

# Statement of Work

City of Key West, FL  
February 1st, 2024



[Disclaimer](#)

[Project Overview](#)

[Statement of Work](#)

[Configurations](#)

[Payment Gateway and Merchant Solutions](#)

[Tokenization, Authorization, and Capture](#)

[Passport Payments](#)

[Settlement](#)

[Remittance](#)

[Reporting & Reconciliation](#)

[Dispute Management](#)

[Passport Parking](#)

[Passport Parking Functionality](#)

[Merchant Validations](#)

[Back-Office Portal](#)

[Passport Parking Signage and Decals](#)

[Public Education and Marketing](#)

[Citation Management Product](#)

[Passport Portal](#)

[Advanced Collections](#)

[Delinquent Notice Sending](#)

[OpsMan Mobile Monitoring and Issuance Application](#)

[Citation Lifecycle](#)

[Citation Payment and Appeals Portal](#)

[Payments](#)

[Appeals](#)

[Citation Types and Escalation Procedure](#)

[Automatic Late-Notice Letter Sending](#)

[Scofflaw List Management and Notifications and Tow Procedures](#)

[Registered Owner Information Lookup](#)

[Vehicle Registration Holds](#)

[Handheld Enforcement Hardware](#)

[Monitoring and Issuance Devices](#)

[Issuance Printers](#)

[Custom Citation Issuance Paper](#)

[Digital Permits Product](#)

[Passport Portal](#)

[Manage Permits](#)

[Issue Permits](#)

[Approval Queue](#)

[Reporting](#)

[End-User Customer Portal](#)

[Branding](#)

[Dashboard](#)

[Application Workflow](#)

[Manage Permit](#)

[Manage Account](#)

[Custom Integrations or Configurations](#)

[Penn Credit Integration](#)

[Florida Department of Highway Safety and Motor Vehicles Integration](#)

[Cale \(a/k/a Flowbird Inc. or its affiliates\) License Plate-Based Multi-Space Parking Meter Integration](#)

[Flowbird Mobile Payment Application Integration](#)

[Assumptions & Notes](#)

[Project Change Control](#)

## Disclaimer

---

This Statement of Work contains information that is proprietary and confidential to Passport Labs, Inc. (“Passport”) and shall not be disclosed or used for any purpose other than the purposes described herein. Any other disclosure or use of this document, in whole or in part, without the permission of Passport is prohibited.

## Project Overview

---

Passport will continue to provide the City of Key West, FL (“Client”) with its Passport Parking mobile payments application as well as its Citation Management and Digital Permitting products.

Passport will continue to provide the Client with Passport Payments for its Citation Management and Digital Permitting products to provide the Client a fully integrated payment processing solution supporting all major card networks, various payment methods, and reconciled settlements into the Client's bank accounts.

## Statement of Work

---

# Configurations

## Payment Gateway and Merchant Solutions

Passport will continue to provide gateway and merchant processing services directly to the Client for its Passport Parking mobile payments application, citation management and digital permitting products, eliminating the need for an external provider.

Passport will continue to act as the Merchant of Record for transaction processing for the Client's Passport Parking mobile payments application, citation management and digital permitting products. The Client will be responsible for paying all gateway and merchant processing fees, as outlined in the contract.

Funds will continue to be remitted to the Client, less the gateway, merchant processing, and Passport fees, on a monthly basis after the close of a month.

## Tokenization, Authorization, and Capture

The Gateway's function is to tokenize the cardholder's information for secure processing and storage on the Passport Platform. The gateway will route all transactions for authorization to the card brands to ensure it can be used for payments. At the Gateway cutoff time, all transactions that have been Captured are submitted for Settlement by the processor.

## Passport Payments

Passport Payments is an extension of Passport's Operating System and contains the following components:

### Settlement

Settlement is the process of moving funds from the end user's card issuing bank account to the merchant's account. Settlement takes 2-3 business days to complete.

### Remittance

Funds will be remitted to the Client, less the gateway, merchant processing, and transaction fees, on a monthly basis after the close of the preceding month. The Client has already provided Passport with remittance account information.

