.10	\$0.25	\$1.00	Coin Total	Unrecog.	Invalid Rev.	Coin Rev.
09:06:39 AM	F-409	2	2	2	2	2	103	0	\$0.02	\$17.07
09:06:39 AM	F-411	2	2	2	2	2	90	0	\$0.02	\$19.47
09:06:39 AM	F-409	4	4	4	4	4	34	2	\$0.04	\$15.59
09:06:39 AM	F-714	0	0	0	0	0	17	1	\$0.00	\$13.85
09:06:39 AM	F-413	2	2	2	2	2	71	5	\$0.02	\$1.97
09:06:39 AM	F-411	0	0	0	0	0	97	0	\$0.00	\$2.30
09:06:39 AM	H-712	0	0	0	0	0	84	0	\$0.00	\$15.55
09:06:39 AM	F-409	1	1	1	1	1	126	0	\$0.00	\$12.46
09:06:39 AM	F-411	1	1	1	1	1	0	0	\$0.00	\$18.21
09:06:39 AM	F-409	2	2	2	2	2	89	6	\$0.01	\$15.25
09:06:39 AM	F-714	3	3	3	3	3	54	12	\$0.03	\$18.16
09:06:39 AM	F-413	1	1	1	1	1	27	0	\$0.00	\$17.03
09:06:39 AM	F-411	1	1	1	1	1	84	0	\$0.00	\$17.07
09:06:39 AM	H-712	9	9	9	9	9	103	1	\$0.00	\$19.47
09:06:39 AM	F-409	5	5	5	5	5	90	1	\$0.00	\$15.59
09:06:39 AM	F-411	2	2	2	2	2	34	0	\$0.03	\$13.85
09:06:39 AM	F-409	2	2	2	2	2	17	0	\$0.00	\$1.97
09:06:39 AM	F-714	4	4	4	4	4	71	0	\$0.00	\$2.30
09:06:39 AM	F-413	0	0	0	0	0	97	0	\$0.01	\$15.55
		1,089	8,042	12,065	36,005	\$1.00	57,343	104	\$10.89	\$10,762.74

COIN COLLECTION SUMMARY

This report generates the coin collection between two dates chosen by the user. Basically, this report determines how much money was collected at the meters during those dates. Within this report as well as others, the user has the ability to further segment the data by zone, area or sub area, including amounts collected from individual meters by clicking on the blue hyperlinks. This report shows the amount of coins broken down by the value.

Home > Finance > Collection Summary ★

[TODAY](#)
[YESTERDAY](#)
[WEEK TO DATE](#)
[MONTH TO DATE](#)

From Date Time : To Date Time :

[SAVE REPORT](#)
[LOAD SAVED REPORT](#)
[REQUEST BATCH](#)
[EXPORT](#)
[SEARCH](#)

Date	Time	Pole	Terminal	Carrier	\$ Received	\$ Applied	Start Time	End Time	Mete
11/22/2016	08:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:15:06	08:15:06	
11/22/2016	08:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:31:16	08:31:16	
11/22/2016	08:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:45:54	08:45:54	
11/22/2016	09:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:04:22	09:04:22	
11/22/2016	09:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:55:11	09:55:11	
11/23/2016	08:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:15:06	08:15:06	
11/23/2016	08:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:31:16	08:31:16	
11/23/2016	16:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	16:45:54	16:45:54	
11/23/2016	17:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	17:04:22	17:04:22	
11/24/2016	09:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:55:11	09:55:11	

POLE TRANSACTION DETAIL

This report shows detailed transaction information for a specific pole location. The user enters the zone, area, subarea, pole and the date range.

