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City of Gainesville, FL   **RFP No. DOMX-190023-DS**
EDC Corporation   **AIMS Parking Software**   **January 30, 2019**

RFP No. DOMX-190023-DS

Integrated Parking Management &
Mobile Ticketing Solution

City of Gainesville, FL
Attn: Daphyne Sesco
200 East University Avenue
Room 331
Gainesville, FL 32601

RFP Closing Date/Time:
January 30, 2019; 3:00p.m.

EDC Corporation

Response Submitted By:
Kristi Bryant
Account Representative

PARKING MANAGEMENT SOFTWARE
by EDC Corporation

Electronic Data Collection Corporation
105 Wyoming Street, Suite 300
Syracuse, NY 13204
www.aimsparking.com

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Cover Letter

Thank you for the opportunity to participate in the City of Gainesville Integrated Parking Management & Mobile Ticketing Solution RFP process.

EDC Corporation is proposing our AIMS Parking Management system for the City of Gainesville based on the specifications and functionality desired for parking enforcement and permit management.   This proposal includes the hosted AIMS Parking Management System for in-house citation and permit management, AIMS Mobile Enforcement App, AIMS PhonePay, AIMS LPR System and AIMS Web E-Commerce module.

AIMS is a fully-developed parking system and integrates your citations, permits and customers in one easy-to-use package.   Our system satisfies your requirements as outlined in your RFP, and will provide the City of Gainesville with an easy-to-use package for your office, enforcement staff and customers.

EDC Corporation has over 20 years of experience dedicated to providing comprehensive, user-friendly software for parking operations.   EDC is well recognized as a leader in the industry, providing state of the art products and a company that supports its customers like no other.   We work closely with our customers to identify means in which our applications may continue to be enhanced to meet their expanding needs.

We encourage you to contact the references provided for first hand testimonials regarding their experience.

We are pleased to propose our AIMS system and look forward to demonstrating our software at your convenience. If there are any questions regarding this bid, or to arrange for a demonstration please contact me directly by email at kristi@aimsparking.com or toll free at 800-886-6316.

We hope to add the City of Gainesville to our growing list of satisfied customers.

Sincerely,

Kristi Bryant
Sales Representative
EDC Corporation

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Table of Contents

Technical Proposal

1. Integrated Parking Management System
   a. Payment Options
      i. Mobile Pay:
         - **AIMS PhonePay meets the desired requirements in this section. Please refer to Appendix 1 for more detailed information regarding the AIMS PhonePay app.**
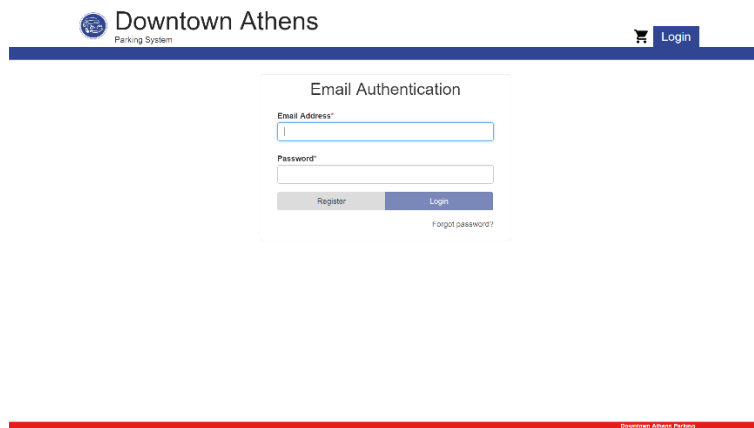   ii. Web Pay
         - Vendor must have the option to have a customized website or use the vendor's standard website. **AIMS Web can be customized to match your City branding and appear in the color scheme that the City of Gainesville requires. For example, the City of Athens, Georgia uses these color schemes.**
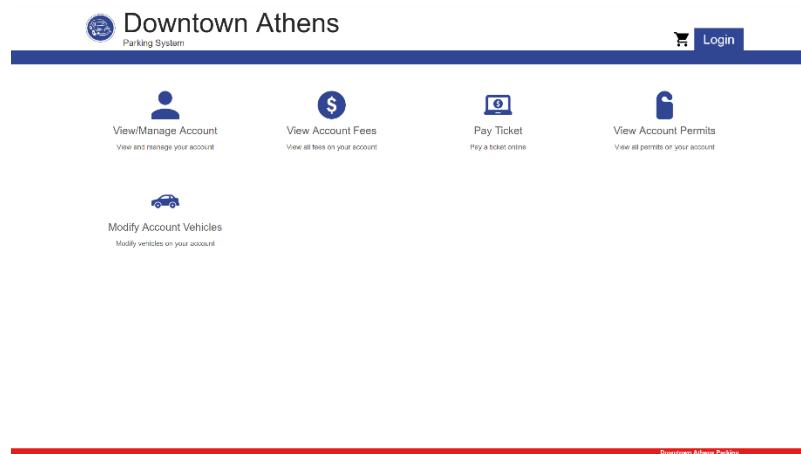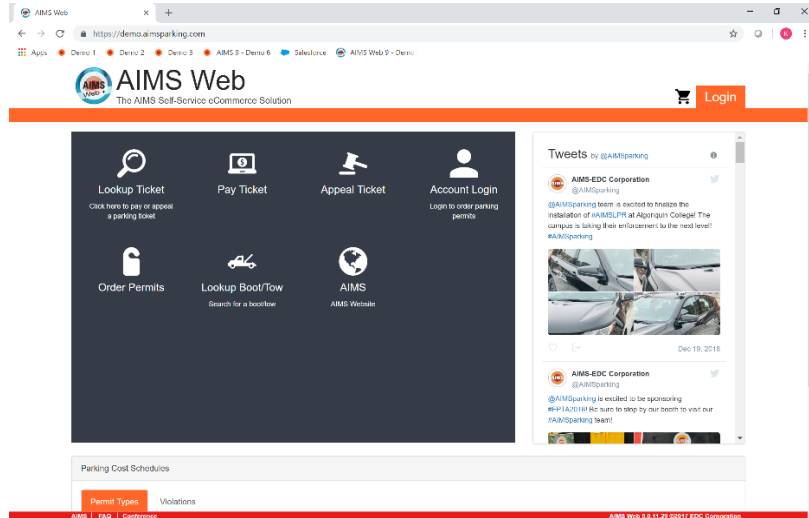

         - Support desktop and mobile browsers. **AIMS Web supports both mobile and desktop browsers.**

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- When a user launches the website, it must:
  - Prompt for the username and password (for registered users). The website must have the ability to save the username and password locally on the device (PC or phone) to expedite future logins.
 - Provide an interface to sign up as a new user.

- **Users can log in and view the different account options, which are configurable based on the City of Gainesville's business practices.**

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- **Upon logging in, users can view the details of their accounts, add time, edit vehicles, pay/appeal citations and pay any fees associated with their account.**
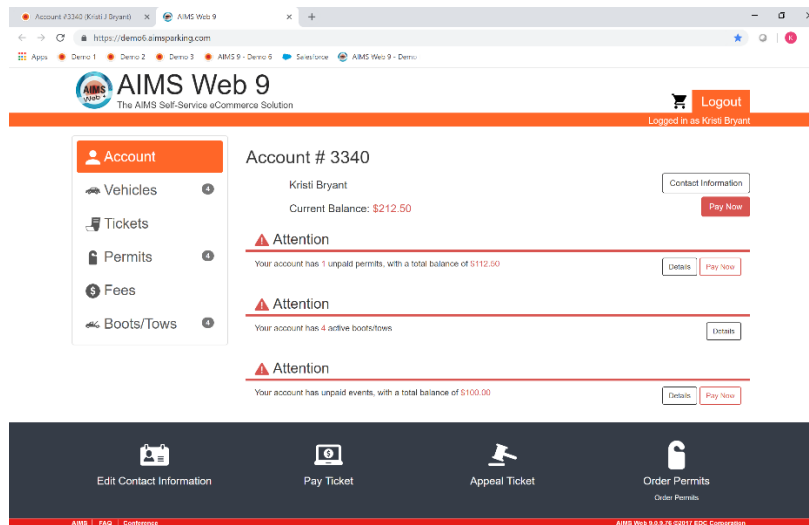
- The application must have industry-level standards to encrypt and secure credit card and other personal data. **EDC is a validated PCI Level 1 Service Provider. AOC can be provided upon request.**

      iii.   Pay by Phone (IVR)
We do not recommend IVR for customers that issue fewer than 100,000 citations per year because of the cost and low usage compared to other available payment choices. IVR costs $1,500 per month and $0.10 per minute. We will offer this as an optional service.
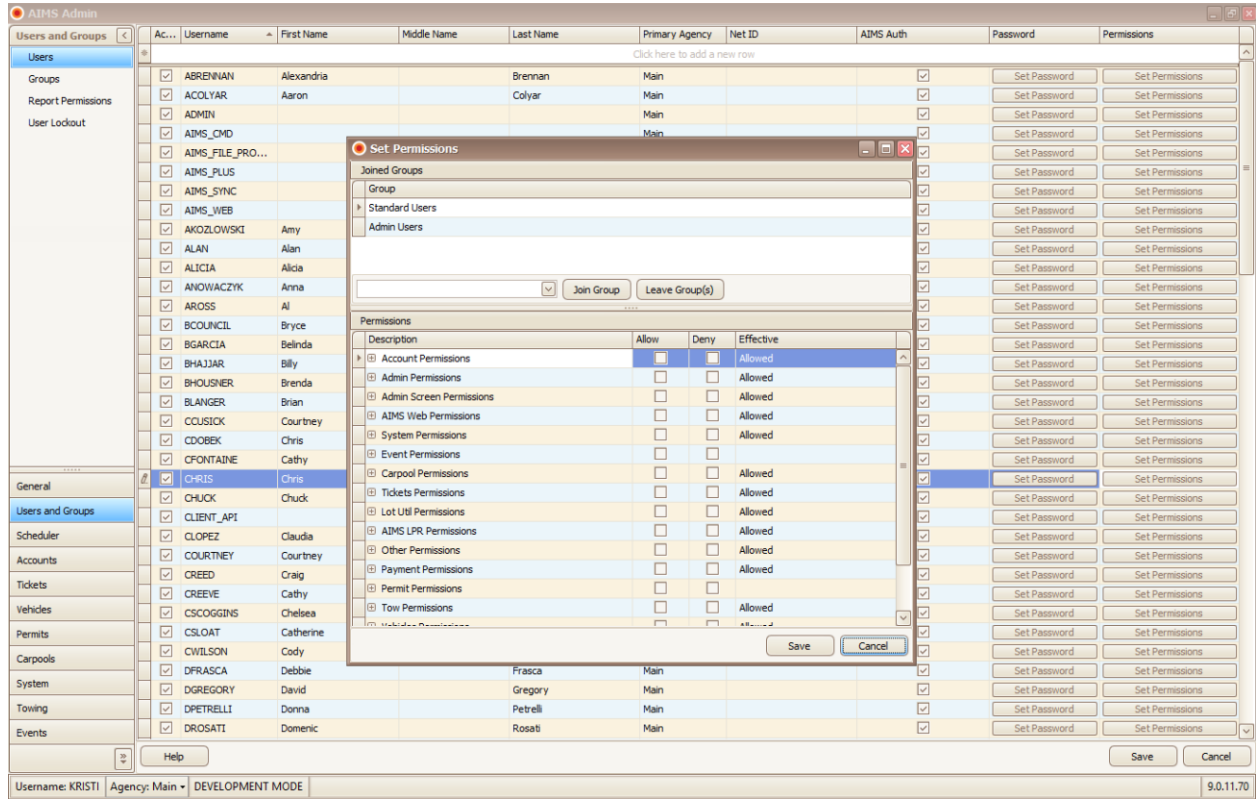
      iv.   Cash Payments

          1.   To ensure accessibility of the system to all users, an additional payment method is desired that would allow for users to pay by cash at major retailers and obtain a code or similar method to interact with the system. **AIMS has the ability to accept cash payments through the cashiering function in the Parking Office. Additionally, merchant vouchers can be purchased from participating vendors. These vouchers will be used for payment within the AIMS PhonePay app and merchants will be invoiced by the AIMS system at intervals determined by City of Gainsville.**

b) Account Management

- All interfaces for account management must have industry-level standards to encrypt and secure credit card and other personal data. **EDC is a validated PCI Level 1 Service Provider. AOC can be provided upon request.**
- Users must be able to create and manage accounts through a website (desktop and mobile versions), mobile application, IVR system, and through a live customer service representative. **AIMS Web and AIMS PhonePay app allow the customer to have full self service of the account. Live customer services representative from the City of Gainesville may also update an account and/or assist a customer in creating an account.**
- **The remaining requirements in this section "b) Account Management can be seen in the screenshots illustrated in Appendix 1 Pay by Plate. They show the entirety of the mobile version. Previous screenshots in questions 1.a.ii illustrate the web version.**

c) Administrator Requirements - The system must provide a website/administrator portal accessible only to designed system administrators. **AIMS provides an administrative portal to those that fill those roles. User permissions are defined and can be updated at any time.**

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Customer service representatives must be able to create and manage user accounts. Customer service representatives must be able to activate or deactivate mobile payment system user accounts.

Customer service representatives may activate, deactivate and manage user accounts.

Administrators must be able to run reports on transactions and accounts. Administrators must have an interface to query transactions for ticket adjudication purposes.

Administrators have hundreds of reports at their fingertips for managing all aspects of the operation, specifically financial reporting and adjudications. From the main AIMS home screen, an administrator can get a complete overview of the operation. These numbers are in real time and will color code when a permit capacity is nearing. Green is available, yellow is nearing capacity and red will show an area has reached capacity.

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d) Reporting

AIMS has robust reporting features built in the system. All reports are fully customizable. Report categories include Accounts, Carpool (if applicable), Events, Financial, Permits, Tickets and Vehicles. Also included is a built in report designer to allow you to build custom reports. The following screenshots are just a small example of the numerous reports that come with the AIMS system. Custom reports are available.

Reports that are run on a daily or regular basis can be set up to be automated and delivered to the individual(s) via email.

e) Data Export and Integration
Each AIMS report can be received as a .pdf, .csv, .xls or .xlsx file. AIMS also supports integrations with other services via API. A built in Import/Export feature shows all of your processes and provides logs for easy monitoring.

1. Parking System Inventory
AIMS has the capability to completely manage your parking inventory. Each location would be given a name, you can set up hours of availability, capacities, renewal options, min/max vehicles on a given permit type (visitor, retail, residential, etc). Administrators can easily set the dates, invoice options, export options and any attributes you wish to capture. These changes can be made and are updated in real time. Permit capacities are shown on the "home" screen of AIMS for quick-glance monitoring without running a report.

2. Parking Enforcement
AIMS Mobile Enforcement app is compatible with any Android device (supplied by the City of Gainesville, outside the scope of this proposal). It is not compatible with iOS. It provides real time lookups via license plate search and supports handheld scanning of the license plate with the phone. Those searches automatically populate the license plate, state, make, model and color of the vehicle with the simple scan of the plate. This will dramatically reduce data entry errors.