## Reporting & Reconciliation

Passport's powerful back-office system merges source settlement data pulled in from the Passport payment platform with session activity from the mobility platform. The output is a robust set of Financial and Management reports that streamlines reconciliation, revenue recognition, and dispute management activities. Back-office reporting capabilities include:

- Settlement Period Summary
- Transaction Reporting by Settlement Schedule
- Dispute Reporting

## Dispute Management

Disputes are initiated by the cardholder or financial institution with a Card Network. They occur when a cardholder or financial institution disputes a purchase made on their card or when proper acceptance and authorization were not obtained. Once the dispute is accepted by the Card Network, it becomes a Chargeback.

The Client can access reporting on Chargebacks as they are received from the Card Networks in the back-office, and will be notified of new chargebacks via email to specified accounts. The Client may choose to respond to Chargebacks with compelling evidence to try to get the Chargeback reversed. Compelling evidence can be submitted to [payments@passportinc.com](mailto:payments@passportinc.com) within 7 calendar days of the "Processed Date" shown in the back-office to have this case considered for reversal. All final decisions are made by the Card Networks, and Passport reserves the right to decide if the evidence is sufficient for consideration by the card networks.

Passport also offers Chargeback Management Automation tools that the Client leverages. With automation enabled, the payment status associated with a permit or citation will automatically be reverted to "Unpaid" when a Chargeback is received, allowing applicable escalation and collection processes associated with the Client's operations to carry forward.

## Passport Parking

### Passport Parking Functionality

Passport will continue to provide its Passport Parking mobile parking applications to the Client. Passport Parking consists of native mobile applications built for Google Android and Apple iOS smartphones. Passport Parking is supported on the latest industry-recommended operating system versions.

Passport Parking includes the following functionality:

- Create a user account
  - Phone number, email address, name
- Add and delete Vehicles (LPN)
- Create and pay for parking sessions
  - Extend parking remotely
  - Receive session expiration alerts and notifications
  - Complete payment via major card networks credit and debit cards
- View parking history and email receipts
- Mobile-optimized website (mobile pay web or “MPW”) to facilitate parking sessions via a mobile browser or desktop

### Merchant Validations

The Client and its local commerce partners may continue to use Passport’s merchant validation program to subsidize the cost of business patron parking fees.

Merchant validation capabilities include:

- Validation type and amount configuration
- One-time use validations
- Multi-use validations

### Back-Office Portal

Passport will continue to provide its back-office administration and data insights portal that will allow the Client to make financial and operational decisions.

Back-office portal capabilities include:

- Secured Access with user specific login credentials and custom privileges per user
  - There is not a cap on the number of users that can be setup
- Streamlined user interface
- Robust Reporting
- Real-time analytics of existing sessions
- Zone management

## Passport Parking Signage and Decals

Passport has previously consulted and worked with the Client to set-up the environment with the proper signage and decals. As such, Passport used the following recommendations and the Clients input to ensure adequate signage and decals were provided:

### Signage

- 1 sign per 10 spaces for parking lot/garage environments
- 1 sign per 5 spaces for on-street parking environments

### Decals

- 1 decal per single space meter
- 3 decals for each multispace meter
  - 1 decal on each side of the meter
  - 1 decal on the payment side of the meter.

Passport recommended the following for non-metered, mobile payment only areas:

- 1 sign per 5 spaces for parking lot/garage environments
- 1 sign per 3 spaces for on-street parking environments

The Client understands that sufficient and adequate signage and decals are a core assumption to the performance of the service, and should the quality or coverage of such signage and decals degrade, the Client is responsible for notifying Passport so that this can be resolved; any additional or replacement signs or decals will be at the Client's cost.

**Signage materials are as follows:**

The Passport Parking signs are KomaAlu with Avery Cast Laminate with UV Protection and 6-year outdoor durability. The Passport Parking decals are Avery Cast Laminate with UV protection, permanent adhesive vinyl for outdoor use with 6-year outdoor durability. Any extra costs incurred due to changes in signage material will be covered by the Client.