Zone Area Sub Area Pole

Search By [TODAY](#) [YESTERDAY](#) [WEEK](#) [MONTH](#)

From Date Time : To Date Time : [SEARCH](#)

[EXPORT](#)
[LOAD/SAVE REPORT](#)
 Records per page

Drag a column header here to group by that column

Date	Time	Transaction ID	Terminal	Meter Type	Space Name	License Plate	Transaction Type	Bills (\$)	Coins (\$)	Card (\$)	Card #	Total (\$)	Time Purchased	Total Parking Time	Parking End Time	Transact Status
07/20/2017	11:44:40 AM	UL_01_10_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:44:40 AM	
07/20/2017	11:42:36 AM	UL_01_9_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:42:36 AM	
07/20/2017	11:36:21 AM	UL_01_8_20170720	10000005	Multispace	UL-01	ABC	Coin	\$0.00	\$0.40	\$0.00	---	\$0.40	00:24:00	00:24:00	07/20/2017 12:00:21 PM	
07/20/2017	11:35:00 AM	UL_01_7_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:35:00 AM	
07/20/2017	11:30:51 AM	UL_01_6_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:30:51 AM	
07/20/2017	11:30:42 AM	UL_01_5_20170720	10000005	Multispace	UL-01		Credit Card	\$0.00	\$0.00	\$0.00	---	\$0.00	00:00:00	00:00:00	07/20/2017 11:30:42 AM	
07/20/2017	11:30:12 AM	UL_01_4_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:30:12 AM	
07/20/2017	11:27:30 AM	UL_01_3_20170720	10000005	Multispace	UL-01		Diagn Card	\$0.00	\$0.00	\$0.00	11119777000041	\$0.00	00:00:00	00:00:00	07/20/2017 11:27:30 AM	
07/20/2017	11:13:10 AM	UL_01_1_20170720	10000005	Multispace	UL-01		Coin	\$0.00	\$0.25	\$0.00	---	\$0.25	00:15:00	00:15:00	07/20/2017 11:28:19 AM	
								\$0.00	\$0.65	\$0.00		\$0.65				

Page 1 of 1 (9 items) [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#)

[Clear Filter](#)

EXCEPTION REPORTS (FOR METERS NOT PERFORMING AS REQUIRED)

Home > Detail > Exceptions ★

From Date

Time

00
:
00

To Date

Time

00
:
00

SEARCH

BATCH REQUEST

LOAD SAVED REPORT

SAVE CHANGES

SAVE REPORT

Date	Time	Pole	Terminal	Carrier	\$ Received	\$ Applied	Start Time	End Time	Mete
11/22/2016	08:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:15:06	08:15:06	
11/22/2016	08:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:31:16	08:31:16	
11/22/2016	08:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:45:54	08:45:54	
11/22/2016	09:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:04:22	09:04:22	
11/22/2016	09:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:55:11	09:55:11	
11/23/2016	08:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:15:06	08:15:06	
11/23/2016	08:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:31:16	08:31:16	
11/23/2016	16:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	16:45:54	16:45:54	
11/23/2016	17:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	17:04:22	17:04:22	
11/24/2016	09:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:55:11	09:55:11	
11/24/2016	10:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	10:15:06	10:15:06	
11/24/2016	11:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	11:31:16	11:31:16	
11/24/2016	14:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	14:45:54	14:45:54	
11/24/2016	15:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	15:04:22	15:04:22	
11/24/2016	16:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	16:55:11	16:55:11	
11/24/2016	17:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	17:15:06	17:15:06	
11/24/2016	18:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	18:31:16	18:31:16	
11/26/2016	08:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:45:54	08:45:54	
11/26/2016	09:04:22	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:04:22	09:04:22	
11/26/2016	09:55:11	1458	1458	Verizon	\$ 02.25	\$ 02.25	09:55:11	09:55:11	
11/26/2016	08:15:06	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:15:06	08:15:06	
11/26/2016	08:31:16	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:31:16	08:31:16	
11/26/2016	08:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:45:54	08:45:54	
11/26/2016	08:45:54	1458	1458	Verizon	\$ 02.25	\$ 02.25	08:45:54	08:45:54	