AIMS Mobile app is a complete enforcement tool. It is capable of issuing citations, searching plates to determine parking eligibility, including the pay by plate feature, timing of vehicles in

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a timed area, capture lot utilization numbers for reporting, import vehicle "hits" from the License Plate Recognition(LPR) server and issue boot/tow notices. The following screenshot is a demonstration permit hit that would come in through our Mobile LPR server. It would give the officer the GPS coordinates, a photo of the license plate as well as a photo of the vehicle. Unique to AIMS is the ability to have complete separation of LPR Patroller and enforcement personnel.
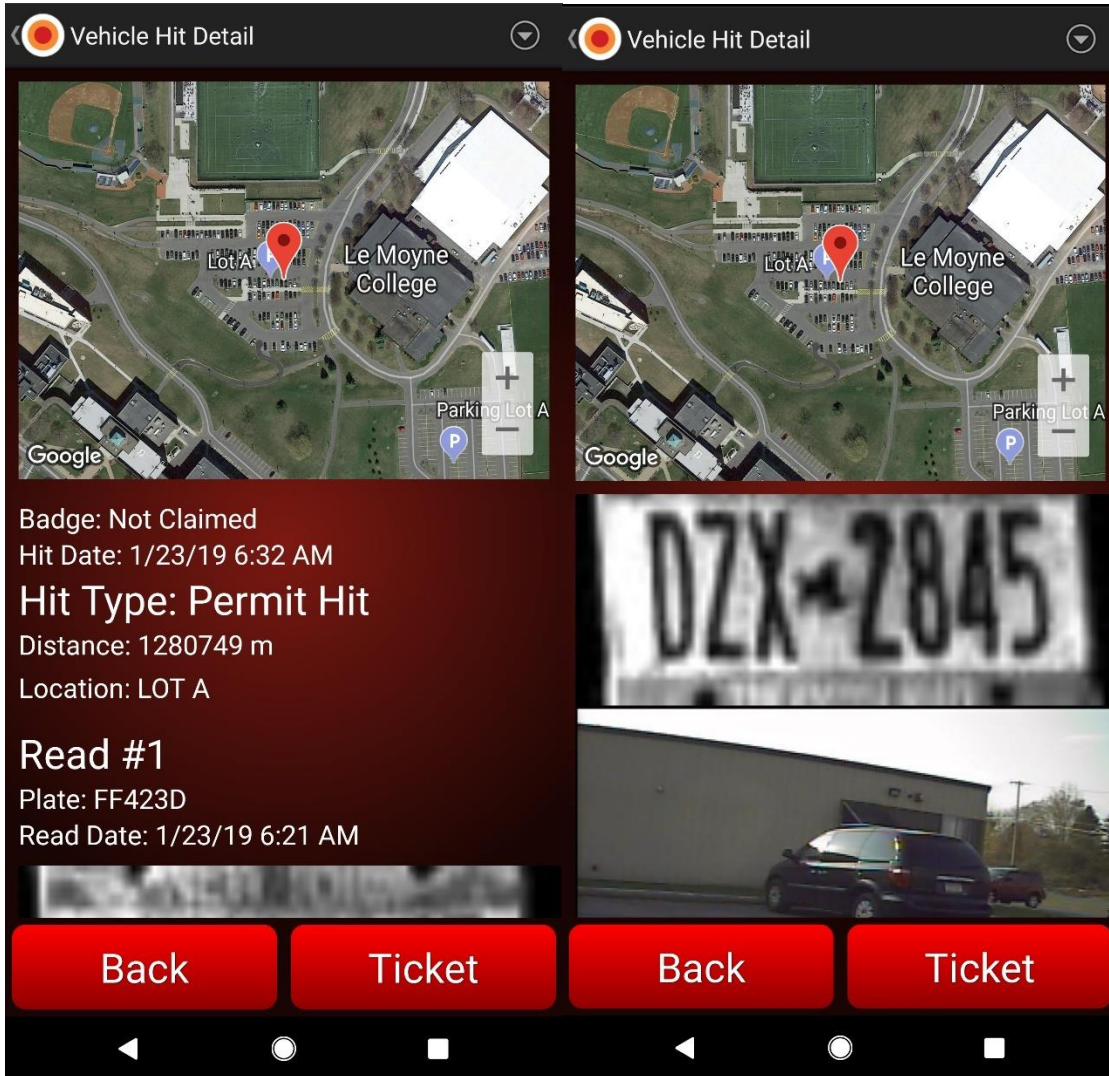
From the handheld unit, if the plate is known and has an email address attached, the officer has the ability to print the ticket, email the ticket or do both. Delivery method is tracked and marked on each citation written.

Also attached to each citation will be the GPS coordinates of the device when the citation was printed. This automatically attaches to each citation. AIMS Mobile supports unlimited pictures, videos and voice capture for each citation. These are automatically attached, in real time, to the citation for review.

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AIMS Mobile is very easily customized to meet the City of Gainesville's needs. The scofflaw data or hotlists can be set up to alert the officer in the field if the vehicle is on a BOLO list, Amber alert list, tow eligible list and any other list the City would like to set up alerts.

EDC Corporation is a licensed retailer of Genetec equipment and have certified staff members to do installations and perform maintenance on the Genetec server.

3) Other Technical Requirements
   a) Data Security
   EDC is compliant with all of your listed requirements. EDC utilizes the AWS West Coast Oregon data center and the East Coast Virginia data centers for primary and failover. SOC reports are available at https://aws.amazon.com/compliance/soc-faqs/. EDC is a validated PCI Level 1 Service Provider. AOC can be provided upon request.

   EDC relies on Amazon for physical security of the data center. EDC utilizes an AD controller to enforce security configurations of internal workstations as well as the jump servers to which we access the hosted environment. Multifactor authentication is required to access critical resources such as: jump servers to EDC Hosted, remote login to office workstations, and source code. Additionally the AD controller tracks logins to all controlled assets in order to log and audit paths of access to resources. Storage devices are disposed of using the techniques detailed in DoD 5220.22-M ("National Industrial Security Program Operating Manual") or NIST 800-88 ("Guidelines for Media Sanitization") to destroy data as part of the decommissioning process. All decommissioned magnetic storage devices are degaussed and physically destroyed in accordance with industry-standard practices.

   b) System Availability
   We will provide a SLA for your hosted solution. Our platform is very stable and can accommodate large transaction traffic. We will provide fast, secure integrations between your multi-space meters and the information will be fed, in real time, back to the enforcement officers in the field as well as the Parking staff in the office.

   c) Integration
   We do provide integrations with 3rd party vendors and can communicate with those devices in real time or scheduled batch processes. AIMS also has an import/export feature for non-scheduled imports or exports.

4) Marketing
   EDC will hire a local marketing firm to handle the marketing material and pass the costs along to the City of Gainesville or the City of Gainesville may choose to handle this internally.

5) Customer Service
   a) End Users
   Per Addendum 2, The City of Gainesville will provide customer support for calls and complaints.

b) Services to the City of Gainesville
Software Support is provided 24/7, exclusive federal holidays, and includes:

- **Online Knowledgebase**
- **800 Telephone Support**
- **Support via Remote Access (VNC, PC Anywhere, WebEx or similar products)**
- **Email Support**
- **FTP Support**
- **All New Release Software**
- **Documentation Updates**
- **Technical Software Support**
- **Hardware Troubleshooting**

Software is warranted for a period of ninety days, after which support goes into effect.

Contacting EDC

Support staff may be contacted via e-mail, toll-free telephone, fax, or mail:

EDC Corporation
300 Wyoming Street, Suite 300
Syracuse, NY 13204
800.886.6316
877.277.6771
315.706.0330 (Fax)
support@aimsparking.com

Priority	Description	Response	Completion
Level 1	Issues that result in the customer's inability to fulfill core critical business functions	Within 1 Hr	Within 12 Hours
Level 2	Issues that significantly impact use of system but do not prevent core functions	Within 3 Hrs	Within 24 Hours
Level 3	All other issues (except Level 4)	Within 6 Hrs	Within 72 Hours
Level 4	Issues that are not time-sensitive or may be undertaken as improvements to the next software release	Within 48 Hrs	Prior to next release

Support communication is acknowledged via telephone or e-mail. Support issues are assigned a trouble ticket ID number and you are provided with a log in to view the status of past and present issues.

Patches are either e-mailed for client application, available for download from our FTP site, or applied directly by EDC to the client database. With the customer's permission, EDC will provide remote support using programs or utilities such as PC Anywhere, WebEx, VNC, VPN, Remote Desktop, etc.

Documentation updates are included in AIMS Help and in our online knowledgebase.

New release software and upgrades are supplied through FTP or applied directly by EDC to the client application server. Software upgrades are automatically applied to the client workstation upon log in.

6) Additional Integrated Services

    a) Digital virtual management system

AIMS supports virtual permitting in conjunction with the mobile ALPR on the enforcement handhelds or via mobile/fixed LPR cameras. The entire permitting process may be automated, including allowing for renewals. Once a customer has purchased their permit, they can view and/or edit their information online, including printing of a permit. AIMS supports wait lists and those can be easily managed. Mass emailing features are available. Minimum and maximum number of vehicles can be set for each permit type.

    b) Central database repository

AIMS provides the central database. All third party interactions can be seen through reporting in AIMS. For example, all Genetec reads and hits can be seen without going through Security Center. In this manner, AIMS can deliver your lot counts and turnover ratios. You can compare lot usage by days, by locations and many other factors to actively manage your inventory.

    c) Future gate integrations

AIMS supports virtual permits and gated facilities. We currently have this in place at North Carolina State University (NC State) using fixed LPR cameras and having a secondary backup with a card. We will be glad to assist you in this project as you expand services in the future.

    d) Event permitting system

Included in this proposal is the AIMS Event module that includes event permitting. Permits can be set up on the back end by the Parking Staff. You can have multiple permits for each event, such as general parking and premium parking with different locations and dollar amounts. These permits can be purchased online or in the field via AIMS Mobile.

The events module allows you to include details of the event such as 10 cones needed, 5 barricades needed and 2 staff members. AIMS will automatically calculate invoices for these events, if needed. Numerous reports are available for events to track and invoice.

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e) Integrations with all major meter equipment, ticket software applications and sensor technology providers.
AIMS supports all major meter equipment and integrates successfully with other third party vendors.

1. Mobile Ticketing Solution
AIMS PhonePay can be used to purchase transit passes. Both pay by credit card and merchant voucher payments can be used by customers. Please refer to Appendix 1 for more information.

Payment Processing, Reporting, Reconciliation and Cashier System (INOVAH) Interface

1. Customer Support
When you call our support, you speak to a programmer that can solve your problem. There is no phone tree. You will speak directly to those that write and develop the AIMS solution. There is a 800 number to call or you can log a support ticket via email or customer portal. Each report is given a unique identifier that you can track the progress.

The AIMS solution is extremely user friendly from the customer facing application to the back office support staff. It provides a complete platform to manage customer accounts from managing their permits, vehicles, boot/tow, tickets, marking them a VIP, managing wait lists and so much more.

Support will be available 24/7, exclusive of federal holidays.

A complete conversion of your existing T2 database will be imported into AIMS, based on the criteria you select.

AIMS does support a DMV lookup service. The cost for this service is $1.25 per returned vehicle owner record. This would be billed separately on a monthly basis, based on the number returned.

AIMS can support integrating to INOVAH for ticket and permit payments so as not to change your current business practice Complete reporting capabilities are available and audit trails are complete.

2. Sales and Cashiering
AIMS supports the ability to print or email receipts. The web interface supports multiple payment methods. The mobile app will be available, as well. Many of our customers have created walk-up type kiosks for easy customer use. Non technical customers may be assisted by the friendly staff of the City of Gainesville. Retail vouchers are supported for an added level of customer friendly solutions.

Included in the built in reports is "End of Day" report for your cashiering staff. It will break down the different payment methods. These reports include a summary page and a detailed report in which one can use to reconcile for banking deposits.

EDC Corp will not collect any payments. All payments will be directed through the City of Gainesville payment gateways and deposited as directed. Reports are available to reconcile Web payments and AIMS PhonePay payments to ensure the account can be balanced. Drop box payment import is also available if you have check payments mailed to your bank for remittance.

AIMS supports a holds added/released programming for record holds configurable to the City of Gainesville's business practices. We also offer printing/mailing notice feature. This is a separate, monthly cost, based on the number printed. They start at $0.35/each (postcard size notice) plus postage and go up to $0.60/each (first class mail with return envelope) plus postage. There is a $500 initial set up fee and a $500 annual support fee. These notices will be mailed automatically, based on your business rules. They will be branded per your specifications.

3. Online Submissions
   AIMS Web supports customers being allowed to request permits and to submit required documents (proof of residency, light bill, etc) via document upload. All these requests come in through AIMS and are processed by the office staff. The permit is not valid until the cashier/clerk approves the request.

4. Queries and Reports
   AIMS meets your requirements for a robust reporting system. There are over 200 canned reports and a in-software report designer to design a custom report, or edit reports to meet your business needs. A full demonstration of the reporting feature can be given, upon request.

   Reports can be done on all the scenarios listed such as accounts receivable, location, issuer, date ranges, revenue reports and so much more. Export formats of each report include .pdf, .csv, .xls, and .xlsx.

   Late notices can be generated on an 8.5x11 paper with the logo/layout of your choice. If you like your current letter, we will recreate it as closely as possible.

5. User Query Functions
   AIMS Residential permit feature supports limiting permits to a specific area, deciding eligibility based on an address and can limit the number of permit, as your requirements describe. Waiting lists can be automatically started once a permit type has reached capacity. Customers would be able to add themselves or remove themselves from those waiting lists, based on eligibility.

6. City Query Functions
   The City of Gainesville can view all of the required fields and most on one screen. From the customer screen, you can see any outstanding tickets, permits valid/expired, vehicles

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registered, notes, all personal contact information and with one click be shown all financial historical data from that account.

Electronic scanning of plates is supported via our AIMS Mobile enforcement app. Permits are linked to vehicles and permits are associated with owners. Any warning code that the city would like can be programmed to alert the officer in the field upon scanning. These warnings include, but are not limited to, BOLO, Scofflaw, Boot/Tow notices, etc. These units operate in real time so if unpaid citations are not paid, the officer will know. Likewise, if the citations are paid a few minutes previous, the officer would not be alerted.

Aging reports are available in the AIMS reporting feature.

7.   Automated Notifications

AIMS has an entire feature called "Quick Letters" that can be used in mass email blasts using email addressed stored in the database. These are quick and easy to use. Each time a quick letter is sent to a customer, a copy is automatically attached to their record in .pdf format. We also have a feature for a quick, easy to edit mass email that can be used to communicate in emergency situations, such as "Parking on East Street is closed until further notice due to water main break."

We will also set up automated ticket billing to run according to your business practices. These will run in the background and attach a copy of the letter onto the customer account for easy reference.

8.   Interfacing

AIMS will interface with most 3rd party vendors. If an integration has not been established, there may be additional costs associated with the initial integration for implementation costs and testing. All major vendors are already supported.

AIMS Mobile will satisfy all your mobile ticketing needs. It operates in a real time manner. Access can be given to different departments that need access. Their user permissions can be configured according to their role.

9.   System Hosting and Security

EDC relies on a multi-part approach to security which includes a variety of methodologies. EDC technical employees are trained in secure programming techniques, authentication and encryption. Additionally the OWASP top 10 is incorporated into their training material. EDC Hosted and on-site networks are configured to be independent of each other. Data flow into or out of the EDC Hosted environment is strictly controlled. EDC provides all workstations and laptops to EDC employees for work purposes. BYOD is not allowed. Multi-factor authentication to EDC Hosted resources is controlled centrally by top management. Vulnerability scans are performed quarterly. Penetration Testing occurs annually. Additionally weekly scans of third party modules are checked for security vulnerabilities. Intrusion Detection and Prevention software runs on all servers to detect suspicious activity. IDP data is centrally logged and reviewed daily. Secure protocols are utilized for data in motion (https) with 2048 bit certificates. AES-256 encryption is used for

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data at rest. Business Continuity Plan includes use of redundant server hardware, network switches, Internet access. Additionally multiple types of backups are deployed (server images, full/incremental database backups). Data centers in Virginia and Oregon are utilized for primary and failover in the event of natural disaster.

Credit card data is not stored within AIMS.

10.   Implementation and Training

A complete data conversion is planned for the City of Gainesville from T2 to AIMS. Included in your SaaS pricing is 5 days of on-site training. After that, you will be fully supported by our staff as well as the customer knowledgebase. This includes numerous training manuals, video tutorials and FAQ's.

Your account representative will work closely with you to ensure a smooth transition and we will maintain a high level of customer service.

A sample work schedule is below on the following page. Expected time frame is 8-10 weeks from contract delivery until go live.