Passport has developed Passport Parking signage and decal design templates, which are tested regularly to optimize program performance. Any signage produced by Passport must adhere to Passport's sign design methodology and cannot be modified without written approval from an authorized representative of Passport. A logo of the Client's brand can be included on signage as long as such is provided to Passport with proper authorization in advance of production of signage.

It takes one to two weeks to design signs and decals and up to an additional three to four weeks for the signs and decals to be printed and shipped, assuming timely review and approval by the Client.

The Client may purchase additional signs and decals from Passport.

Where signage or decals are provided to the Client at a discount to its actual production and ongoing maintenance cost, any customization that the client requests will be chargeable at a rate of \$175/hour and such customizations are subject to approval by an authorized representative of Passport.

## Public Education and Marketing

In addition to signage and decals, Passport has provided the Client with the following items to support marketing and public education initiatives of the Passport Parking application:

- Signage and Decals
  - Best Practice Guide
- Public Relations
  - Press Release (posted on website and social media)
  - Press Kit
- Print Marketing
  - Design File for How to Flyer (3"x5")
  - Design File for Benefit Poster (8.5"x11")
- Digital Marketing
  - Client Website Content & Consultation
  - Website & Social Media Banners



- Standard How-to Video
- Ongoing Support

## Citation Management Product

### Passport Portal

Passport will continue to provide the Client with direct access to the Passport Portal back-office system portal, which will enable daily operations management of reporting, citation management, payment tracking, and auditing data.

Client Portal includes the following Citation Management Product functionality:

- Fully hosted by Passport cloud services.
- Secured Access with user specific login credentials and custom privileges per user.
  - There is not a cap on the number of users that can be setup.
- Real-time aggregator of citation data from Passport's Android issuance application, OpsMan Mobile
- Voids
- Refunds / Reversals
- Escalation Schedule Resets
- On-Demand Letter Generation for staff use
- Officer activity logging
- Supports and provides maintenance/edits for the following data upon proper user permissions being set:
  - Violation Date
  - Violation Time
  - Violation Type
  - Zone / Location
  - Space Number
  - License Plate Number
  - Vehicle Identification Number
  - License Plate State
  - License Plate Type
  - Vehicle Type
  - Vehicle Color
  - Vehicle Make
  - Vehicle Model

- Violator First Name
- Violator Last Name
- Violator Birthday
- Violator Email Address
- Violator Address
- Custom Fields that are set up specifically for the Client
- Violation Amount Due
- Violation Escalation Schedule Start Date
- Access to on-demand Reporting tools, including:
  - Violation Summary Report (by Officer, Area, Location)
  - Violation Detail Print-Out (with photo images)
  - Voided Reason Report
  - Officer Activity Log
  - Officer Productivity
  - Violation Print-Out Report
  - Hot List (boot and tow eligible) of Vehicles
  - Disposition Code Report
  - Citation Audit Trail
  - Open Appeals Report
  - Appeal Disposition Summary Report
  - Closed Appeal report
- Online user knowledge base
- Manual citation entry for handwritten violations by Client staff
- Manual appeal recording by Client staff
- Audit Trail for citation processing and specific activities
- Scofflaw listing generation for delivery to the OpsMan Mobile issuance application
- In-office Payment Acceptance
  - Passport does not accept in-person credit card payments
    - All in-person credit card payments need to be done online through the portal or manually logged in Passport Portal after being processed through an external system
  - Passport will not integrate with a cash draw or check reader
    - Any cash payments will need to be manually logged in Passport Portal after being processed through an external system
    - Any check payments will need to be manually logged in Passport Portal after being processed through an external system

The Client understands that they will be migrated from their current back-office, OpsmanWeb, to Passport Portal.

### Advanced Collections

Passport will be employing its Advanced Collections service to the Client's unpaid citation portfolio in an attempt to recover unpaid citation revenue through Passport's automated delinquent citation processing service. The Advanced Collections service utilizes skip tracing to pull current registered owner name and address data into Passport's system so that Passport can send delinquent notice letters to the violators. Passport will work with the Client to determine at what age, post issuance, Advanced Collections services will be utilized for unpaid citations.