TERMINAL EVENT REPORT

Terminal

Search By TODAY YESTERDAY WEEK MONTH

From Date Time : To Date Time : SEARCH

EXPORT Records per page 100

Drag a column header here to group by that column

Date	Time	Pole	Event Description
03/20/2017	10:51:31 AM	SPARE	Diagnostics Mode - Entered
03/20/2017	10:50:21 AM	SPARE	Diagnostics Mode - Exited
03/20/2017	10:47:20 AM	SPARE	Diagnostics Mode - Entered
03/17/2017	03:02:18 PM	SPARE	Fault - Card Detect Error: Set
03/17/2017	03:02:17 PM	SPARE	Fault - Card Reader Error: Set
03/17/2017	02:48:49 PM	SPARE	Diagnostics Mode - Exited
03/17/2017	02:48:33 PM	SPARE	Diagnostics Mode - Entered
03/17/2017	02:48:32 PM	SPARE	Diagnostics Mode - Exited
03/17/2017	02:47:25 PM	SPARE	Diagnostics Mode - Entered
03/17/2017	02:39:07 PM	SPARE	Self Test - Customer
03/17/2017	02:39:07 PM	SPARE	Diagnostics Mode - Exited
03/17/2017	02:38:54 PM	SPARE	Diagnostics Mode - Entered
03/17/2017	02:37:28 PM	SPARE	Diagnostics Mode - Exited
03/17/2017	02:34:28 PM	SPARE	Diagnostics Mode - Entered
03/17/2017	02:32:36 PM	SPARE	Diagnostics Mode - Exited
03/17/2017	02:32:17 PM	SPARE	Diagnostics Mode - Entered

1 Page 1 of 1 (53 items)

Create Filter



Next-Generation Data Management System

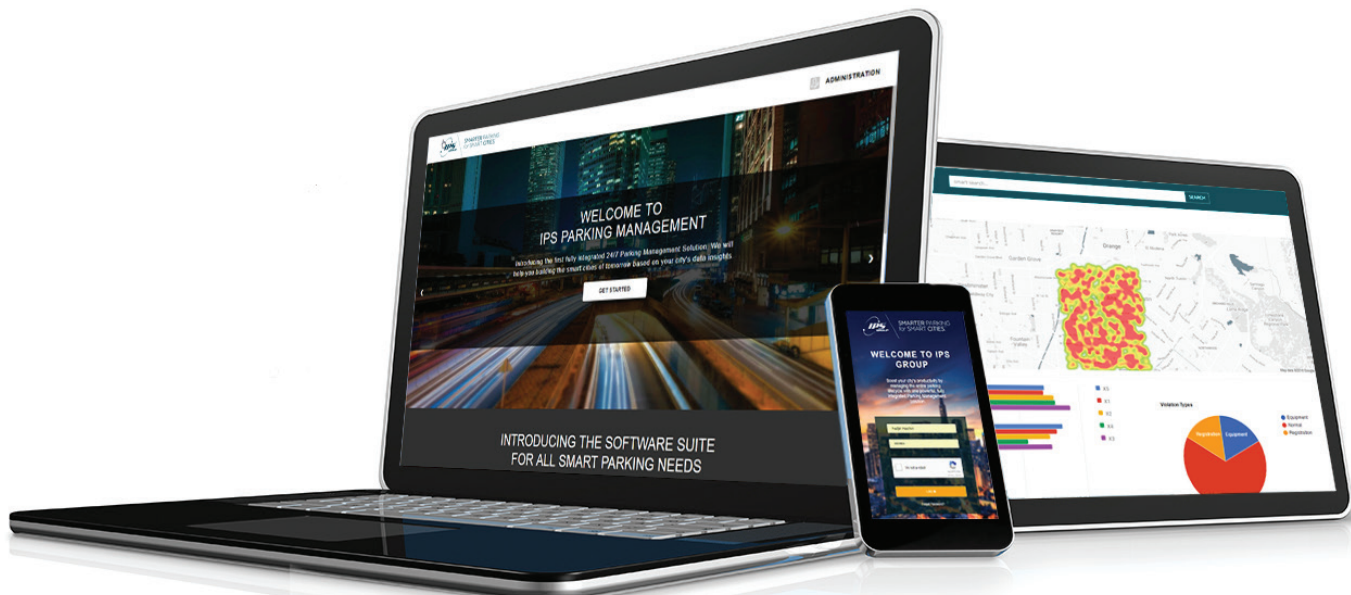
Built for the future of big data, the next-generation DMS provides enhanced modules, data intelligence, and an intuitive user interface, allowing parking professionals to remotely monitor and manage their network from anywhere, at any time.

Agile and Scalable to Meet the Needs of Today and Tomorrow

Robust and agile, the DMS aggregates data into a single back-end system. Customizable dashboards and advanced analytics provide visual representations of data, allowing customers to identify trends and interpret data.