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ID	Task Name	Duration	Resource Names
1	Finalize Contract	1 day	CoG, EDC
2	**AIMS Install**	**11 days**	
3	Complete Hosted Environment Questionnaire	5 days	CoG, EDC
4	Configure Hosted Environment	2 days	EDC
5	Complete AIMS Database Questionnaire	5 days	CoG, EDC
6	Configure AIMS Administration Menu	1 day	EDC
7	Load Starter AIMS Database in Hosted Environment	1 day	EDC
8	Install AIMS on Client PCs (Admin only)	1 day	CoG, EDC
9	**AIMS Web+ Install**	**41 days**	
10	Complete AIMS Web+ Questionnaire	5 days	CoG, EDC
11	Install AIMS Web+ in Hosted Environment	1 day	EDC
12	Configure AIMS Web+ Per Questionnaire	2 days	EDC
13	Configure Web Authentication	2 days	EDC
14	Congigure Payment Gateway Inteface	2 days	EDC
15	Brand AIMS Web+	2 days	CoG, EDC
16	AIMS Web+ Acceptance Testing	1 day	CoG
17	**Database Conversion**	**46 days**	
18	Determine Records Retention Rules for Conversion	1 day	CoG
19	Provide Copy of Existing Parking Database	1 day	CoG
20	Database Review	5 days	EDC
21	Database Conversion Planning Session	1 day	CoG, EDC
22	Data Converstion Acceptance Testing	2 days	CoG
23	Final Database Conversion	1 day	EDC
24	**Interface Deliveries**	**6 days**	
25	***Data Imports***	6 days	EDC
26	Demographic Planning Session	1 day	CoG, EDC
27	Provide Sample File for Import/Residential Program	1 day	CoG
28	Program Demographic Import	2 days	EDC
29	Acceptance Testing	2 days	CoG
30	***Financial Interface***	6 days	EDC
31	Planning Session	1 day	CoG, EDC
32	Provide Same File Layouts for Export	1 day	CoG
33	Program Financial Export(s) and Import(s)	2 days	EDC
34	Financial Interface Acceptance Testing	2 days	CoG
35	**AIMS Mobile Enforcement App Install**	**32 days**	
36	Design Parking Ticket Layout	1 day	CoG, EDC
37	Procure Android Smartphone/Tablet	5 days	CoG
38	Install AIMS Mobile App	1 day	CoG
39	Deliver Printers and Parking Tickets	30 days	EDC
40	Acceptance Testing	1 day	CoG
41	**Training/Go-Live**	**5 days**	
42	EDC Onsite Training	3 days	CoG, EDC
43	Go-Live	1 day	CoG, EDC

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Additional Requirements and Considerations:

1. Support
   - ➢ What is your support model?
     Client is responsible for:
     • Acquisition and maintenance of their local environment including terminals, printers, internet connection, and any other equipment necessary for their office operation
     • Making their data available for conversion and hosting by EDC Corporation
     • Controlling access level permissions within the parking system for parking staff
     • Selecting a payment processor that is PCI compliant
     • Following the guidelines defined in the PCI Responsibility Matrix in Appendix A

     EDC Corporation is responsible for:
     • Securing the computer environment, including the integrity of the application and the redirect page within AIMS Web
     • Management of data center firewalls
     • Required use of secure passwords and two factor authentication for administrative duties
     • Management of system backups and software updates
     • Rollover of the computer environment to the failover environment in the event of a disaster
     • Following the guidelines defined in the PCI Responsibility Matrix

     We offer our highly trained and responsive support staff available 24/7 via toll free call, email and customer portal. Customers also have access to the knowledgebase for manuals, video tutorials and FAQ's.

   - ➢ How do you facilitate onboarding?
     EDC evaluates the needs of the project and assigns a specialist to work through any implementation items which can range from product install, configuration, programming and testing. A project timeline is developed and tasks assigned to appropriate parties. Periodic conference calls through out the project keep all stake holders updated as to the status of the implementation.

   - ➢ Can you provide SLAs that guarantee a certain level of service?
     Yes, there is a Hosted SLA document that goes with the hosted agreement to be provided at contract negotiation.

   - ➢ Is there a knowledgebase available after go-live?
     Yes, it is available in the customer portal.

   - ➢ Are version upgrades, patches and security updates automatically handled by the vendor? If not, please describe.
     Yes, we handle all upgrades, patches and security updates to the servers.

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➢ Would there be a testing environment available?
Yes, there will be a test environment available to you during the testing phase. After go-live, we can provide a test environment, at an additional cost (line item).

2. Infrastructure and Business Continuity

➢ Who owns the infrastructure upon while your SaaS product is built?
Amazon AWS

➢ How do you test your disaster recovery process and procedures?
Disaster Recovery process is tested using real world scenarios for IT failure. Scenarios are simulated and recovery steps are recorded and timed to determine success of the test.

➢ How often do you test your recovery process and procedures?
Disaster Recovery process is tested annually or whenever architecture changes occur.

➢ What is your recovery time objective (RTO)?
60 minutes

➢ Is your infrastructure dispersed; are your primary site and your disaster recovery site geographically separated?
EDC utilizes the AWS West Coast Oregon data center and the East Coast Virginia data centers for primary and failover.

3. Compliance and Security

➢ Is the vendor SAS 70, SSAE 16 & SOC 2 or SOC 3 compliant? Is there a SOC 3 report available for review/distribution?
SOC reports are available at: https://aws.amazon.com/compliance/soc-faqs/

➢ If the product is processing credit card information, is the product PCI compliant?
Yes, EDC is a validated PCI Level 1 Service Provider. AOC can be provided upon request.

➢ What security guidelines and audits does the colocation or hosting provider follow?
EDC is audited annually for PCI Level 1 Service Provider certification.

➢ What security is in place at the colocation or hosting provider's facilities?
Physical Security: EDC relies on Amazon for physical security of the data center. EDC utilizes an AD controller to enforce security configurations of internal workstations as well as the jump servers to which we access the hosted environment. Multifactor authentication is required to access critical resources such as: jump servers to EDC Hosted, remote login to office workstations, and source code. Additionally the AD controller tracks logins to all controlled assets in order to log and audit paths of access to resources. Storage devices are disposed of using the techniques detailed in DoD 5220.22-M ("National Industrial Security Program Operating Manual") or NIST 800-88 ("Guidelines for Media Sanitization") to destroy data as part of the decommissioning

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process. All decommissioned magnetic storage devices are degaussed and physically destroyed in accordance with industry-standard practices.

➢ Who manages network connectivity, firewalls, log file management, web application firewalls and access and identity management?
EDC Corporation manages all of these items.

➢ Does the vendor have a protocol for handling emerging threats, zero day exploits and vulnerabilities and how does the vendor facilitate quick protection of the SaaS solution?
EDC Operating procedures include daily monitoring of industry standard news feeds for security information and best practices for problem mitigation.

➢ Is the connection to the SaaS product secured? How?
EDC relies on a multi-part approach to security which includes a variety of methodologies. EDC technical employees are trained in secure programming techniques, authentication and encryption. Additionally the OWASP top 10 is incorporated into their training material. EDC Hosted and on-site networks are configured to be independent of each other. Data flow into or out of the EDC Hosted environment is strictly controlled. EDC provides all workstations and laptops to EDC employees for work purposes. BYOD is not allowed. Multi-factor authentication to EDC Hosted resources is controlled centrally by top management. Vulnerability scans are performed quarterly. Penetration Testing occurs annually. Additionally weekly scans of third party modules are checked for security vulnerabilities. Intrusion Detection and Prevention software runs on all servers to detect suspicious activity. IDP data is centrally logged and reviewed daily. Secure protocols are utilized for data in motion (https) with 2048 bit certificates. AES-256 encryption is used for data at rest. Business Continuity Plan includes use of redundant server hardware, network switches, Internet access. Additionally multiple types of backups are deployed (server images, full/incremental database backups). Data centers in Virginia and Oregon are utilized for primary and failover in the event of natural disaster.

4. Data

➢ Is the data hosted within continental US?
Yes

➢ Please define your data ownership model as it relates to data generated/collected during the usage of the application.
Data is owned by the client, not EDC Corporation. EDC segments each client's information into separate environments in order to provide an additional layer of separation and security.

➢ Please define your data sharing policy with third parties.
EDC does not share any information with third parties, nor does EDC mine the data or use the data for its own purposes.

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The following additional questions are required to be answered in your proposal (From Addendum 1)

a) What is the vendor support (or integration) with roving LIDAR systems such as Vigilant Solutions?

We provide full integration with the Gentec AutoVu LPR system for fixed and mobile LPR enforcement. EDC can integrate with Vigilant Solutions LIDAR if desired. Customization charges will apply. A statement of work (SOW) will be agreed to by all parties should this sort of integration be required.

b) Data questions

➢ Import–Can new system import historical data, customer information, payment and transactions?
Yes, we will work with the City of Gainesville to determine which information the City would like to be imported as part of the conversion process.

➢ Export–Can historical data be exported. If yes, what are the supported export formats?
Whatever data that is converted can be exported.

➢ Maintenance–What integrations are available to keep the system updated with ongoing changes such as parcels and city zoning?
Notify us of any changes and we will be happy to update your rules and availability for you.

➢ Costs–Are any fees associated with these data import and export processes?
No, this is a feature built in AIMS with no additional costs to run.

➢ What thresholds in size and cost exist for data storage?
There are no limits on data storage.

➢ DMV connection/integration for parking citations?
Yes, we do offer DMV lookups. Intergration to State of Florida DMV will be handled using your requestor code for in-state RO lookup and registration holds processing. Out of State RO lookup costs are billed monthly for this service, based upon returned owner information. Each return is $1.25 with the exception of Connecticut which is $1.50 per return. The initial set up fee of $500 is included in the SaaS pricing.

c) Access/Support:
➢ Does system support single sign-on (SSO) with our existing AD system?
AIMS does support SSO.

d) Reports
➢ Can current T2 reports be converted to work with the new system or will they need to be rebuilt?
AIMS can view your current T2 reports and replicate them for you as close as possible.

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➢ What is the support level/process/cost for the creation of new reports?
Most reports that you will need or use can be obtained in the AIMS reporting feature. The included Report Designer will allow you to edit the canned reports to meet your business needs. Should a custom report need to be written, a scope of work would be determined by our support staff and you would be charged the hourly rate of $275/hr.

e) Payments

➢ How will the system align with current City payment processors?
EDC will basically replicate your current payment processes, if you are happy with them. If changes need to be made, we will work with the City of Gainesville to ensure customer satisfaction.

➢ Is it compatible with iNovah cashiering system?
Yes, AIMS is compatible with iNovah cashiering system.

References

City of Boise, ID
Chris Good
Parking Manager
cgood@cityofboise.org
208-384-3773

Downtown Athens Parking Authority
Jeremy Smith
Assistant Parking Director
parkingdirector@downtownathensga.com
706-613-7978

Town of Palm Beach
Jim Palmer
Systems Analyst
jpalmer@townofpalmbeach.com
561-227-6311

Township of Lower Merion
Tom Pintande
Parking Director
tpintande@lowermerion.org
610-645-6156

City of Las Vegas
Brandy Stanley
Parking Services Manager
bstanley@lasvegasnevada.gov
702-229-6863

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The following additional questions are required to be answered in your proposal (From Addendum 2)

Listing of All Reports:

➢ **Accounts Category**
Account Balance Owing
Account Balance Owing Detail
Account Bills
Account Contact Matching: Last/First Name
Account Contact Matching: Last/First Nam/Street
Account Contact Matching: Last/Street
Account Overpayments
Account Permit Balances
Account Ticket Balance Owing
Account Ticket Balances
Bad Addresses
Comment Types
Contact Discretionary List
Fees Issued
Fees Not Refunded
Overdue Payment Plans
Payment Plans Detail
Unknown Account Balance Ticket Balance Owing

➢ **Events Category**
Event Permit Detail
Event Permit Summary
Event Resources Detail
Event Resources Summary
Events Enforcement Calendar Summary Report
Events General Calendar Summary Report
Handheld Payment Detail
Handheld Payment Summary
Issued Events Detail
Issued Events Summary
Outstanding Events Detail
Permits Without Event

➢ **Financial Category**
Balance Bluefin Credit Card with AIMS (if applicable)
Bluefin Credit Card Swipe Detail (if applicable)
Budget Details
Budget Summary
GL Revenue Detail
GL Revenue Summary
Internet Payments Detail
Items by Payment Types Summary
Matched Skeletal Payments

NSF Payment Report
Paid Via by Item Category
Paid Via Detail
Paid Via Summary
Passthrough Payment Gateways
Payment Detail by GL
Payment Info Detail
Payment Report
Payment Search Detail Report
Payment Summary by GL
Payment Type by Item Category
Payment Type Detail
Payment Type Detail with Authorization
Payment Type Summary
Payment Type Summary by Day
Payment by User Detail
Payments Exported Detail
Payments Not Exported Detail
Permit Fees Payment Report
Payroll Permits Payment Detail
Permit Issued Amount by Type or Location
Permit Payment Batch
Permit Payment Report
Refunded Payments Report
Third Party Invoice Payments
Ticket Financial Detail by Location
Ticket Financial Summary by Badge
Ticket Financial Summary by Location
Ticket Paid Via Detail
Ticket Paid Via Summary
Ticket Payment Activity
Ticket Payment Activity Detail
Ticket Payment Batch
Ticket Payments Detail
Unmatched Skeletal Payments
User Batch Detail
User Batch Summary
Violation Paid Status Amounts
Violation Paid Status Summary
Violations Payment Detail
Voided Payments Report

➢ **Other Category**
AFP Log
Fee Transaction Report
Gate Sync Transaction Report
Login Audit Report
LPR Access Report

LPR Permit Preview Report
LPR Warning Preview Report
Permit Transaction Report
Ticket Transaction Report
Transaction Report
User Permissions Report

➢ **Permits Category**
Active Permits by Geofence and LPR User
Admin Permit Types Report
Admin Prorate Schedules Report
Deleted Permits
Guest Online Permits
Guest Permit Invite by Account
Guest Permit Invites
Handheld Permit Duplicates
Invited Billed Guest Permits
Issued Permits
Location by Section
Lot Utilization Detail
Lot Utilization Summary
Lot Utilization Summary with Pending Carpools
LPR Permit Hits
Non Renewed Permit Holders
Percent Issued
Permit Account by Payment Category
Permit Adjustment Detail
Permit Adjustment Summary
Permit Aging Detail
Permit Aging Summary
Permit and Vehicle Owner Differences
Permit Carbon Footprint Report
Permit Categories by Family
Permit Categories by Family and Type
Permit Geofence Counts by Type
Permit Holders
Permit Holders by Category
Permit Holders by Contact Discretionary
Permit Holders by Lot
Permit Holders by Space
Permit Holders with Attributes
Permit Invoices
Permit Invoices by Account
Permit Invoices Detail
Permit Invoices Detail by Location
Permit Location Counts by Type
Permit Location Section Counts Summary
Permit Location Section Counts with Carpool

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Permit Location Status Counts
Permit Payment Categories
Permit Space Detail
Permit Status Change Report
Permit Type Capacity Counts
Permit Type Capacity Counts with Pending Carpool
Permit Type Count by Delivery Options
Permit Type Status Counts
Permit Wait List
Permit by Account Category
Permit by Account Category Detail
Permits by Category
Permits by Contact Type Summary
Permits by Discretionary Type
Permits by Location Section Detail
Permits by Location Section Summary
Permits by Lot Detail
Permits by Lot Summary
Permit by Section Detail
Permits Created by Month
Permits Due to Expire by Lot
Permits Exported
Permits Not Reissued
Permits Outstanding
Permits Partially Outstanding
Permits with Account Category
Permits with Unknown Ticketed Vehicles
Permits Without Account Category
Resident Unmatched Permit Address
Residential Street Number Gaps
Unassigned Spaces Report
Unpaid Permits
Vehicles by Location
Waitlist Detail

- ➢ **Quickletter Category**
  Adjudication Approved
  Adjudication Denied
  Adjudication Partial
  Adjudication Pending
  Adjudication Received Quickletter

- ➢ **Ticket Category**
  Adjudication
  Adjudication Comments
  Adjudication Dockets
  Adjudication Review by Elapsed Days
  Adjudication with Disc Type

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Adjudication / Decision
Adjudication / Decision by Badge
Admin Ticket Violations Report
Billing Letter Summary
Bills by State Summary
Bills Sent Detail
Bills Sent Summary
Deleted Tickets
Excessive Tickets
Field Notes
Handheld Ping GPS
Handheld Tickets
Hearing Schedule
Hearing Ticket Review
Import/Export Errors
Issued Ticket Counts
Issued Tickets
Issued Tickets by Location
Issued Violations
Issuer Productivity by Day
Issuer Productivity Detail
Issuer Productivity Summary
Issuer Violation Statistics Detail
Manual Ticket Report
MTO Annual Report Detail
MTO Ticket Surcharges
Open Tickets
Open Tickets by Account Summary
Parking Ticket Hourly Breakdown
Parking Tickets Issued by Precinct
Partially Paid Tickets
Surcharge balances
Ticket Adjustment Detail
Ticket Adjustment Summary
Ticket Aging
Ticket Aging Predefined Ranges
Ticket and Vehicle Make Differences
Ticket Books
Ticket Counts by Location
Ticket Delivery Status
Ticket Event Report
Ticket GPS
Ticket Journalized Reversals
Ticket Plate Changes
Ticket Status Counts
Ticket Status Counts with Balance
Ticket Status w/ Balance
Ticket Surcharges

Ticket Uplifts
Ticketed Account Detail
Ticketed Permit Holders
Tickets / Badge Detail
Tickets / Badge Summary
Tickets / Location
Tickets / Violation
Tickets by Location Detail
Tickets by Location Summary
Tickets Exported
Tickets in BANNER Holds
Tickets in Hold
Tickets Released from Hold
Tickets with Balance Under
Unpaid Tickets by Account
Unreturned DMV Lookups
Violation Balances
Violation Count
Violation Count by Status
Violations by Date and Location Summary
Violations by Location Summary
Voided Tickets
Voided Tickets by Reason Summary
Voided Tickets with Account Info
Written Off Tickets
Written Off Tickets with Account Info

➢ **Vehicles Category**
Contact Matching: Last / First Name
Contact Matching: Last / First / Street
Contact Matching: Last / Street
Excessive Ticketed Vehicles
Hit Summary Report
Hot Sheet Listing
Hot Sheet with Activity
LPR GPS Coordinates
LPR Hits Investigation
LPR Lot Utilization by Day and Hour
LPR Lot Utilization by Vehicle
LPR Non-Ticketed Hits
LPR Reads Investigation
LPR Shared Permit Violators
Outstanding Vehicles with Targeted Locations
Person of Interest
Tow Issued Report
Vehicle No Match Make
Vehicle-Account Contact Matching: Last/First Name
Vehicle-Account Contact Matching: Last/Street

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Vehicle-Account Contact Matching: Last/First/Street
Vehicles Not on Permit Holders Account

Provide information about the typical turn around and costs associated with the production on new reports.