### Delinquent Notice Sending

Passport will request current registered owner information from its services for unpaid citations. With registered owner information captured, Passport will mail, via USPS, the delinquent notice letter to the violator.

Passport will work with the Client to build the Advanced Collections delinquent notice template.

### OpsMan Mobile Monitoring and Issuance Application

Passport will continue to provide its monitoring and issuance application, OpsMan Mobile, to the Client to be used in conjunction with the monitoring and issuance devices the Client secures.

Passport's OpsMan Mobile is an Android application that provides the following functionality:

- Secured permission-based access for application functionality
- Real-time aggregator or parking rights from Passport Parking, parking meters and permits
- Seamless workflow for entering the required key data for each citation
- Real-time citation issuance and back-office system upload for all violations
- Real-time warning issuance and back-office system upload for all warnings
- Real-time scofflaw indication notifications
- Historical LPN violation issuance history notifications
- Offline citation and warning issuance with automatic data upload upon reconnection
- Time limit marking (electronic chalking)
  - One vehicle tire stem marking functionality

- Capability to print chalking marks on overtime violations. Stem value positioning marks are not able to be printed on the citation.
- Parking enforcement officer notes with the ability to print or not print the notes on the citations
  - Regardless of printing, all notes are available in the backend system, Operator Management
- Citation reprints
- Real-time citation voiding capabilities
- Last second citation data input verification
- Last second payment verification before issuance
- Barcode printing
- Violation cost increases for late penalties based on a set schedule
- Color photographs that are electronically attached to each violation

## Citation Lifecycle

After a citation has been issued, the citation can be either paid or appealed before the citation begins to escalate in price after a certain number of calendar days of no action from the violator.

Please see below for a dedicated overview of each of these scenarios.

## Citation Payment and Appeals Portal

Passport will continue to provide the Client's web portal for violators to make payment on their citation(s). The web portal is visually configured to match the colors and logo preference of the Client and can be accessed at [cityofkeywest.rmcpay.com](http://cityofkeywest.rmcpay.com).

Please see below for an overview of the web portal for payments:

### Payments

The web portal provides the following search and payment functionality:

- Mobile friendly, Client-branded portal that allows violators to search for and pay their citations online
- Search by Citation Number
  - Citation status indication is provided as well as full details on the specific citation
  - External Note(s) and Photographic Evidence is provided to the violator for each citation viewed
  - Payment capabilities
- Online Payment Capabilities

- Shopping cart style feature to allow single or multiple citations to be paid in one transaction
- Credit or Debit Card payment acceptance
- Email notification to the payer of payment

## Appeals

The web portal provides the following search and appeal functionality:

- Search by Citation Number, License Plate Number or VIN
- Review the corresponding violation information such as date/time, description, amount, and supporting photo evidence
- Online appeal submission
- Evidence upload capabilities
  - Photographic
  - Text
- Email notification to appellant of appeal submission

All submitted appeals will be accessed and reviewed via Passport Portal. Permitted Portal users will be provided with the ability to approve or deny an appeal via the web based interface. The appeals process provides one level of review and approval.

After a citation has been submitted for an appeal, that citation's escalation schedule will pause until a decision has been made on the appeal. Once a decision has been made, the citation will resume its escalation schedule.

Passport will ensure that a citation cannot be appealed if it has been either paid or if the citation has aged past thirty (30) calendar days. In addition, Passport will ensure that a citation can not be appealed more than once.

### Citation Types and Escalation Procedure

Passport has previously worked with the Provider to configure all of the citation types that are issued as well as any escalation amounts or fines that are added post issuance.

Passport understands that the Provider may further change the initial citation fees as well as the fee schedule in the future or add and remove violation types. Passport will accommodate these changes in the future, but must be provided advanced notice to ensure that the Provider's changes can be accommodated.

### Automatic Late-Notice Letter Sending

Passport will continue to utilize its out-of-the box capability to template, produce and send physical letters based on configured criteria.

Passport will continue to automatically send physical letters to those violators who have not paid their citations at eleven (11) and twenty-one (21) calendar days post citation issuance.