Key Differentiators

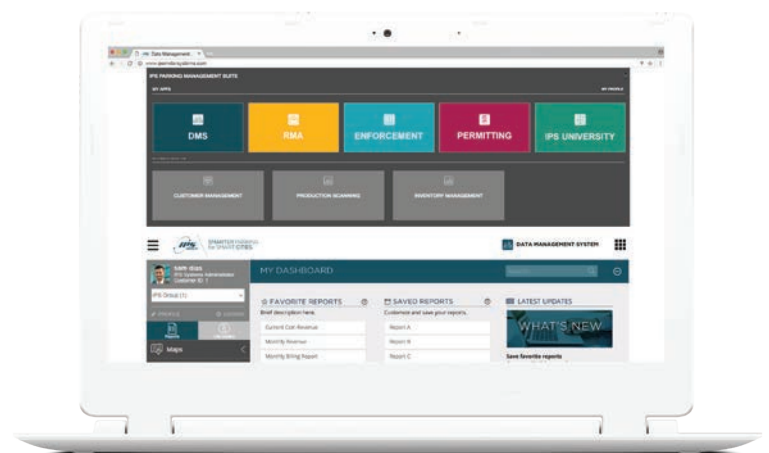
- **Fully Integrated:** Collects data from IPS Smart Parking meters, sensors, and mobile and enforcement apps into meaningful visual reports
- **Intelligent:** Real-time updates, live alerts, and forecasting to gain efficiencies
- **Accessible:** Cloud-based solution provides mobile access from any web-enabled device
- **Agile:** Flexible architecture enables API-based integration with third parties, making the system scalable to future needs
- **Secure:** PCI / PA-DSS compliant, user profile-based access via Single Sign-On (SSO)
- **Robust:** Over 3 Terabytes of data processed annually, making it a leading back-end system in the industry



Redesigned Dashboard Enables a Customized User Experience

New Features

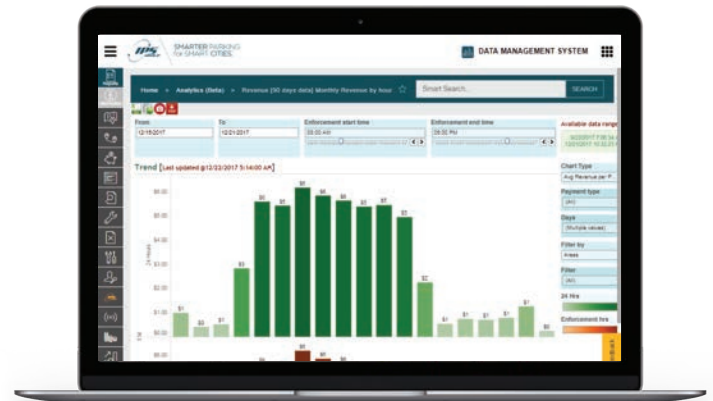
- **Single Sign-On:** Access all IPS applications via Single Sign-On (SSO) through the waffle menu
- **Dashboard:** Navigate the newly redesigned DMS via an intuitive dashboard
- **Smart Search:** Find a meter number, report, or topic as you type with Smart Search
- **Customized Reports:** Save your favorite/most used reports and customize report layout
- **Online Resources:** Access online training resources, including how-to videos, technical manuals, and more
- **IPS University:** Coming soon...



Robust Reporting and Data Analytics Drive Informed Decision Making

Financial Reports

- Provide real-time financial information on meters, sensors, and enforcement and permitting systems
- Include individual meter audits to assess revenue and coin content
- Display revenue of a particular city block, street, or neighborhood for easy rate evaluation
- Provide monthly and annual summaries of all transactions
- Assist in parking ticket adjudication by displaying the date/time of the purchase, the amount of time purchased, and the transaction type