Upon request, the support staff will detail a scope of work for the report desired. The work hours are detailed and cost provided based on the complexity of the request. Timelines are also supplied based on the nature of the request. The hourly rate of $275 is applied. However, most all reports are included and/or can be produced on site by the in-software report designer.

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Appendix 1: AIMS PhonePay Application
(21 pages)

CITY OF GAINESVILLE

CERTIFICATION OF COMPLIANCE WITH LIVING WAGE

The undersigned hereby agrees to comply with the terms of the Living Wage Ordinance and to pay all covered employees, as defined by City of Gainesville Ordinance 020663 as amended at 030168 (Living Wage Ordinance), during the time they are directly involved in providing covered services under the contract with the City of Gainesville for _____ a living wage of $_____ per hour to covered employees who receive Health Benefits from the undersigned employer and $_____ per hour to covered employees not offered health care benefits by the undersigned employer.

Name of Service Contractor/Subcontractor: Electronic Data Collection Corporation

    Address: 105 Wyoming Street, Suite 300, Syracuse, NY 13204

    Phone Number: 315-706-0310

Name of Local Contact Person _____

    Address: _____

    Phone Number: _____

$_____
(Amount of Contract)

Signature: _Ellen Genung (signature)_   Date: 1/22/2019

Printed Name: Ellen Genung

Title: Vice President

DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

Electronic Data Collection (EDC) Corporation _____ does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____
Bidder's Signature

1/22/2019
Date

25

PROPOSAL RESPONSE FORM – SIGNATURE PAGE
(submit this form with your proposal)

TO:
> City of Gainesville, Florida
> 200 East University Avenue
> Gainesville, Florida 32601

PROJECT: **Integrated Parking Management & Mobile Ticketing Solution**

RFP#: **DOMX-190023-DS**

RFP DUE DATE: **January 30, 2019 @ 3:00 p.m. (local time)**

Proposer's Legal Name: Electronic Data Collection (EDC) Corporation

Proposer's Alias/DBA:

Proposer's Address: 105 Wyoming Street, Suite 300

Syracuse, NY 13024

PROPOSER'S REPRESENTATIVE (to be contacted for additional information on this proposal):

Name: Kristi Bryant

Date: 1/22/2019

Telephone Number: 800-886-6316

Fax Number: 315-706-0330

Email Address: kristi@aimsparking.com

ADDENDA

The Proposer hereby acknowledges receipt of Addenda No.'s ___1___, ___2___, _____, to these Specifications.

TAXES

The Proposer agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since often the City of Gainesville is exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

LOCAL PREFERENCE (check one)

Local Preference requested: YES   NO

A copy of your Business tax receipt and Zoning Compliance Permit should be submitted with your bid if a local preference is requested.

QUALIFIED LOCAL SMALL AND/OR DISABLED VETERAN BUSINESS STATUS (check one)

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small Business Procurement Program? (Refer to Definitions)   ☐ YES   ☑ NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Procurement Program? (Refer to Definitions)   ☐ YES   ☑ No

SERVICE-DISABLED VETERANS' BUSINESS (check one)

Is your business certified as a service-disabled veterans' business?   ☐ YES   ☑ NO

LIVING WAGE COMPLIANCE
See Living Wage Decision Tree (Exhibit C hereto)

Check One:

[✓] Living Wage Ordinance does not apply
(check all that apply)

    [✓] Not a covered service

    [ ] Contract does not exceed $100,000

    [ ] Not a for-profit individual, business entity, corporation, partnership, limited liability company, joint venture, or similar business, who or which employees 50 or more persons, but not including employees of any subsidiaries, affiliates or parent businesses.

    [ ] Located within the City of Gainesville enterprise zone.

[ ] Living Wage Ordinance applies and the completed Certification of Compliance with Living Wage is included with this bid.

NOTE: If Contractor has stated Living Wage Ordinance does not apply and it is later determined Living Wage Ordinance does apply, Contractor will be required to comply with the provision of the City of Gainesville's living wage requirements, as applicable, without any adjustment to the bid price.

SIGNATURE ACKNOWLEDGES THAT: (check one)

[✓] Proposal is in full compliance with the Specifications.

[ ] Proposal is in full compliance with specifications except as specifically stated and attached hereto.

Signature also acknowledges that Proposer has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this RFP.

(CORPORATE SEAL)

ATTEST:

PROPOSER:

Monica Greco
Signature

By: _Monica Greco_

Title: _Office Manager_

Ellen
Signature

By: _Ellen Genung_

Title: _Vice President_
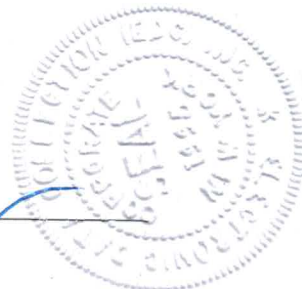
PARKING MANAGEMENT SOLUTIONS
by EDC Corporation

Quotation – SaaS Detail	
Qty	**Description**
12	AIMS Parking Management Software User License[1]
1	AIMS License Plate Recognition (LPR) Module
1	AIMS Web+ Module
10	AIMS Mobile Enforcement App ZQ510 Ensemble[2]
1	Special Events Module
1	Boot/Tow Module
1	AIMS PhonePay app
1	Enforcement API
1	System Configuration[3]
5	Days, On-Site Training[4]
200	Custom Polythermal Ticket Rolls
1	Annual Hosting
1	Annual Support
40	Data Conversion (hours) – We will do this at no charge.
10	Data Conversion (hours) to set up your Geofences within AIMS (for LPR)

SaaS Option	
SaaS Description	**Annual Fee**
Three-year contract pricing for the above quoted system with one-year renewal options. Inclusive of hosted EC2 Amazon environment and software support. Renewal terms not to exceed 5% over previous year SaaS fee beginning year 4.	**$105,600.00**

Additional Products to Consider	
Modules	
Carpool Module	
Services	
Registered Owner Lookups	$500 setup/annual fee, $1.25 returned owner
Bill Print & Mail	$500 setup/annual fee, $0.60 ea/plus postage
Custom Report Writing/Customization	$275/hour – statement of work required
Test Environment (after integration)	$400/month
IVR	$1,500/Mo. And $0.10/Min.

Pricing listed in $USD (U.S. Dollars) | Pricing valid for 90 days
[1] Includes 12 Concurrent User License for AIMS.
[2] AIMS Mobile Enforcement App. Client is responsible to provide the required Android device obtained from the carrier of choice with a data plan. Zebra ZQ510 or ZQ310 printer supplied by EDC Corporation.
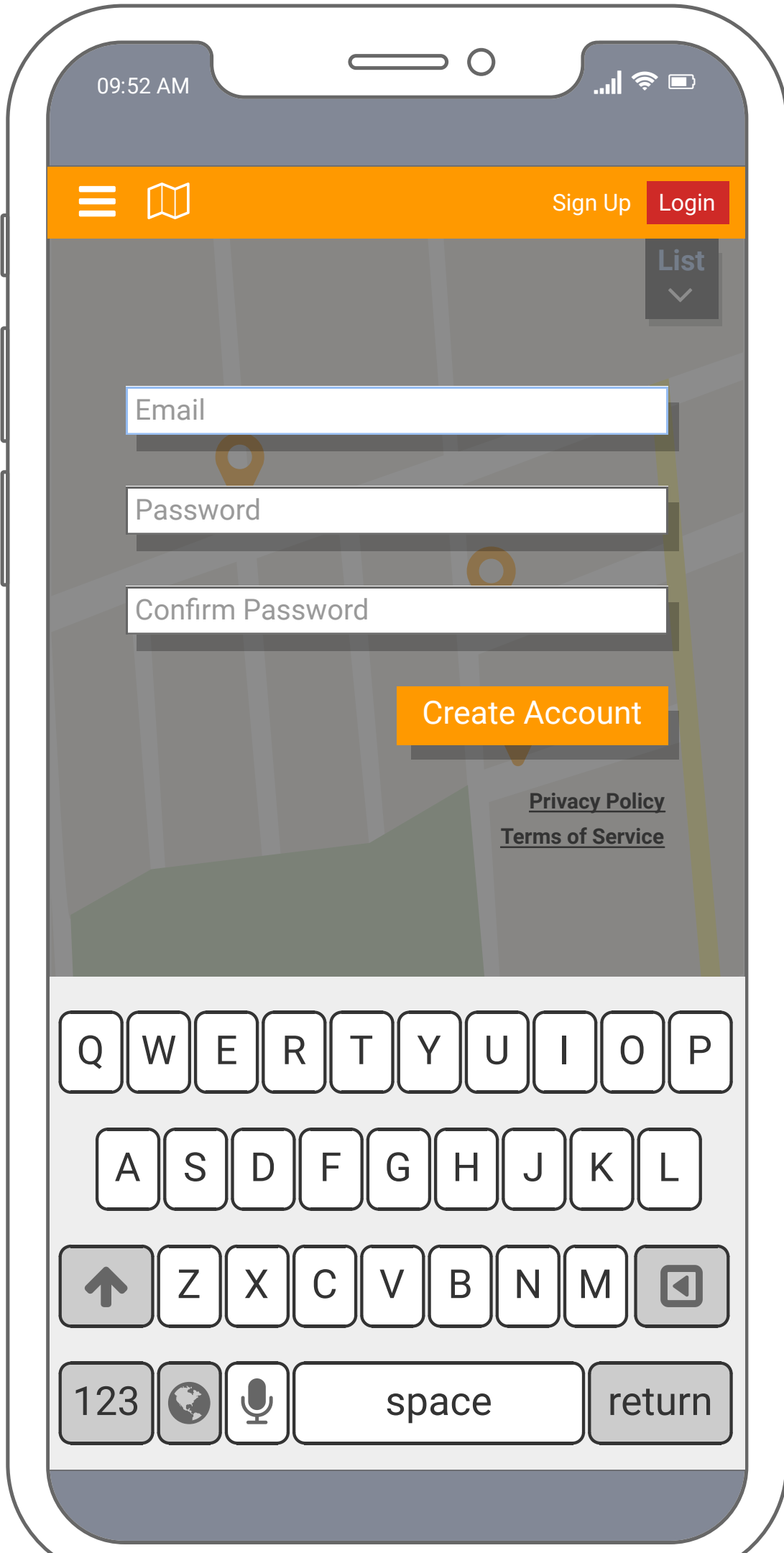[3] Implementation fee includes: Installation of AIMS, configure hosted server to recognize AIMS and Genetec Security Center if applicable. Payment gateway setup and configuration.
[4] On-site training is for one (1) EDC trainer on-site per day. Travel & Lodging included.
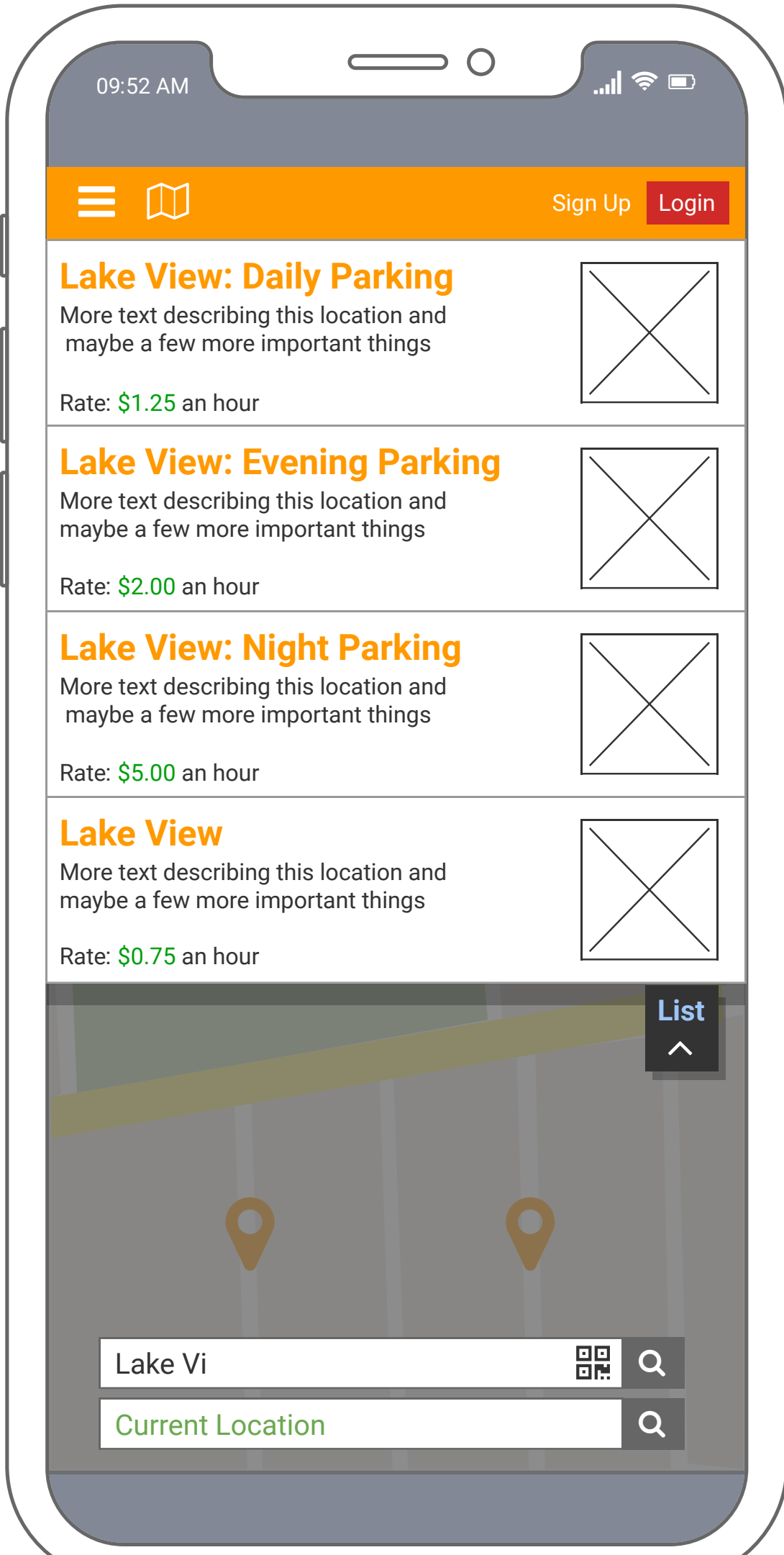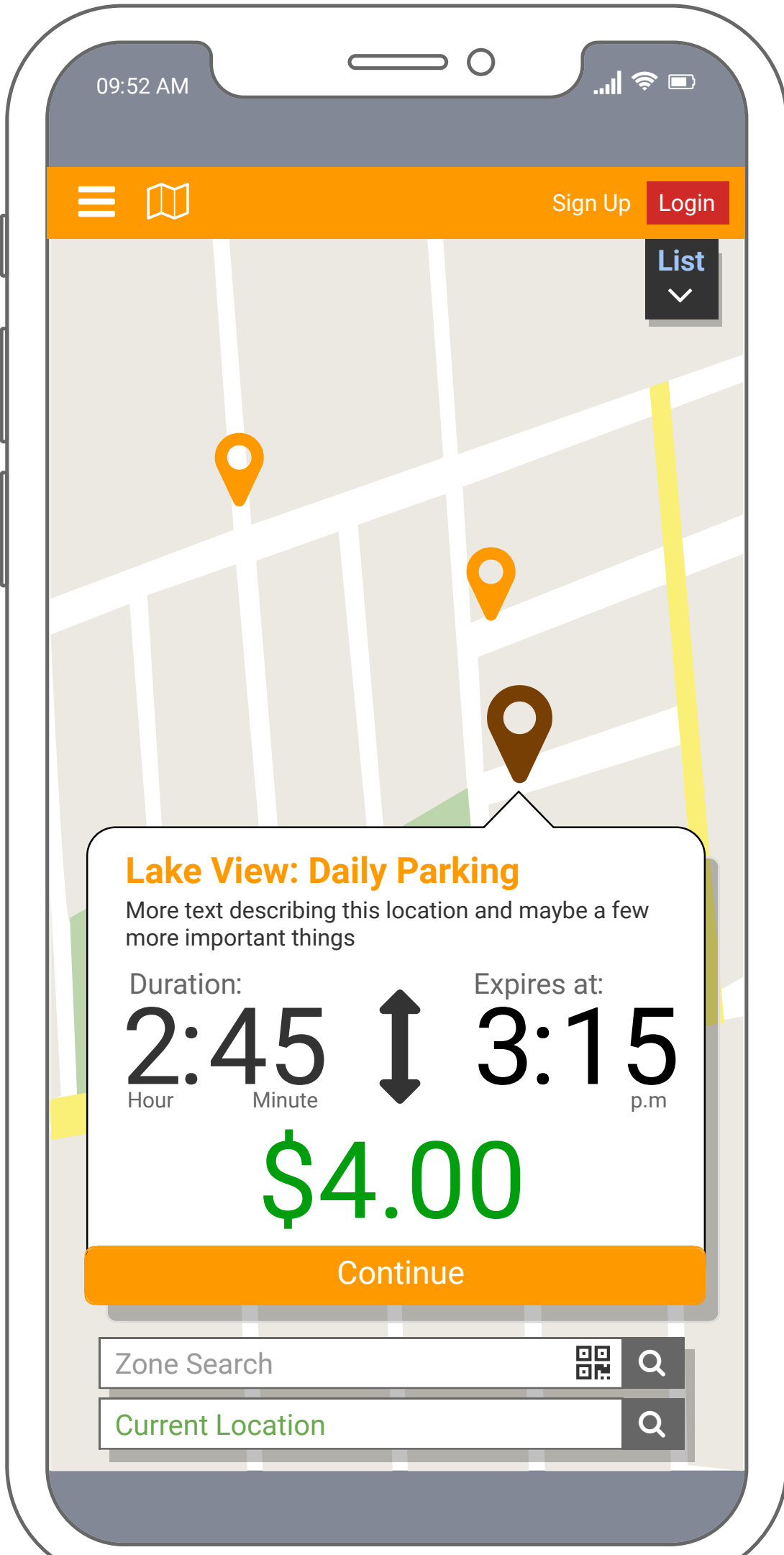
09:52 AM