Passport will leverage email communications for other customer communications, such as:

- Citation receipts
- Appeal responses

### Scofflaw List Management and Notifications and Tow Procedures

Passport will maintain a Scofflaw list and notify officers when a violation meets the Scofflaw criteria. Passport understands that the Client's current scofflaw eligibility rule set is any vehicle based on the LPN that has three (3) or more unpaid citations.

### Registered Owner Information Lookup

Passport will continue to utilize its existing integration with the Florida Department of Highway Safety and Motor Vehicles ("FL DMV") for the purpose of identifying license plate number registered owner information for in-state vehicles.

Please see the Florida Department of Highway Safety and Motor Vehicles Integration Custom Integrations or Configurations section below for additional information on the FL DMV integration.

Passport will also continue to utilize its existing integration with the TLO for the purpose of identifying license plate number registered owner information for out-of-state vehicles.

Registered owner information provided by the FL DMV or TLO will be pulled for each individual citation three (3) days after the citation is issued. The registered owner information will be used to populate a late payment notice to the violator in the event the violator has not paid or appealed their citation within a certain number of calendar days post issuance.

The registered owner information will be able to be viewed within the back-office system for each issued citation if the FL DMV or TLO provides the registered owner information back to Passport.

The FL DMV and TLO provides current (at time of lookup) registered owner information and does not provide historical violator information. Please note that lookup success rates vary from roughly 80% to 95% based on the variance of data available in the unique DMV systems. This means that some lookups will fail based on missing correlating DMV data. This is not something that Passport can remedy or be held accountable.

## Vehicle Registration Holds

Passport will utilize its existing integration with the FL DMV for the purpose of executing and clearing vehicle registration holds for in-state vehicle registrations. Passport understands that the Client executes vehicle registration holds for the state of Florida when the vehicle, as defined by the license plate number, has three (3) or more unpaid citations, one (1) or more unpaid handicap citations that are each thirty (30) business days past due from the citation issue dates.

Once the unpaid citations are paid, the vehicle registration hold will be removed. Passport will execute and clear registration holds with the FL DMV by setting up a Secure File Transfer Protocol (SFTP).

Please see the Florida Department of Highway Safety and Motor Vehicles Integration Custom Integrations or Configurations section below for additional information on the FL DMV integration.

The Client understands that they need to prepare an FL Authorization letter and FTP Questionnaire on the Client's letterhead authorizing Passport to execute registration holds on their behalf in order for Passport to begin this service.

## Handheld Enforcement Hardware

### Monitoring and Issuance Devices

The Client has previously purchased and is in possession of Android-based devices for the purpose of monitoring enforcement activities and issuing citations through OpsMan Mobile.

- The Client understands that any Android devices purchased in the future need to support the latest Android operating system. Passport recommends choosing a device that is the latest model or a model that is no older than the third newest model

- The Client is responsible for maintaining and paying for the data plans associated with the devices

### Issuance Printers

The Client is in possession of the wireless bluetooth printers that are used in the field.

### Custom Citation Issuance Paper

Passport understands that the Client will continue to use the existing custom paper template and stock for issuing parking citations.

## Digital Permits Product

### Passport Portal

Passport will continue to provide the Client with direct access to its back-office, Passport Portal, that allows permit system administrators to manage their entire permit system, including the approval queue, waitlists, and reports. The back office, Passport Portal also allows administrators to manage customer accounts and issue permits.

The Client understands that they will be migrated from their current back-office, OpsmanWeb, to Passport Portal.

### Manage Permits

Manage permits functions as a search user interface to quickly search for a specific permit and then take an action:

Core functionality includes:

- Viewing a permit's status and general details
- View and add notes to a permit
- View the historical actions taken on a permit
- View the user associated with the permit
- View the payment history of the permit
- Email or print previous receipts
- Edit unrestricted Permit details
- Update the status of a permit: suspend, unsuspend, or cancel
- Renew and apply payments to permits
  - Passport does not accept in-person credit card payments.



- All in-person credit card payments need to be done online through the portal or manually logged in Passport Portal after being processed through an external system.
- Passport will not integrate with a cash draw or check reader
  - Any cash payments will need to be manually logged in Passport Portal after being processed through an external system
  - Any check payments will need to be manually logged in Passport Portal after being processed through an external system

### **Issue Permits**

Issue permits functions as a quick action drawer user interface to manually issue permits through the back-office system.