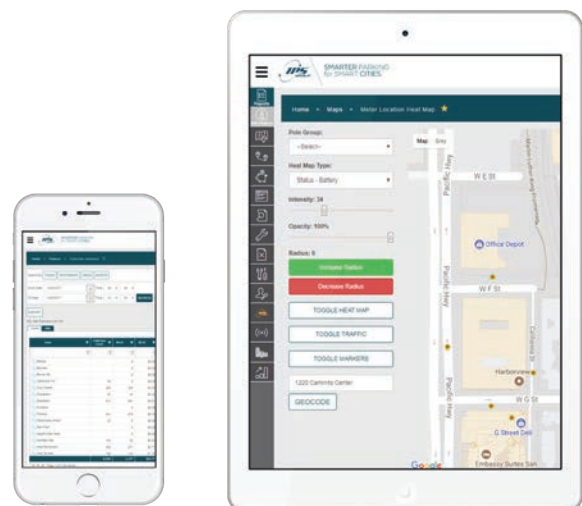
Technical Reports

- Provide real-time information and live alerts on the status of meters and sensors, including battery status, occupancy status, coin box status, and any faults such as coin or credit card jams
- Include detailed event view for each meter, which displays transactions, operational status, and maintenance logs
- Monitor meter power system health status, including battery and solar voltages, in real time



Administrative Tools

- Notify maintenance staff via email, text message, or both in the event of a meter fault
- Provide accurate control and asset management through installation and inventory reports
- Configure dynamic rates, accepted payments, and more from any web-enabled device
- Assign user profiles to manage access rights within the DMS

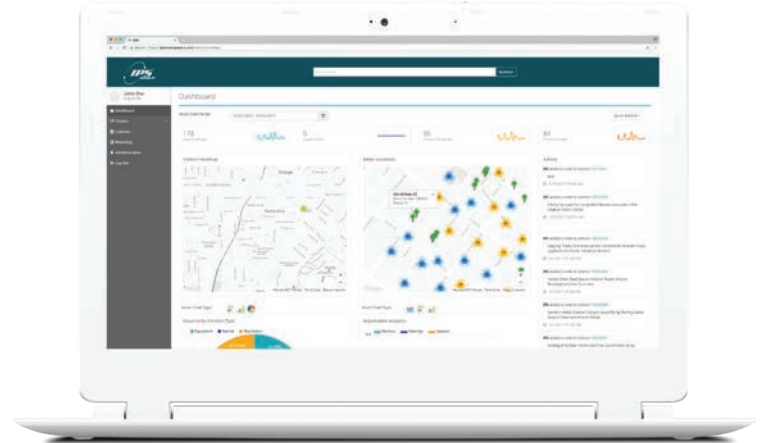


Additional Tools Available in the Next-Gen DMS

In addition to state-of-the-art reporting and analytics, the redesigned DMS provides access to the suite of IPS apps – all designed to streamline operations and help you do your job better. *Contact your administrator to request access.*

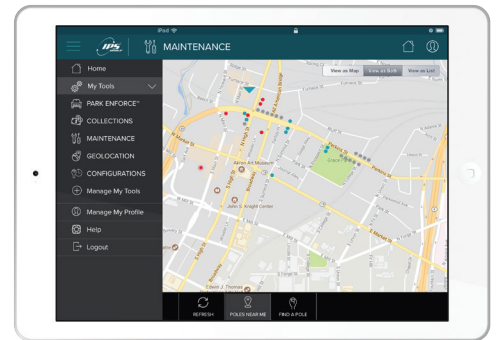
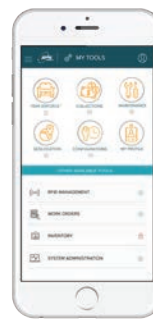
Enforcement Management Solution

- Intuitively issue citations efficiently and accurately with the Mobile Enforcement Device
- Oversee entire citation lifecycle, including issuance, adjudication, payment, DMV communications, and collections via the web-based citation management system
- Access registered owner data for all 50 states via integration with exclusive access to NLETS
- Gain real-time data and visual performance metrics with robust reporting and analytics tools
- Maximize efficiency of permit issuance and renewals via customizable and interactive customer portal that features live chat
- Cross-compatible interface across all operating systems and devices



NEW Tools for Meter Management App

- View current maintenance requirements and log service performed right in the field from any web-enabled device
- Generate customized faults list using current city standards
- Manage configurations and swap RFID tags remotely
- Easily identify spaces in violation using the Guided Enforcement feature within the app for more efficient enforcement
- Track current inventory levels and receive alerts for critical inventory levels



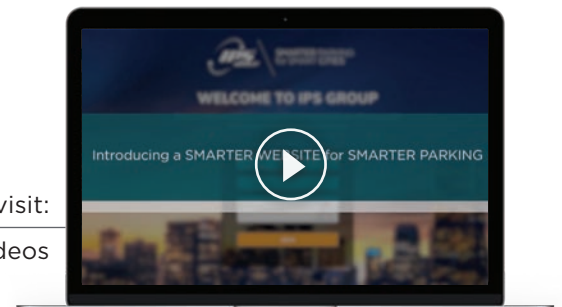
Video Tutorials and Quick Guides

How-to videos and guides are available online that provide a more in-depth look into the DMS. For additional training, contact your dedicated Customer Support Manager.