Sign Up Login

List

Zone Search

Current Location

09:52 AM

Sign Up   Login

List

Profile

History

Settings

Contact

rch

ocation

09:52 AM

Sign Up | Login

List

Email

Password

Sign Up | Submit

Privacy Policy
Terms of Service

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

123 🌐 🎤 space return

#180776C
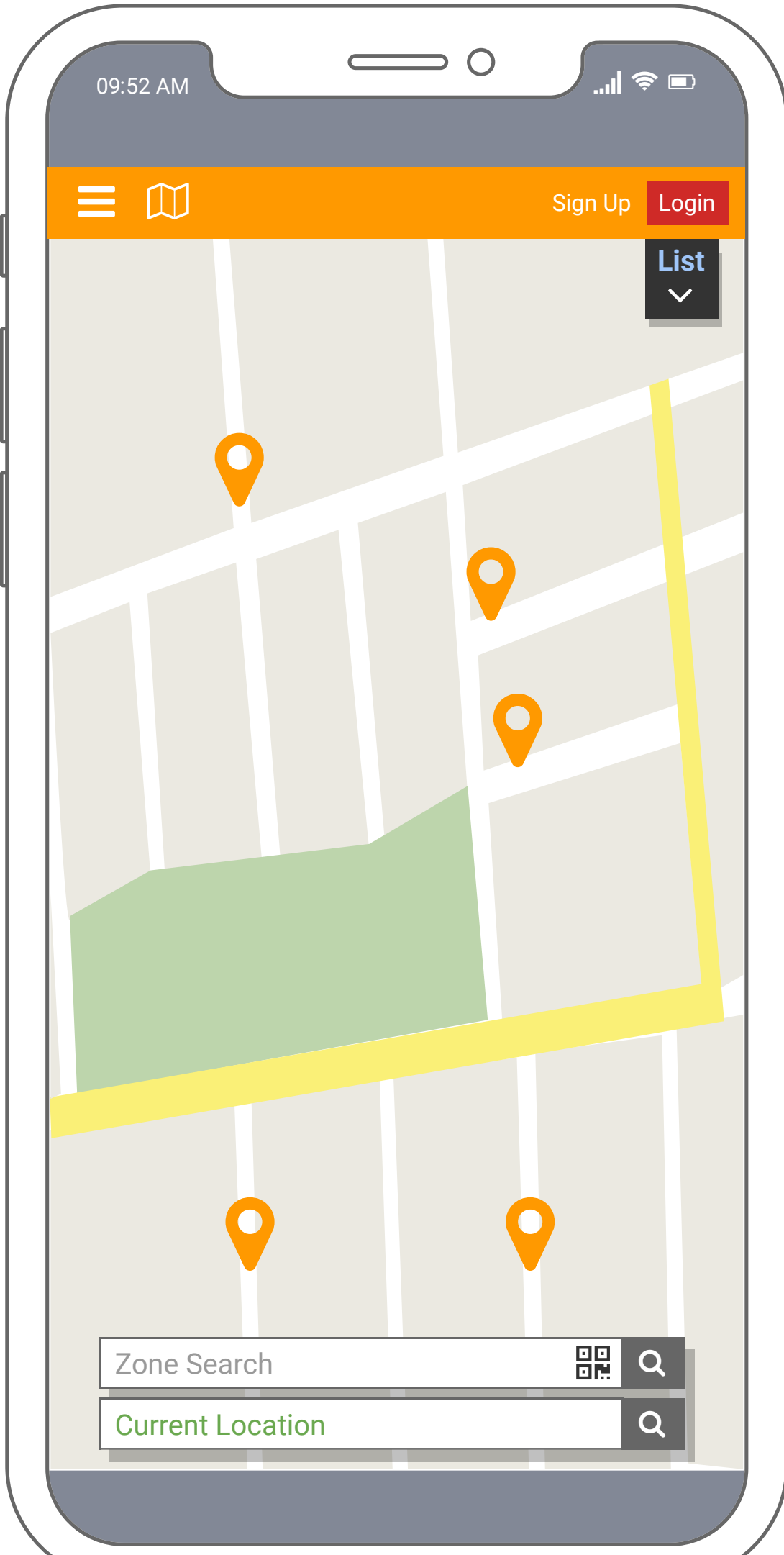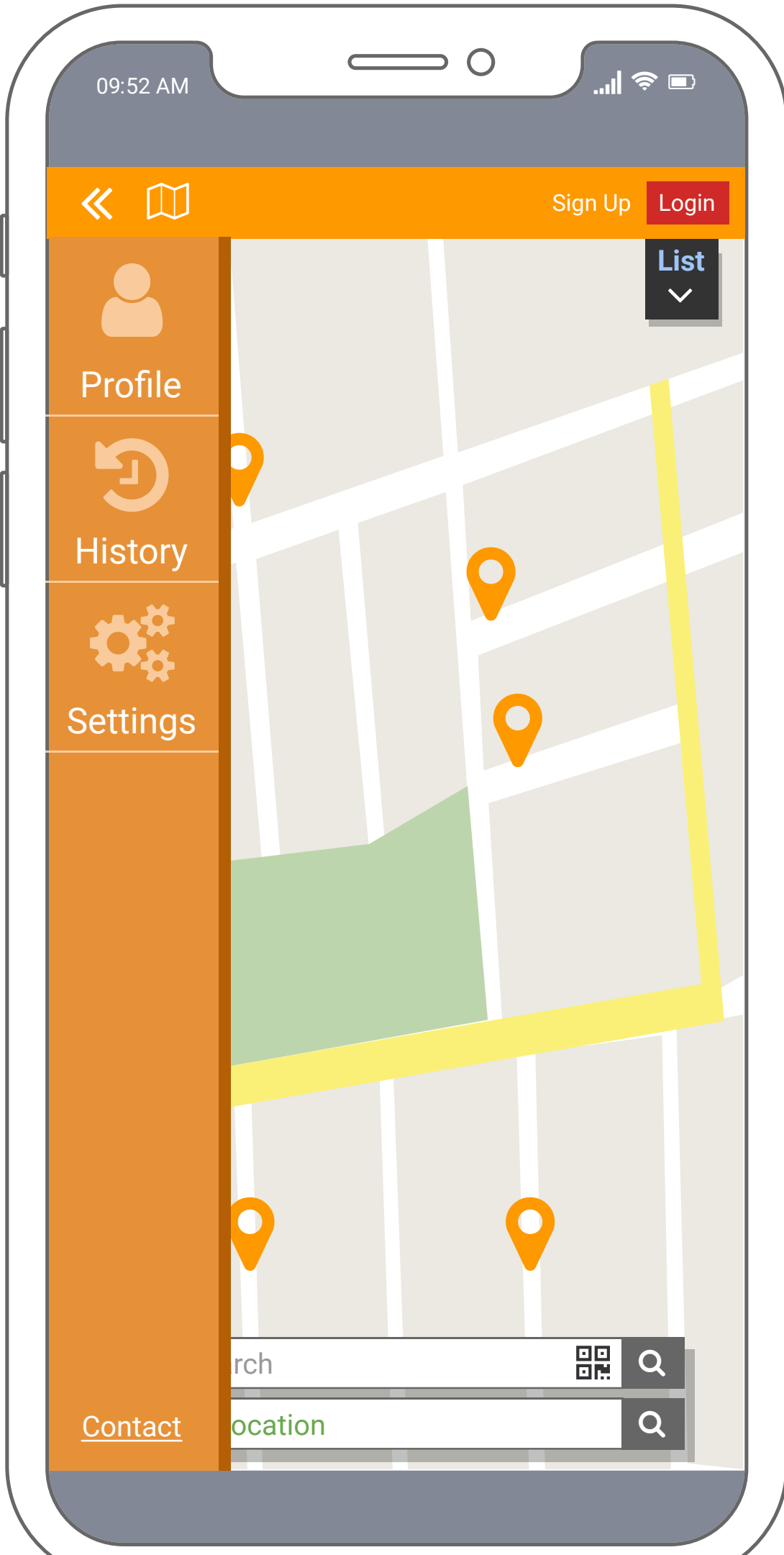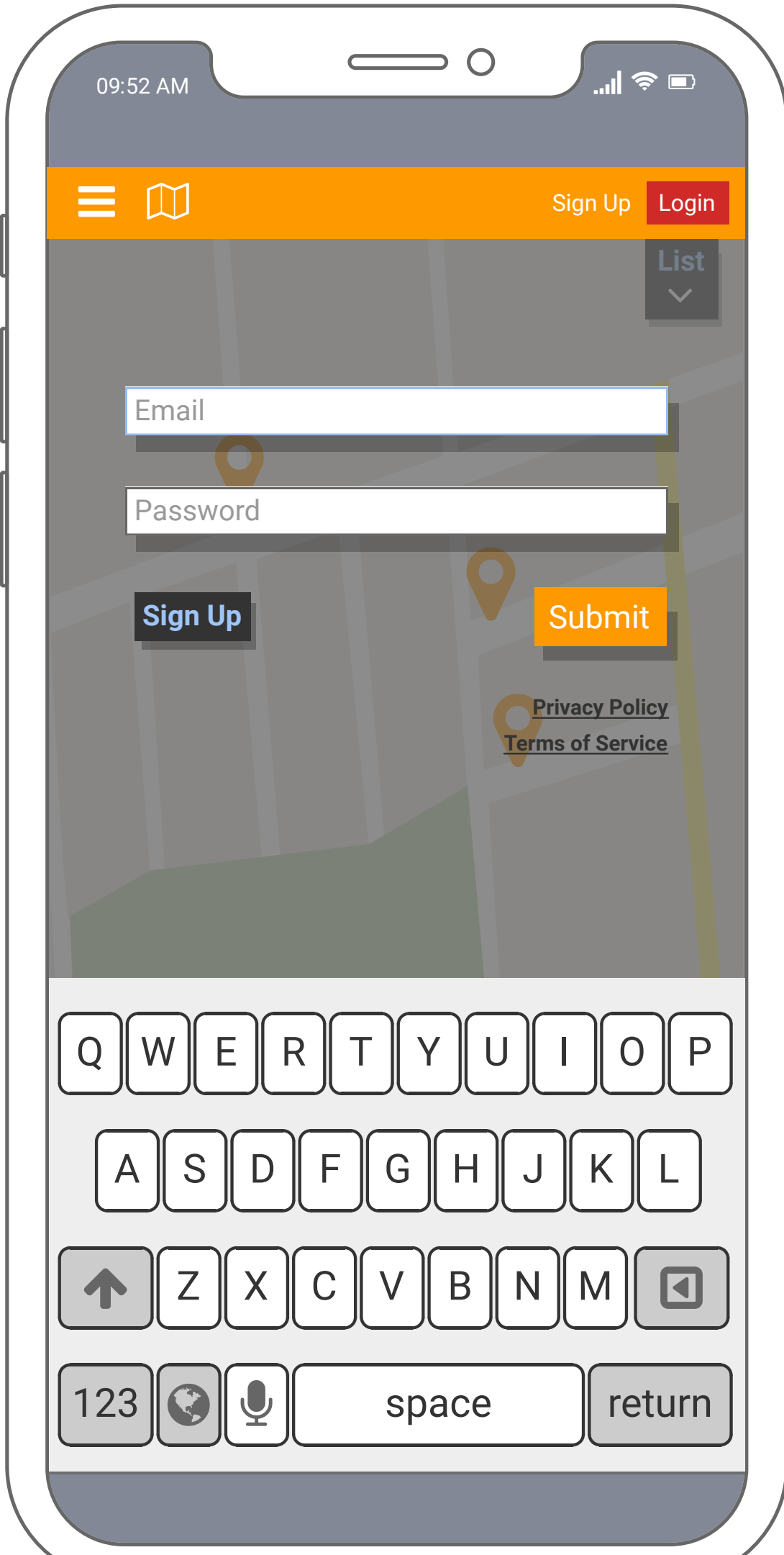
Sign Up | Login