Core functionality Includes:

- Waitlist / limit information
- Outstanding citation check warning against the LPN
- Eligibility requirement and document submission override
- Support address first issuance

### **Approval Queue**

The approval queue functions as a single first in, first out list with searching capabilities. Individual applications can be inspected via a drawer user interface within the same page. Relevant Search and Filtering capability is also provided.

The approval queue can be filtered between three separate sections:

- New permits
- Change requests
- Needs more information

Approving or rejecting a permit application can be completed from the inspection view, progressively over the list order or in bulk from the main list view.

Core functionality includes:

- Inspect, approve or reject applications
- Set aside permits for manual follow-up a la Need More Information
- Separate change requests from new permit applications

## Reporting

Reports are made available within the Passport Portal. All reports are presented as a list with the ability to filter for reports. The digital permits product has three core reports available:

- Exportable permit payment and refund report
  - All cashflow shown in one report
  - Allows filtering by date range
- Exportable permit zone report
  - Allows filtering by zone, status, and/or date range
- Exportable permit detail report
  - Allows filtering by type, cycle, status, and/or date range

## End-User Customer Portal

Passport will provide the Client with a web-based portal that is publicly accessible and allows permit applicants/holders to apply, purchase, and manage their permit(s). The permit portal will be accessible online at a white-labeled domain name determined by Passport with feedback provided by the Client.

## Branding

The Client may customize the following for their customer portal:

- Logo
  - The Client must provide a JPEG (or similar format) of their logo
- One primary color should be defined by the Client
  - Primary color is used for buttons and links and it is also applied to illustrations so it must be AA WCAG compliant.
- The secondary color is derived from the primary color automatically to meet accessibility standards
- Subdomain
  - The URL for customer portal will be <subdomain>.cmrpay.com/permits

## Dashboard

The Permit Dashboard view is a highly stylized list view user interface with added quick navigation for using link codes or applying for new permits. The dashboard view separates saved applications from those fully submitted which constitute true permits. Individual

applications or permits each have their own call to acts for provided actions, such as navigation into permit management or removing a saved application.

Core functionality includes:

- Permit linking quick navigation
- Apply for Permits quick navigation
  - Special rate permits, like senior citizen permits, will be offered at their correct rates.
- View list of saved applications
- Remove or re-enter application flow
- View list of permits
- Enter manage permits flow
- View general permit data, such as permit number, type, valid location (zone), hours (if applicable), status, and valid dates

### **Application Workflow**

Permit applications function as a stepped, progressive series of data collection covering all information required of the applicant. Two application process flows are supported

- Basic
  - The Basic flow allows open selection and application for any permit type, regardless of eligibility.
  - All applications are started from the dashboard via selecting a permit type.
- Residential
  - The Residential flow requires applicants to input an address which acts to filter all permit type selections down to only those available to the applicant.

The Client will utilize the Residential flow for its residential parking program and will be required to provide Passport with a full list of Client addresses.

Core functionality includes:

- Residential eligibility based address first optimized flow
- Ad hoc custom fields for required vehicle or permit holder / applicant information
- Requirement validation on input fields
- Proof of Eligibility document upload

- Proof of residency, such as a current utility bill, current notarized affidavit of the landlord, auto registration cards or deed in the name of the permittee and showing the address within the controlled parking area.
- Current vehicle registration
- Saving and deleting in-progress applications
- Configurable location information and hours
- Summary view of application details is always in view and updates step by step.
- Client contact information footer
- Reference links (Client Configurable FAQs, Passport Terms of Service, Privacy Policy, & Cookies Policy) footer

## **Manage Permit**

Manage Permits functions as a tabbed detail view which transitions into forms for edits allowing users to view and manage individual aspects of a permit via the following tabs:

- Permit details / status
- Permit Holder Information
- Vehicle Information
- Payment History
- Auto-Renew Setup

Core functionality includes:

- Permit details: view general details and call to act to manually renew if eligible
- Permit holder Information: view / edit all fields related to the permit holder
- Vehicle Holder Information: view / edit all fields related to a vehicle, add and remove vehicles
- Payment History: view all previous payments and refunds toward the individual permit as well as downloading payment receipts.
- Auto-Renew Setup: setup or change the current configuration for auto-renew. Includes defining the credit card to bill & user ability to define the billing date (from an operator configured range).