To download the **DMS Quick Guide** visit:
ipsgroup.com/new-dms-quick-guide

To watch **DMS Video Tutorials** visit:
ipsgroup.com/videos



For more information on the Data Management System from **IPS Group**, please contact us.
Call for an on-site demo: **877.630.6638**
Online: **ipsgroup.com**



Parking Enforcement Management Solution

IPS continues to exceed industry standards by offering innovative technology solutions that bring greater efficiency to parking operations, which now includes the IPS Parking Enforcement Product Suite. The next-generation Parking Enforcement Management Solution manages the entire citation lifecycle from issuance to collections and incorporates state-of-the-art real-time technology and customer service resources. The IPS solution is built from the ground up and future-proofed to stand apart from aging and obsolete legacy enforcement systems and equipment. This fully-integrated solution from IPS includes a handheld citation writer, a back office web-based application, and an online public portal.

FEATURES

- All-in-one enforcement device integration with IPS meter integration
- Dashboard features real-time statistics, heat mapping, user activity and performance analytics
- On-demand visual reporting with multiple export formats
- Cross-platform, cross-browser and cross-device compatibility
- Single sign-on (SSO) enables access to meter and enforcement data in one back office

INTEGRATION WITH:

- National Law Enforcement Telecommunications Systems (NLETS) in all 50 states
- Verizon and T-Mobile
- Third-party cashiering and financial systems
- LPR technology
- Letter Mailing and Lockbox Payment Services

For more information on the fully-integrated solution from **IPS Group**, please contact us.
Call for an on-site demo: **877.630.6638**
Online: ipsgroup.com

HANDHELD

The most innovative on the market today, our easy-to-use handheld citation writer ensures parking enforcement officers experience a convenient, quick and efficient citation issuance process.

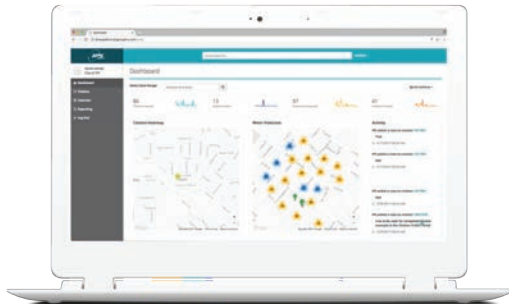


FEATURES INCLUDE:

- All-in-one 1-piece or 2-piece solution, Android OS compatible
- Real-time syncing and connectivity
- Lightweight and portable, but rugged to withstand weather and heavy-duty use
- High contrast, easy-to-read screen
- Integrated thermal printer produces easy-to-read tickets
- Magnetic strip and smart card reader for payment collection
- High-resolution color photos, e-chalking and heat-mapping
- Scofflaw and customized notifications.

EMS

The Enforcement Management System (EMS) is a real-time, web-based enforcement application that gives officers access to case information including high-level citation summaries, photos, notices and letters, adjudications and voids.

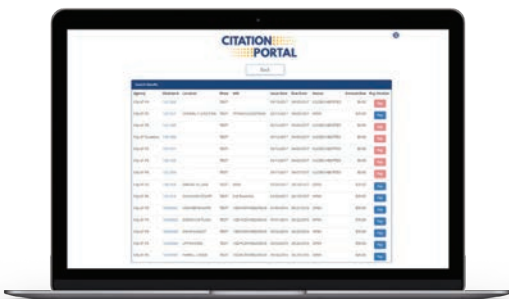


FEATURES INCLUDE:

- Cross-compatible interface across all operating systems and devices
- Advanced search capability and option for manual citation entry
- Adjudication and disposition management
- Personalized report libraries
- Payment and refund processing
- Notice and letter processing