List

Email

Password

Confirm Password

Create Account

Privacy Policy

Terms of Service

Q W E R T Y U I O P

A S D F G H J K L

Z X C V B N M

123 space return

09:52 AM

Sign Up   Login

Lake View: Daily Parking
More text describing this location and maybe a few more important things

Rate: $1.25 an hour

Lake View: Evening Parking
More text describing this location and maybe a few more important things

Rate: $2.00 an hour

Lake View: Night Parking
More text describing this location and maybe a few more important things

Rate: $5.00 an hour

Lake View
More text describing this location and maybe a few more important things

Rate: $0.75 an hour

List
^

Lake Vi

Current Location

09:52 AM

Sign Up **Login**

List

Lake View: Daily Parking

More text describing this location and maybe a few more important things

Duration:

2:45

Hour   Minute

Expires at:

3:15

p.m

$4.00

Continue

Zone Search

Current Location

09:52 AM

Sign Up Login

List ⌄

Vehicle Info

Plate Number

State

Make

Continue

Q W E R T Y U I O P

A S D F G H J K L

⬆ Z X C V B N M ⌫

123 🌐 🎤 space return
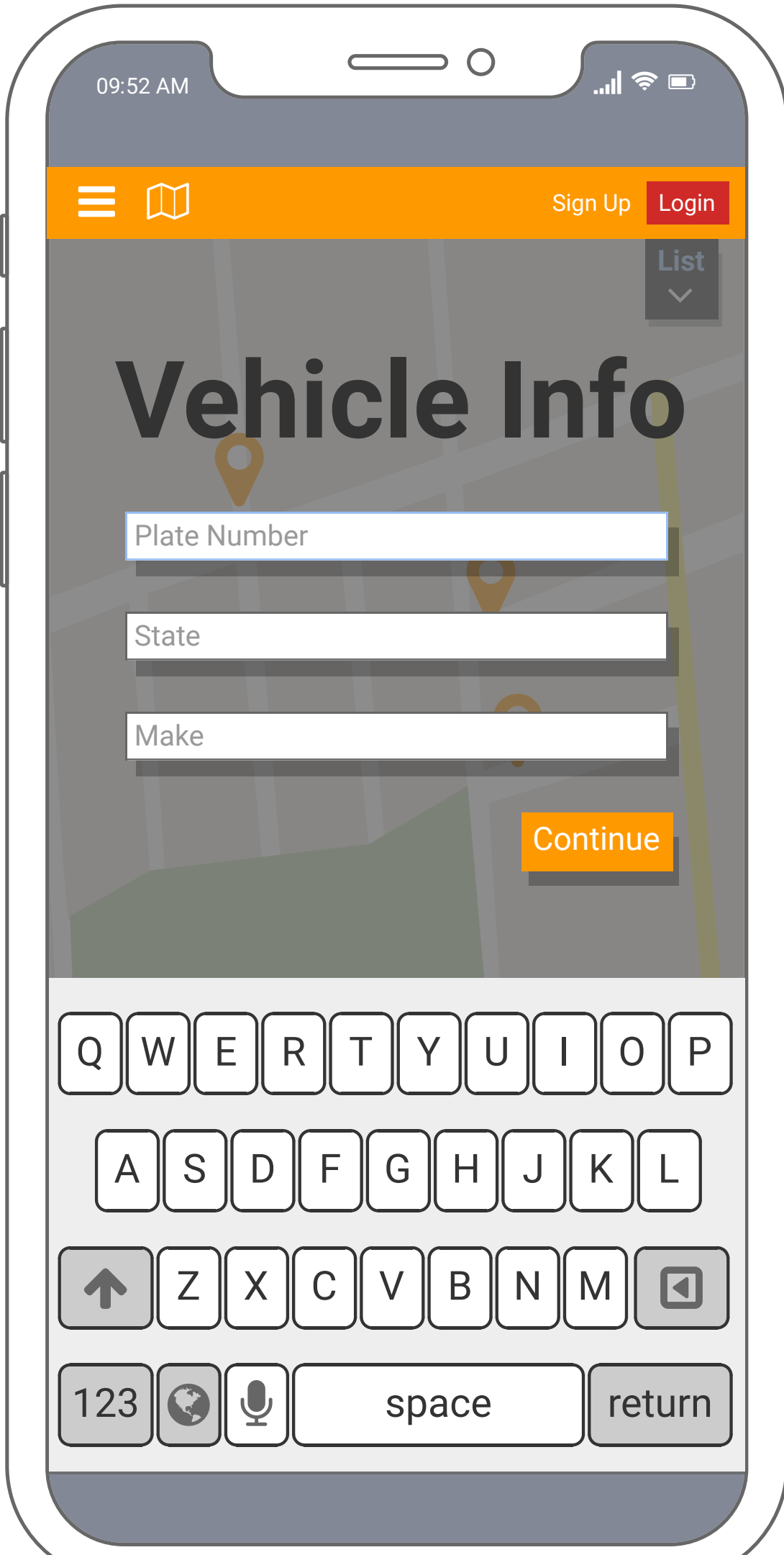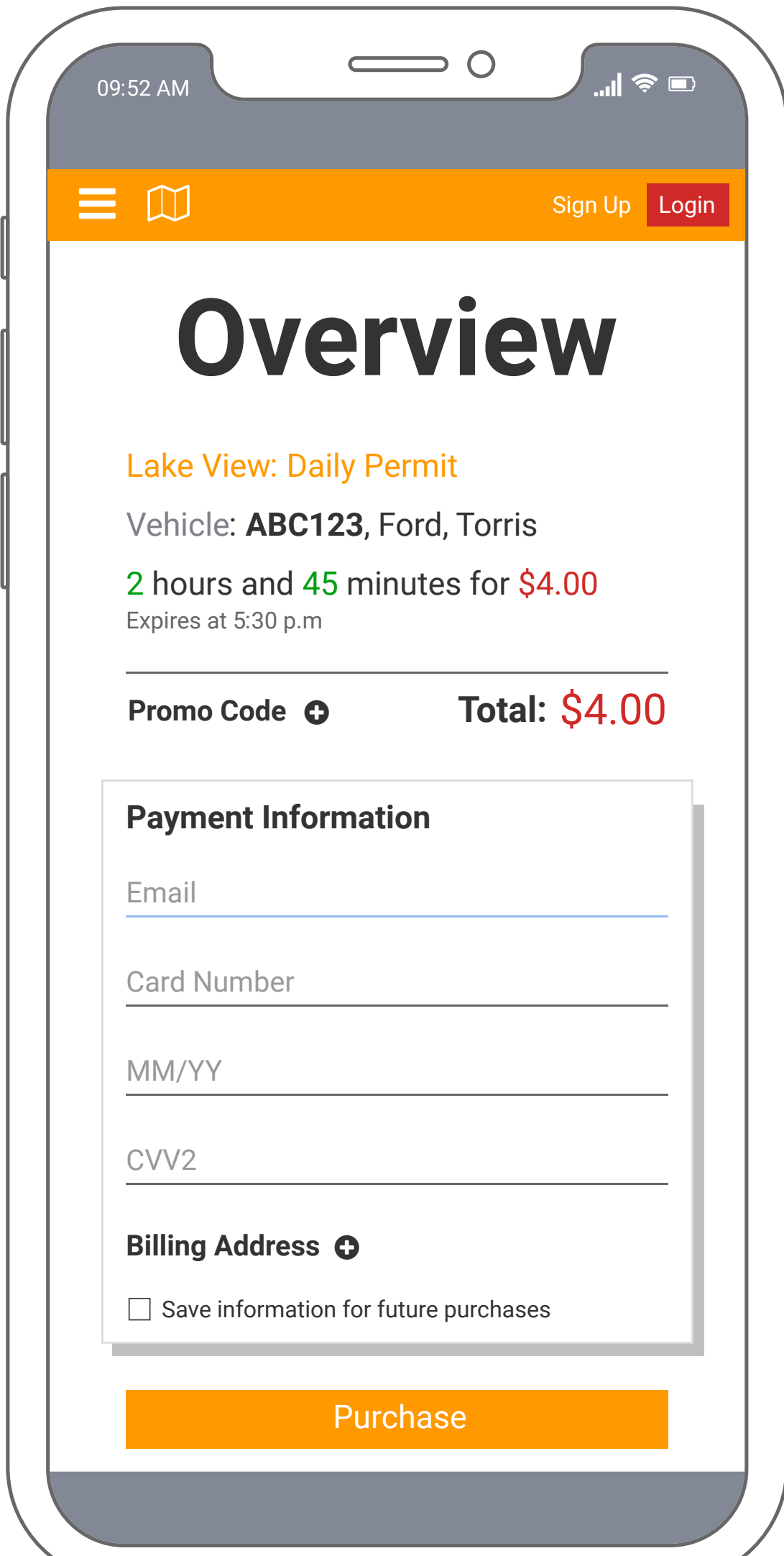
09:52 AM

Sign Up Login

Overview

Lake View: Daily Permit

Vehicle: **ABC123**, Ford, Torris

2 hours and 45 minutes for $4.00
Expires at 5:30 p.m

Promo Code ⊕   **Total:** $4.00

Payment Information

Email

Card Number

MM/YY

CVV2

Billing Address ⊕

☐ Save information for future purchases

Purchase
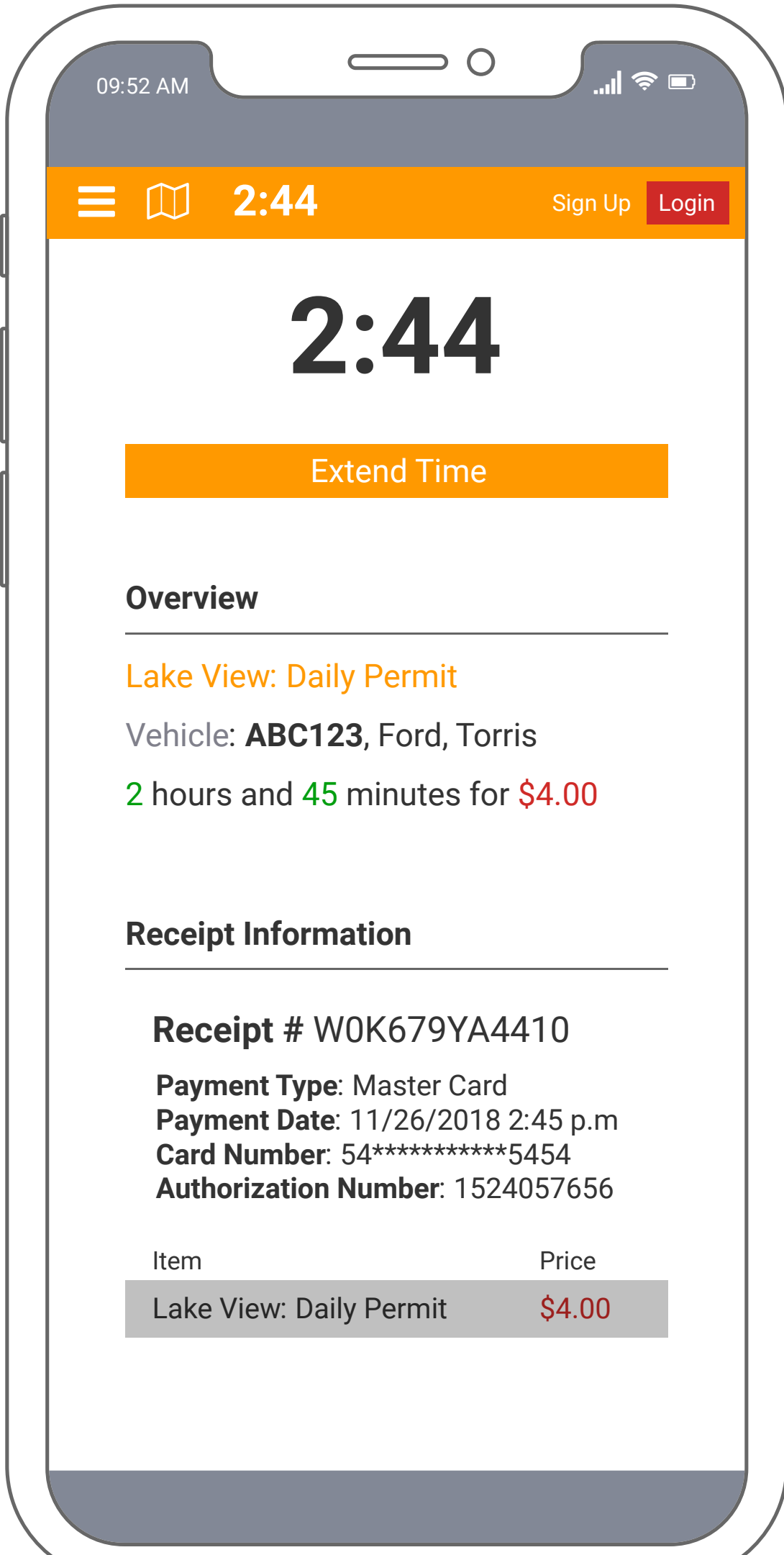
09:52 AM

☰ 🗺 **2:44**   Sign Up   Login

2:44

Extend Time

Overview

Lake View: Daily Permit

Vehicle: **ABC123**, Ford, Torris

2 hours and 45 minutes for $4.00

Receipt Information

Receipt # W0K679YA4410

Payment Type: Master Card
Payment Date: 11/26/2018 2:45 p.m
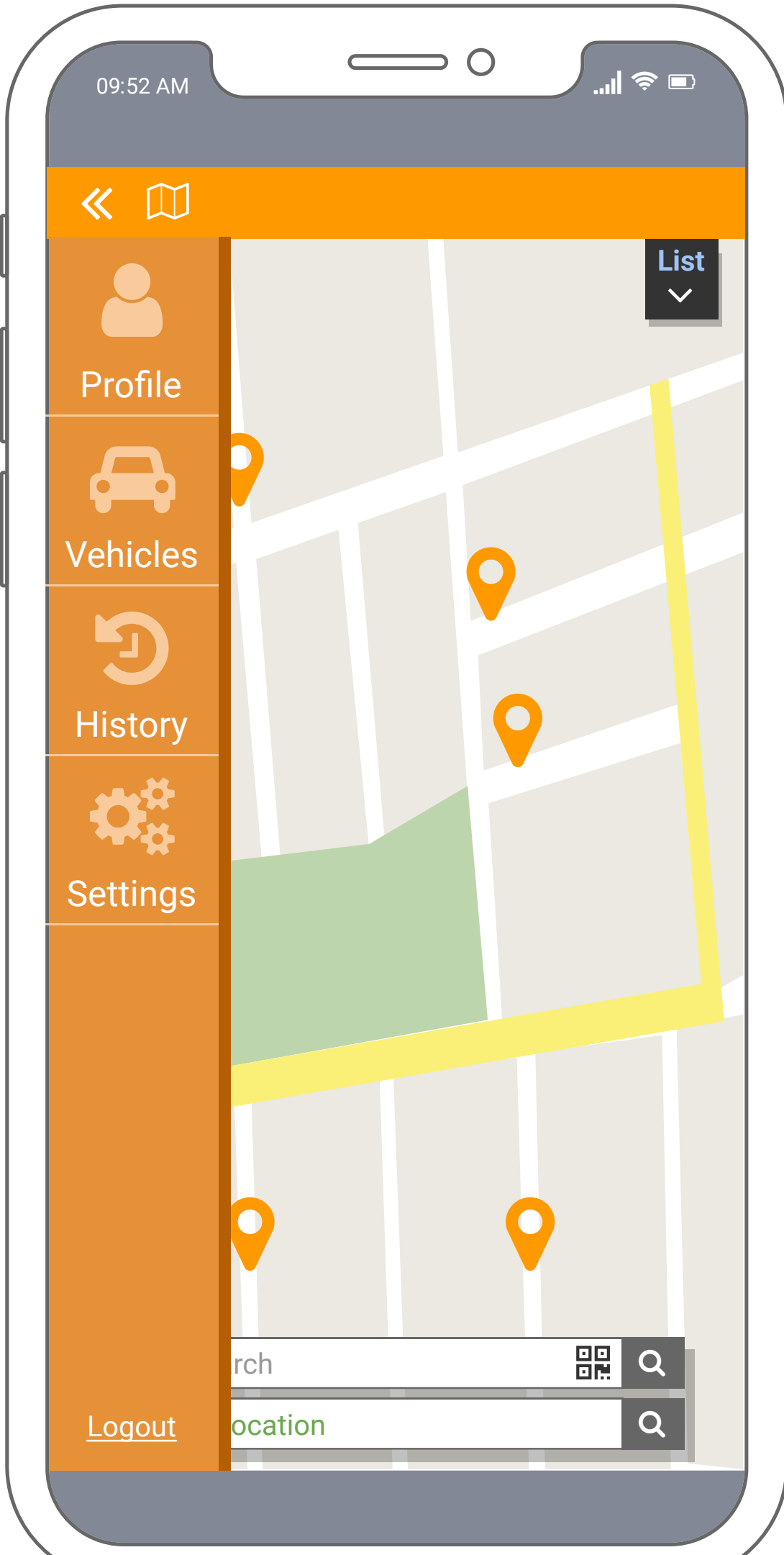**Card Number**: 54**********5454
Authorization Number: 1524057656