## **Manage Account**

Manage Account functions as a tabbed detail view which transitions into forms for edits allowing users to view and manage information related to their user account for customer portal via the following tabs:

- Profile

- Payment Methods
- Payment History

Core functionality includes:

- Profile includes optional user name, address, and telephone number as well as the email and password used for login.
  - Password changes can be executed in the profile section.
- Payment Methods includes all credit cards saved by the user with the ability to add and remove credit cards.
- Payment History includes all payments and refunds made by the user historically, regardless of the permit or card, with the ability to download payment receipts.

## Custom Integrations or Configurations

### Penn Credit Integration

Passport understands that an integration with Penn Credit collections agency was a part of the original agreement with the Client for secondary collections. Passport understands that this integration was canceled by the Client. The Client understands that an integration with Penn Credit will not be a part of this renewal agreement.

### Florida Department of Highway Safety and Motor Vehicles Integration

Passport will continue to provide its existing integration with the Florida Department of Highway Safety and Motor Vehicles Integration (“FL DMV”) for the purpose of identifying license plate number registered owner information as well as executing and clearing vehicle registration holds for in-state vehicles. Passport integrates with the FL DMV by transferring certain files with specified formats to the FL DMV for processing through a Secure File Transfer Protocol (“SFTP”). The FL DMV will also transfer certain files with specified formats to Passport through an SFTP.

### Cale (a/k/a Flowbird Inc. or its affiliates) License Plate-Based Multi-Space Parking Meter Integration

Passport will continue to integrate with the Client’s license plate-based Cale multi-space parking meters for the purposes of monitoring and enforcing on Cale-based parking sessions through the OpsMan Mobile issuance application.

## Flowbird Mobile Payment Application Integration

Passport will continue to provide its integration with the Client's Flowbird mobile parking payment application for the purpose of monitoring and enforcing Flowbird mobile parking sessions.

## Assumptions & Notes

---

While performing these services, Passport will rely upon the concerted engagement, direction, authorization, approvals or other information provided by the Client's primary stakeholder and technical teams.

The Client's Project Manager and respective team will be responsible for contributing to and reviewing Weekly Status Reports and reporting Project issues.

Additional Client responsibilities include:

- Providing operational information in a timely manner
- Providing a list of stakeholders for preliminary implementation
- Making a good faith effort to facilitate the continued progress of the implementation
- Perform user acceptance testing to confirm the accuracy of configured attributes in the system
- Provide written approval on each aspect of the system

Deliverables or activities not specifically identified as in scope throughout this document are by definition out of scope, unless accompanied by an approved Scope Change Order.

## Project Change Control

---

Changes may be required to manage unanticipated or new information that may arise during the course of the implementation and delivery of this solution that impacts an existing (or creates a new) deliverable, restriction, milestone, or dependency. This Project Change Control process is meant to enforce a process to ensure changes are tracked and approved appropriately throughout the project.

## Process

- A Passport representative will complete a Scoping Change Order form describing the exchange to be evaluated.
- Passport will perform an impact assessment (cost, schedule, risk, etc) and provide a recommendation for how to achieve the Client's objectives in the context of the latest information.
- The Client will decide whether or not to proceed with Passport's recommendation or to suggest an alternative approach.
- If the Change Request is approved by the Client and returned back upon full execution, then the Change Request document will be incorporated as part of the Statement of Work.

## Timeline Effects

- Upon approval by all parties, the impact assessment associated with such a change request shall augment any prior commitments or estimates of timeline and pricing in this Statement of Work, which shall no longer apply. Passport will use commercially reasonable efforts to maintain the timeline and cost associated with this Statement of Work, augmented by any and all Change Request(s) approved by all parties.