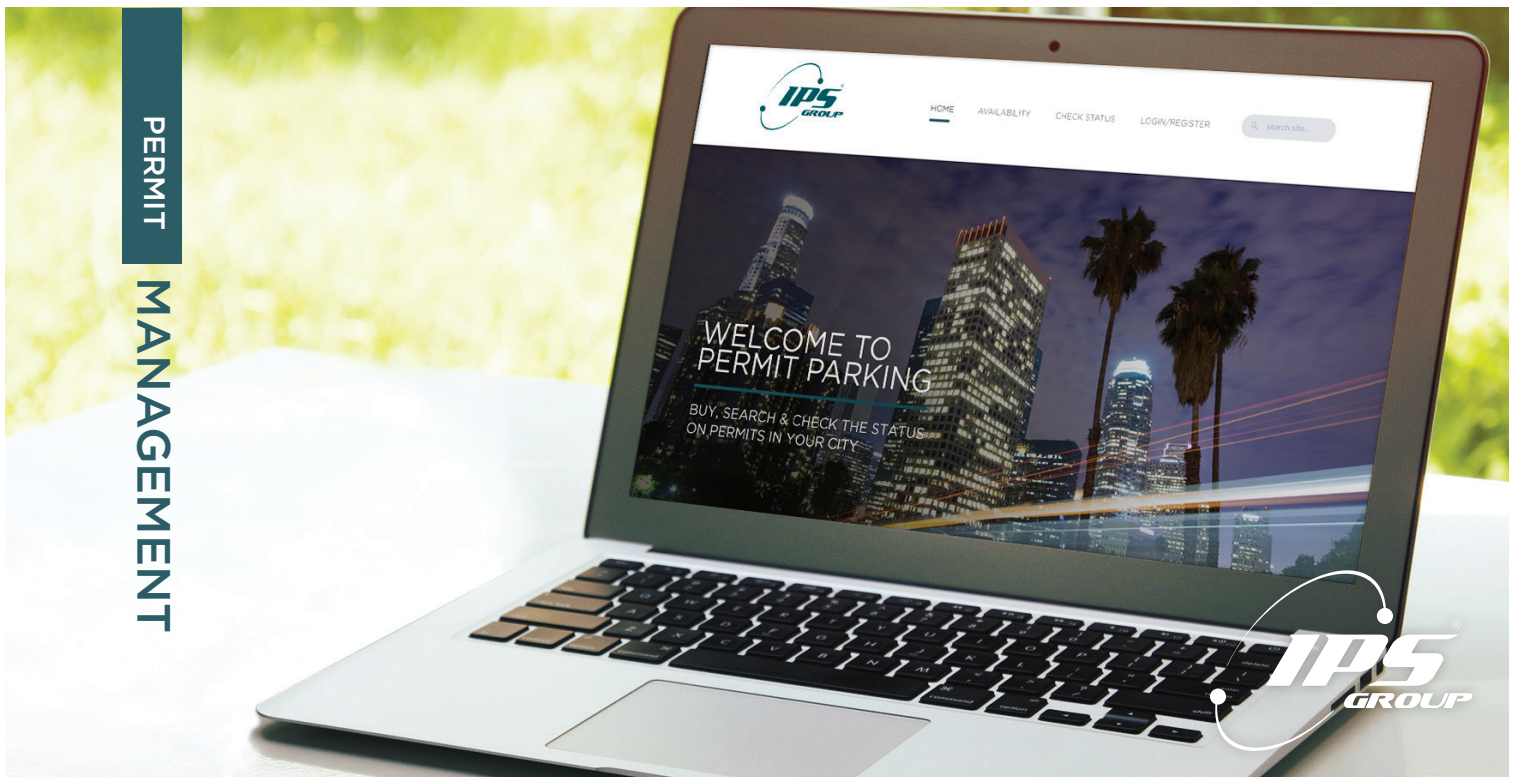
CITATION PORTAL

The Citation Portal is a website that allows citizens to review the current status of their citation, pay or obtain information on how to contest their citation, review fine amounts including late fees, and obtain additional information.