Item	Price
Lake View: Daily Permit	$4.00
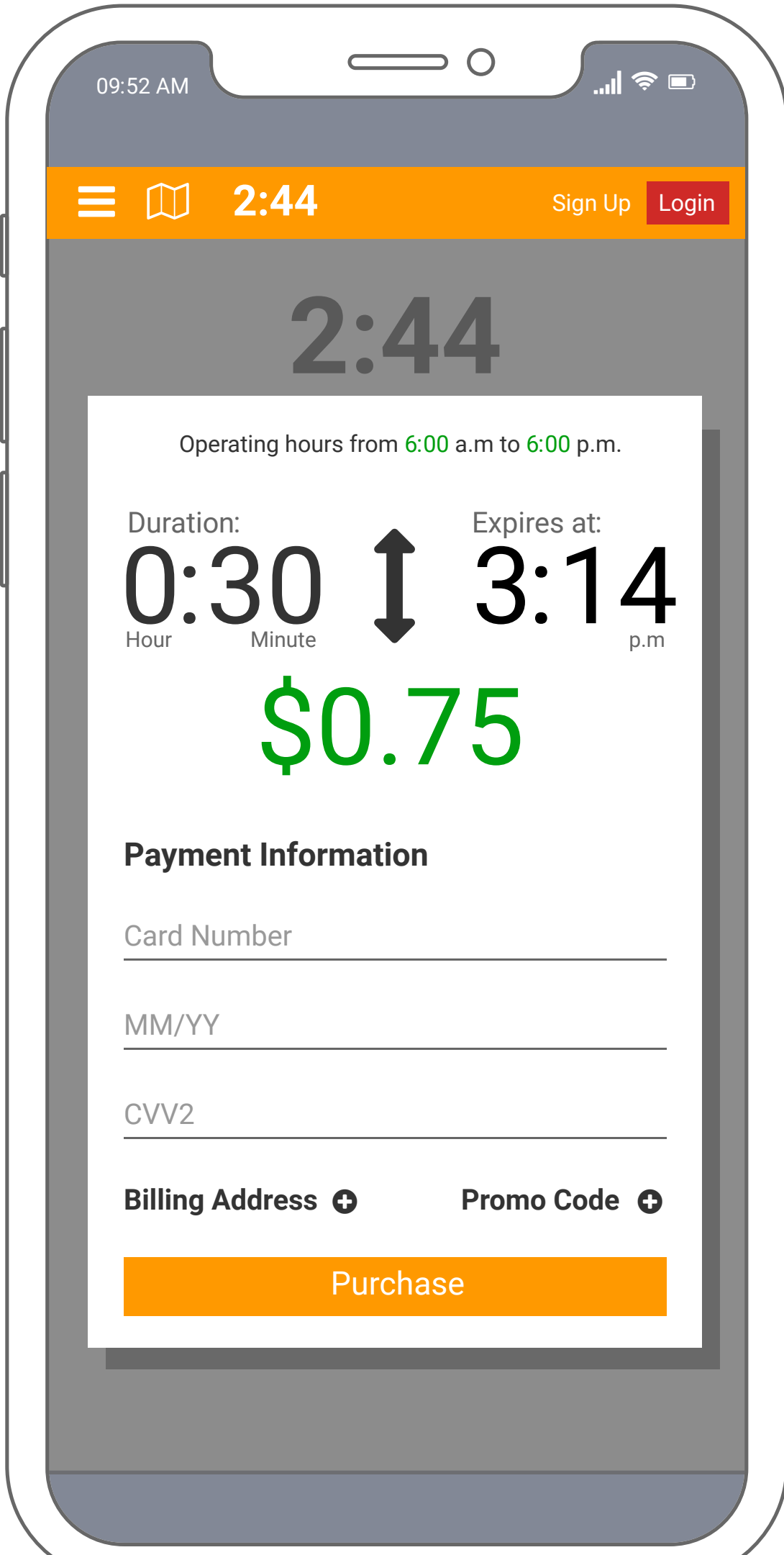
09:52 AM

☰ 🗺 **2:44**   Sign Up   Login

2:44

Operating hours from 6:00 a.m to 6:00 p.m.

Duration: Expires at:

0:30 ↕ 3:14
Hour   Minute   p.m

$0.75

Payment Information

Card Number

MM/YY

CVV2

Billing Address ⊕   **Promo Code** ⊕

Purchase
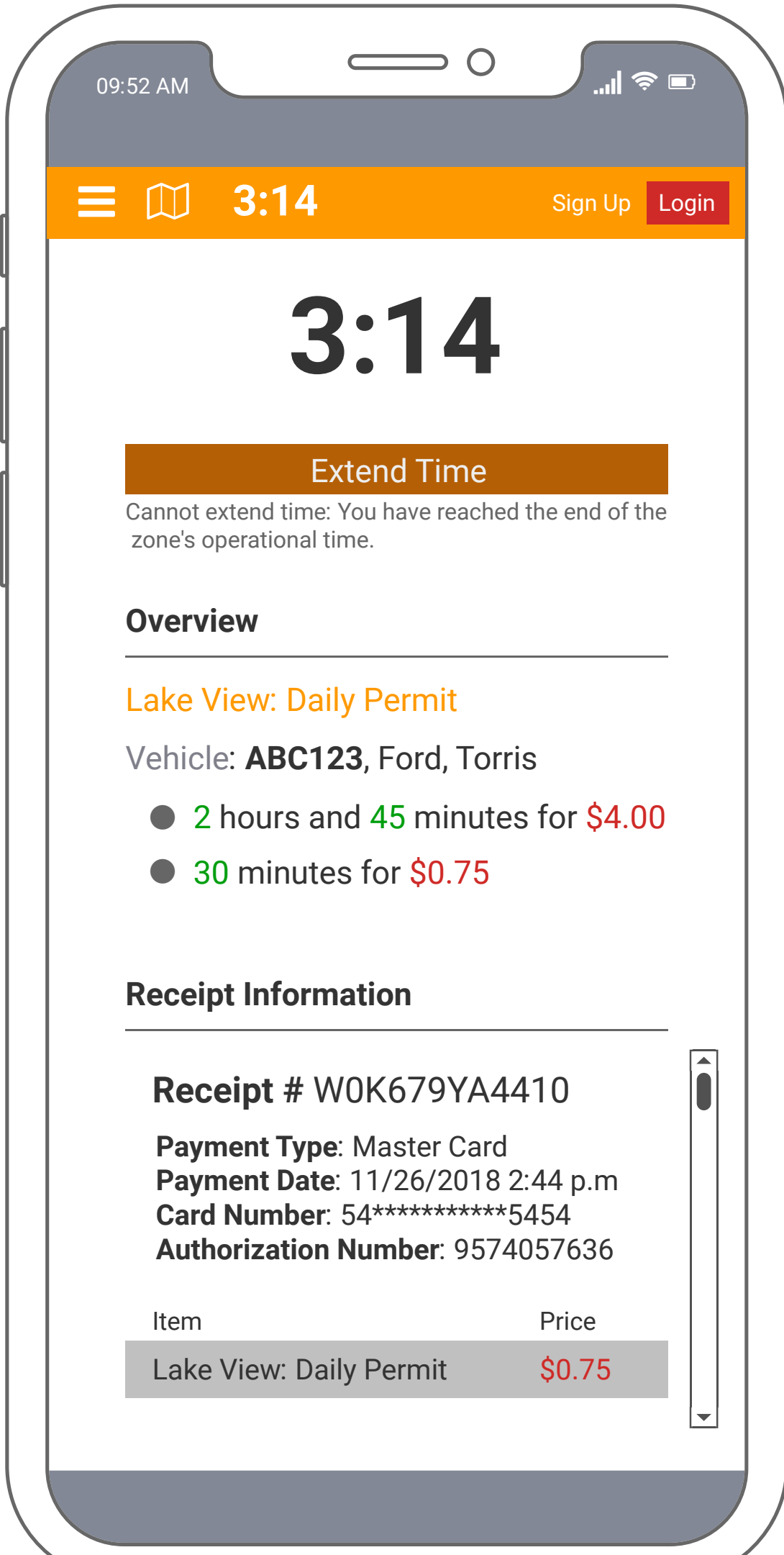
09:52 AM

☰ 🗺 **3:14**　　　Sign Up　Login

3:14

Extend Time

Cannot extend time: You have reached the end of the zone's operational time.

Overview

Lake View: Daily Permit

Vehicle: **ABC123**, Ford, Torris

- 2 hours and 45 minutes for $4.00
- 30 minutes for $0.75

Receipt Information

Receipt # W0K679YA4410

Payment Type: Master Card
Payment Date: 11/26/2018 2:44 p.m
Card Number: 54**********5454
Authorization Number: 9574057636

Item	Price
Lake View: Daily Permit	$0.75

09:52 AM

☰ 🗺 **2:44**

Sign Up **Login**

List
⌄

Zone Search 🔍

Current Location 🔍

09:52 AM

List

Zone Search

Current Location

09:52 AM

Profile

Vehicles

History

Settings

List

Logout

rch

ocation

09:52 AM

Logout

Profile

Email

myemail@example.org

Change Password

Reminder Setting

Notify me when there are | 15 | minutes left on the timer.

Payment Options

VISA **********5454 04/21 **Remove**

mastercard **********4444 11/22 **Remove**

New Payment Method

09:52 AM

History

Reorder   11/27/2018 2:45 p.m - 5:30 p.m

Lake View: Daily Permit

2:44

Vehicle: **ABC123**, Ford, Torris

2 hours and 45 minutes for $4.00

Reorder   11/26/2018 12:00 p.m - 1:15 p.m

Downtown: City Center

Vehicle: **ABC123**, Ford, Torris

1 hour and 15 minutes for $6.25

Reorder   11/20/2018 1:30 p.m - 3:00 p.m

Lake View: Daily Permit

Vehicle: **ABC123**, Ford, Torris

2 hours for $3.00
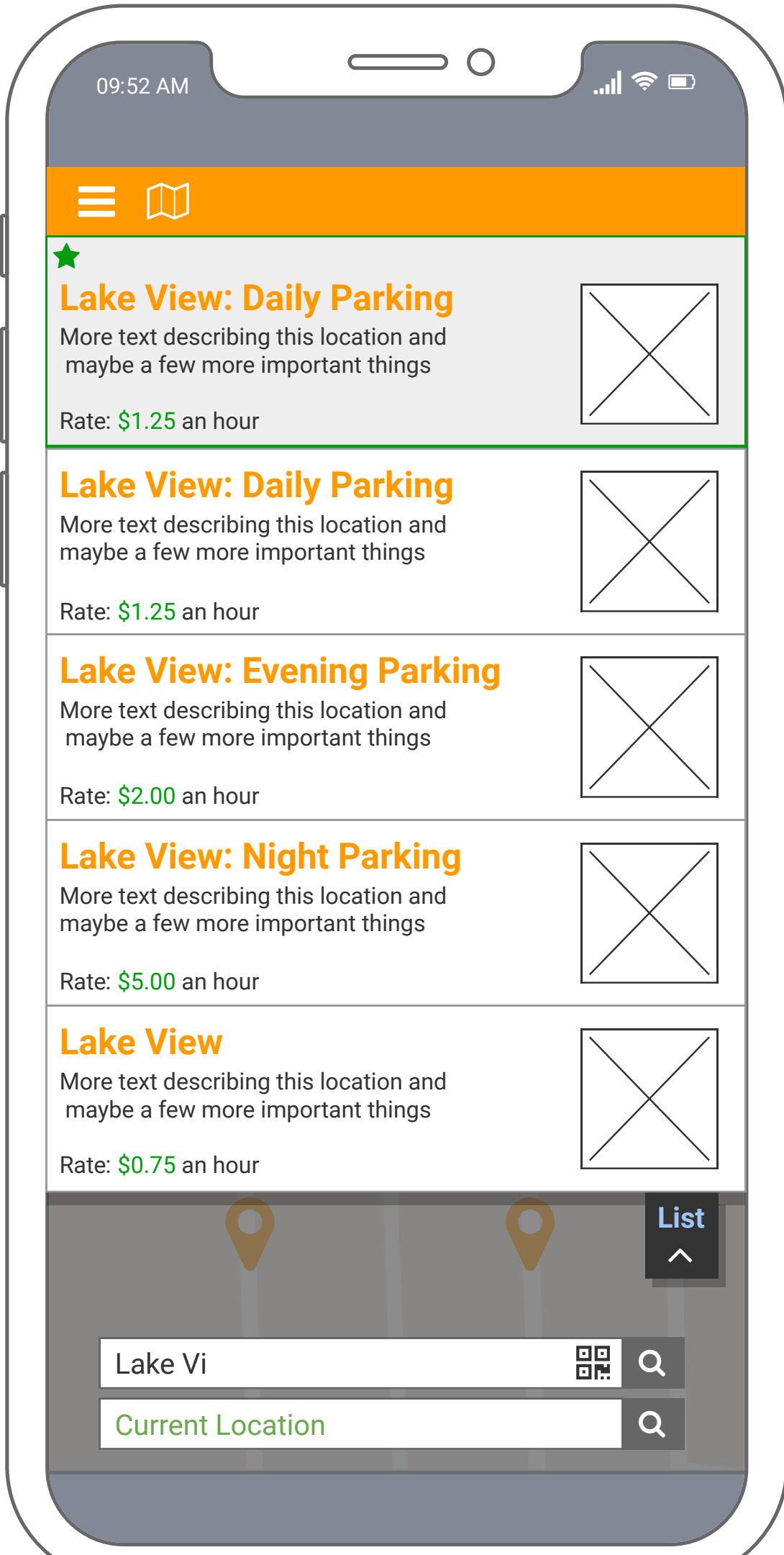
09:52 AM

★

Lake View: Daily Parking

More text describing this location and
maybe a few more important things

Rate: $1.25 an hour

Lake View: Daily Parking

More text describing this location and
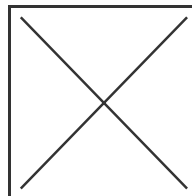maybe a few more important things

Rate: $1.25 an hour

Lake View: Evening Parking

More text describing this location and
maybe a few more important things
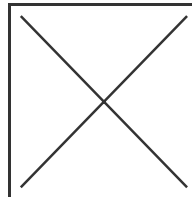
Rate: $2.00 an hour

Lake View: Night Parking

More text describing this location and
maybe a few more important things

Rate: $5.00 an hour
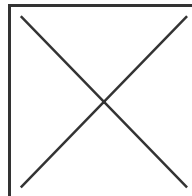
Lake View

More text describing this location and
maybe a few more important things

Rate: $0.75 an hour
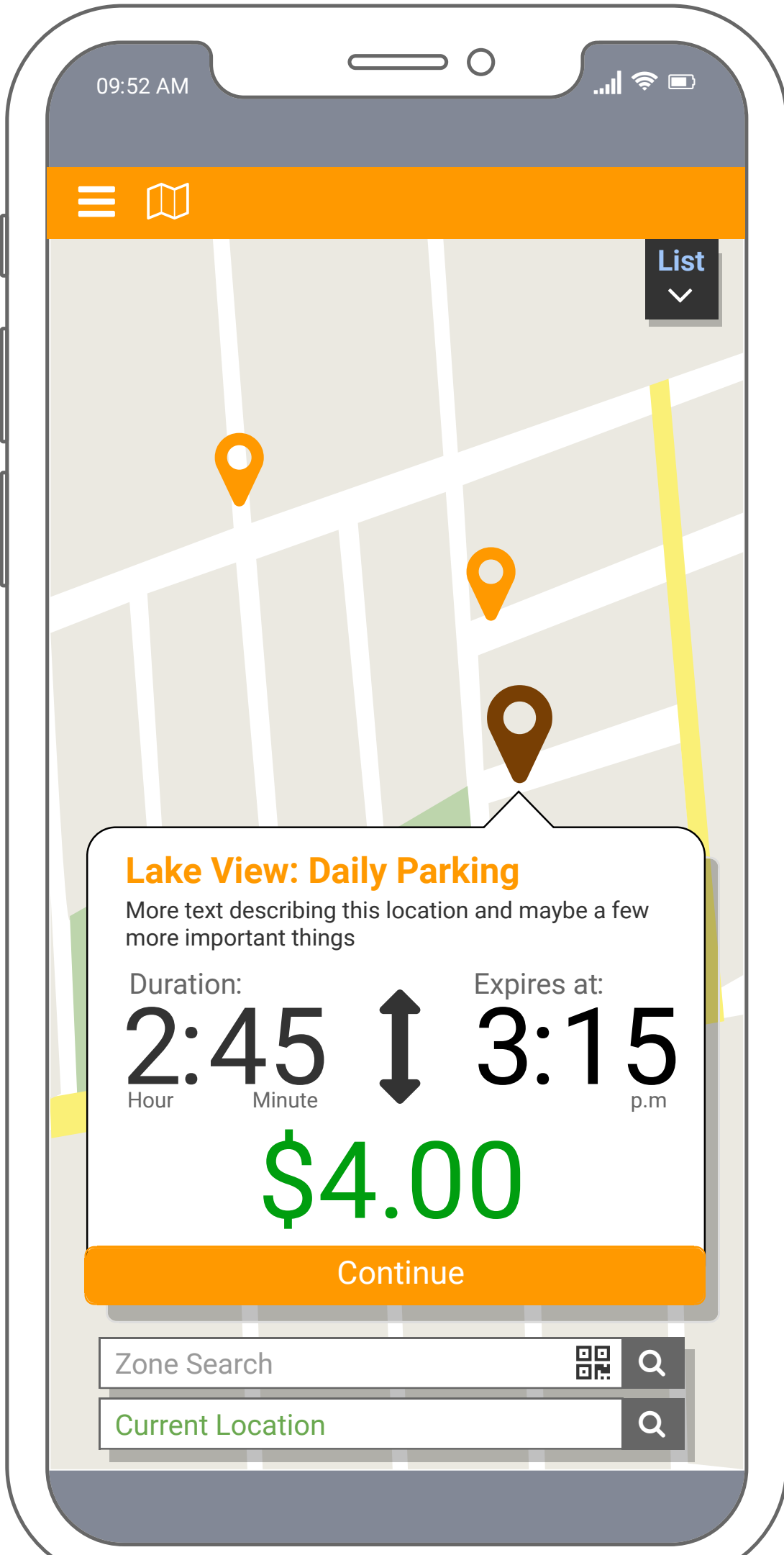
List
∧

Lake Vi

Current Location

09:52 AM

List ⌄

Lake View: Daily Parking

More text describing this location and maybe a few more important things
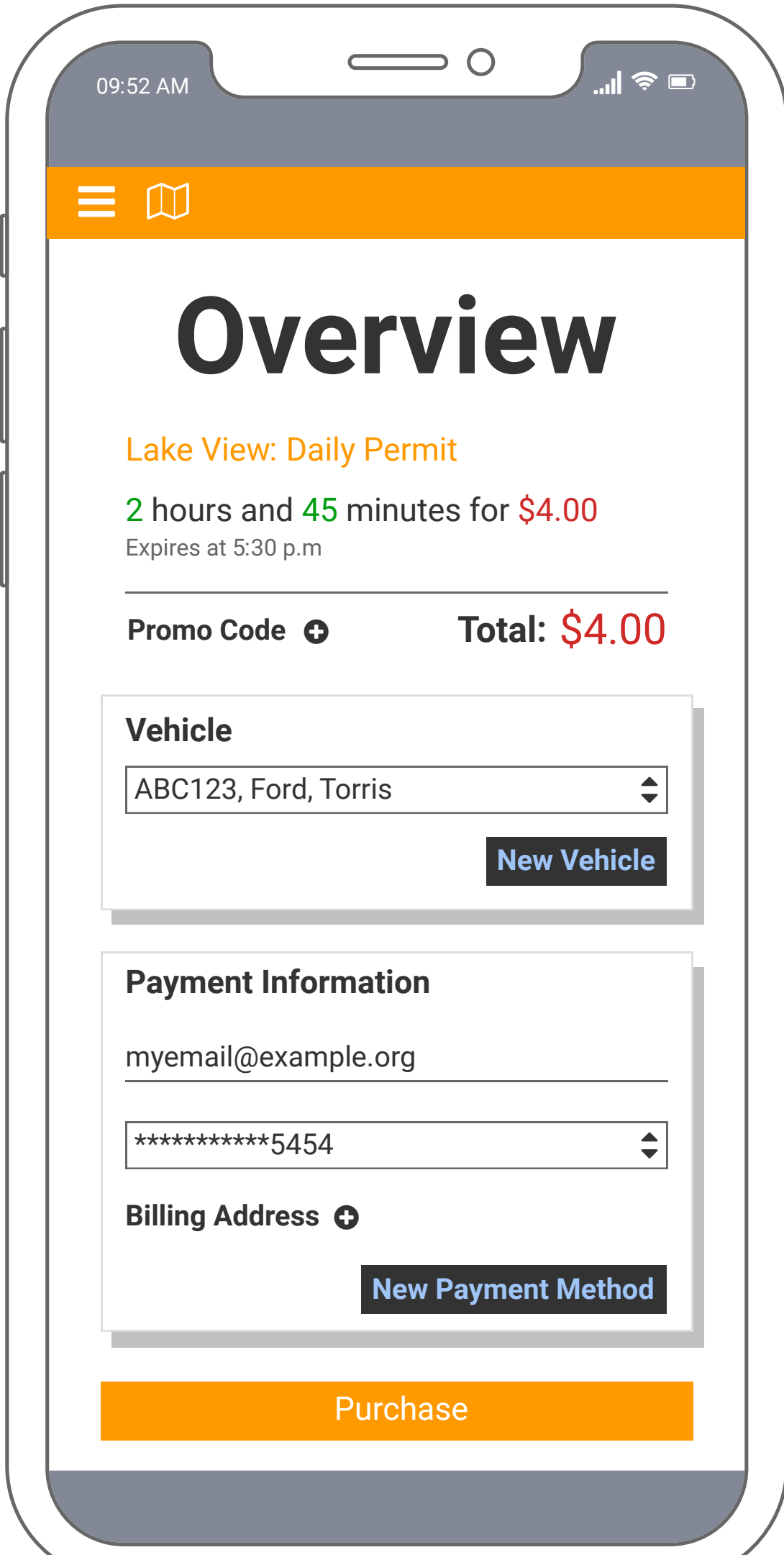
Duration:
2:45
Hour   Minute

Expires at:
3:15
p.m

$4.00

Continue

Zone Search 🔍

Current Location 🔍

09:52 AM

Overview

Lake View: Daily Permit

2 hours and 45 minutes for $4.00

Expires at 5:30 p.m

Promo Code ⊕   **Total:** $4.00

Vehicle

| ABC123, Ford, Torris | ⇕ |

New Vehicle

Payment Information

myemail@example.org

| ***********5454 | ⇕ |

Billing Address ⊕

New Payment Method

Purchase
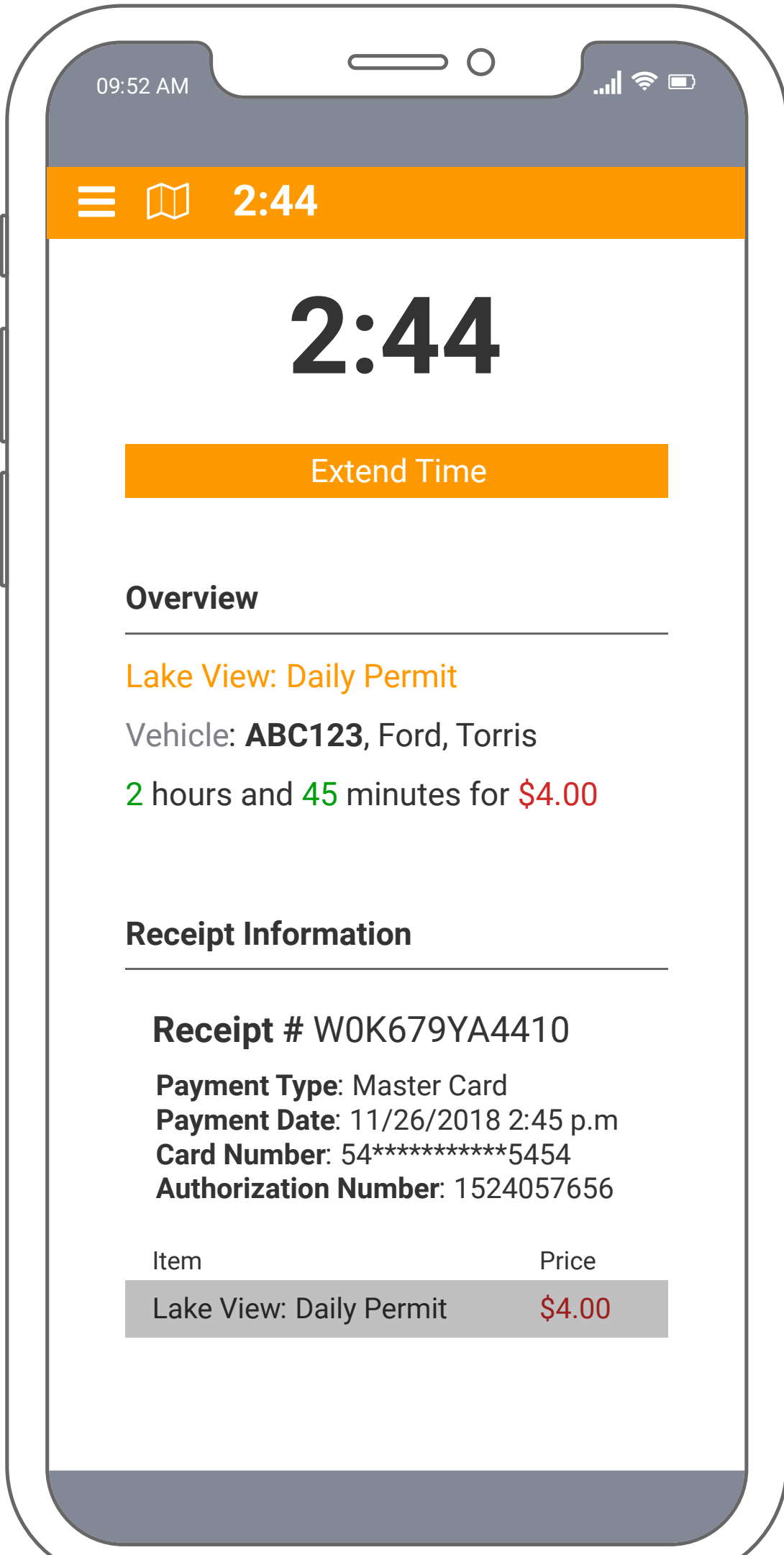
09:52 AM

☰ 🗺 **2:44**

2:44

Extend Time

Overview

Lake View: Daily Permit

Vehicle: **ABC123**, Ford, Torris

2 hours and 45 minutes for $4.00

Receipt Information

Receipt # W0K679YA4410

Payment Type: Master Card
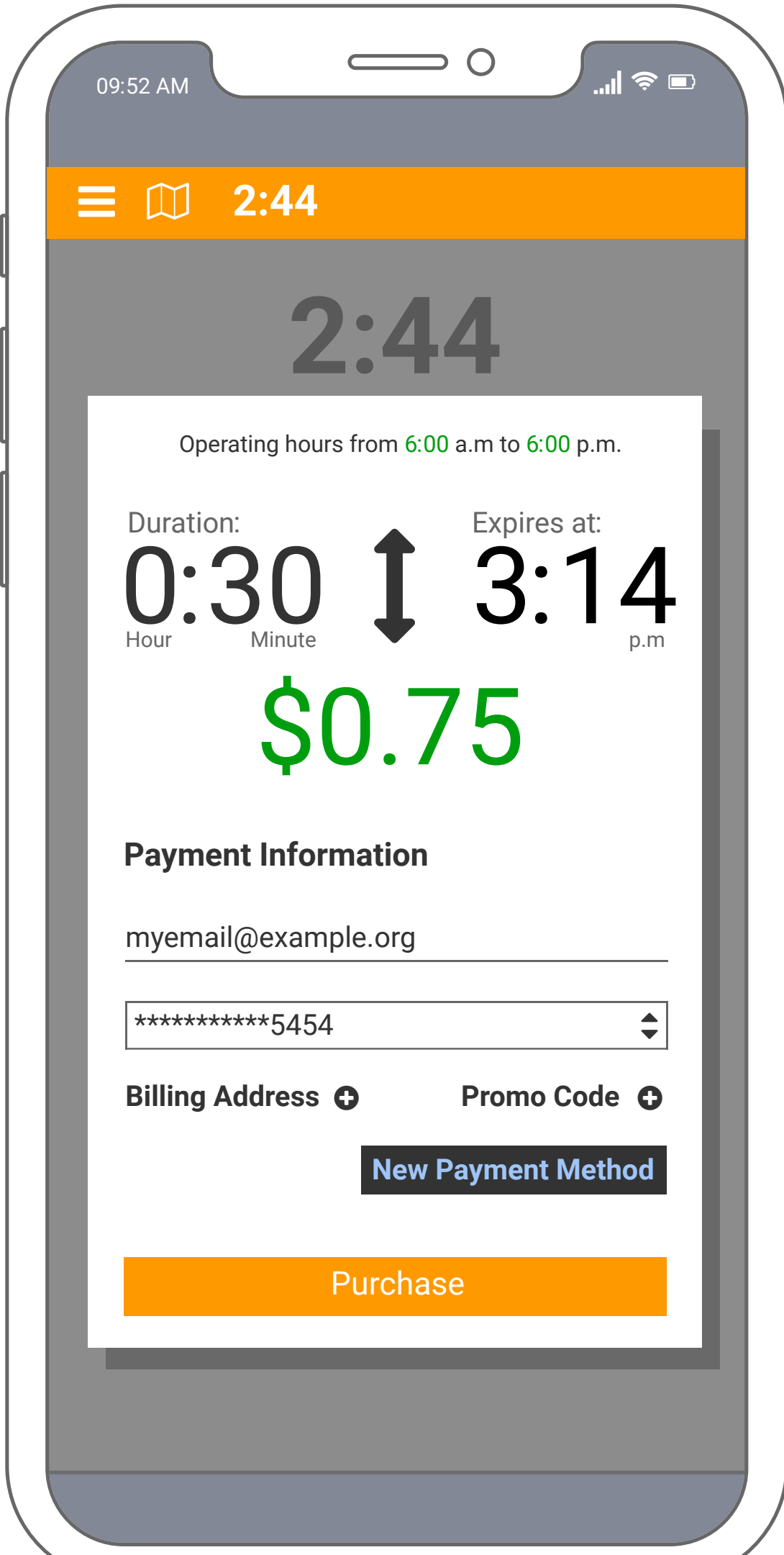**Payment Date**: 11/26/2018 2:45 p.m
Card Number: 54**********5454
Authorization Number: 1524057656

Item	Price
Lake View: Daily Permit	$4.00

09:52 AM

2:44

2:44

Operating hours from 6:00 a.m to 6:00 p.m.

Duration:

0:30

Hour   Minute

⇕

Expires at:

3:14

p.m

$0.75

Payment Information

myemail@example.org

***********5454 ⇕

Billing Address ⊕   **Promo Code** ⊕

New Payment Method

Purchase