FEATURES INCLUDE:

- Real-time access to citation status and transaction history
- Highly secure PCI compliant application
- Cross-compatible interface supports all browsers and devices
- Customizable interface and branding
- Comprehensive (Smart) FAQ and customer service reporting
- Accepts all major credit cards



Permit Management Solution

The IPS Permit Management Solution provides property managers for cities, educational organizations, and other agencies the flexibility and convenience to manage the entire parking permit lifecycle from initial design through fulfillment via a web-based system. Property managers can search for the most current and accurate permit information by license plate number, location, contact name, or permit number, as well as check permit order status, 24 hours a day, 7 days a week.

FEATURES

- Flexible permit types and rates including residential, guest, and daily permits in multiple formats such as decals, hang tags, or electronic permits
- May be implemented as a stand-alone solution or pre-integrated with the IPS Parking Enforcement Management Solution
- Comprehensive online reports such as payments and activity are easily generated and available in a variety of formats including Excel and PDF
- Permit-seekers can review rates and availability of spaces, apply for a permit, upload verification documents, and purchase permits online in real time
- Immediate access to temporary permits available in printable format
- Secure 24/7 login and access to permit information; vehicle and permit data updated in real time

For more information on the fully-integrated solution from **IPS Group**, please contact us.
Call for an on-site demo: **877.630.6638**
Online: **ipsgroup.com**

Permit Sub Type	Permit Duration	Available Perm...	Total Permits	Price	Available
Monthly Parking Permits	1 EOM	39	39	\$ 33	Buy
Quarterly Parking Permits	3 EOM	20	20	\$ 90	Buy

PURCHASE NEW PERMIT

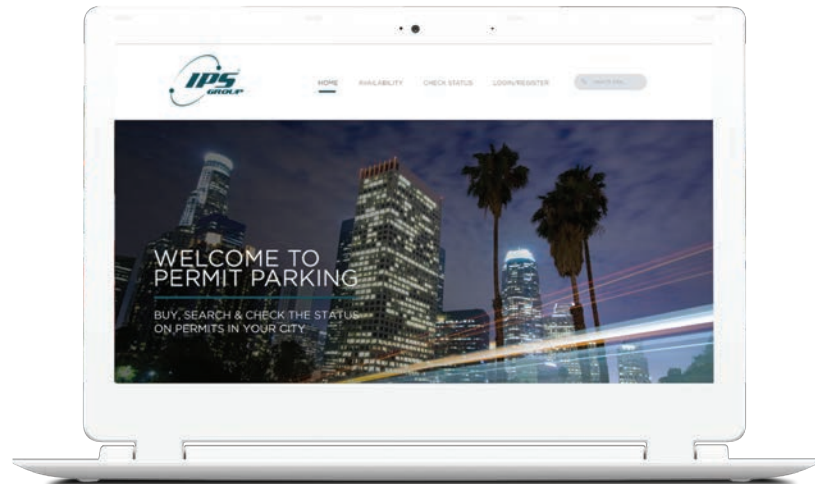
Location: Permit Type:

Permit Sub Type: Date:

Actual Cost:

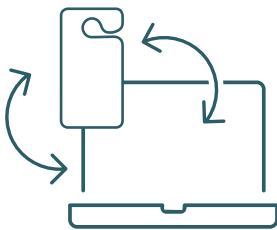
VEHICLE INFORMATION

Permit No.	Start Date	End Date	Location	Permit Type	Status	Action
624-10133	3/10/2017	3/31/2017	624	Monthly Parking Permits	Paid	View
614-30423	3/30/2017	3/31/2017	614	Quarterly Parking Permits	Paid	View
614-30433			614	Quarterly Parking Permits	Approved	View
625-30443			625	Monthly Parking Permits	Approved	View



24/7

SECURE LOGIN
AND ACCESS



FULLY-INTEGRATED



ADVANCED
SEARCH OPTIONS

MANAGEMENT & FULFILLMENT

- Fully-integrated with IPS Parking Enforcement Management Solution
- 24/7 secure login and access to permit information
- Permits available as decals, hang tags, or electronic
- Vehicle and permit data updated in real time
- Void lost, damaged and stolen permits
- Process and generate renewal letters
- Waiting List management
- Advanced search options

CUSTOMER CONVENIENCE

- Easy online registration, permit ordering and renewal
- Instant email notification
- Temporary permits available immediately
- Permit status updates via email or text message