Region 14 Education Service Center (ESC)

Contract # 158975

for

Parking Meters, Software, Systems and Related Products and Services

with

Passport Labs, Inc.

Effective: November 15, 2024

The following documents comprise the executed contract between the Region 14 Education Service Center and Passport Labs, Inc., effective November 15, 2024:

I.   Vendor Contract and Signature Form
II.   Supplier's Response to the RFP
III.   Request for Proposal and any Addenda, incorporated by reference

Section 1 - Signature Form

VI. SIGNATURE FORM

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective supplier must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. A contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless conspicuously noted by the supplier following the requirements of Deviations and Exceptions section in the Instructions to Suppliers. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this response in collusion with any other supplier and that the contents of this proposal as to prices, terms or conditions of this response have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed for **120 days**.

Passport Labs, Inc.
_____
Company Name

128 S Tryon St, Suite 1000
_____
Address

Charlotte	NC	28202
City	State	Zip

(704) 837-8066   (888) 804-1783
_____   _____
Telephone Number   Fax Number

rfp@passportinc.com
_____
Email Address

Khristian Gutierrez   Chief Executive Officer
_____   _____
Printed Name   Position

_____
Authorized Signature

Version April 10, 2024

Region XIV Education Service Center

1850 Highway 351
Abilene, TX   79601-4750
325-675-8600
FAX 325-675-8659

November 7, 2024

Khristian Gutierrez
Chief Executive Officer
Passport Labs, Inc.
128 S Tryon St, Suite 1000
Charlotte, NC 28202
Sent via email to: rfp@passportinc.com

Re: Award of Contract #158975, Parking Meters, Software, Systems and Related Products and Services

Dear Mr. Gutierrez:

Region 14 Education Service Center is happy to announce that Passport Labs, Inc. has been awarded Contract #158975 based on the proposal submitted to Region 14 ESC in response to RFP #24-S835 Parking Meters, Software, Systems and Related Products and Services. As stated in the RFP, Article VI. Signature Form, this contract award letter is the countersignature to Passport Labs, Inc.'s response and provides Region 14's acceptance of the response and establishes the contract.

The contract is effective November 15, 2024. The contract may be renewed in accordance with the contract terms and conditions.

We look forward to a long and successful partnership.

If you have any questions or concerns, feel free to contact me at (325) 675-8600.

Sincerely,

Signed by:

Emily Jeffrey

4FE64E70707547B...

Emily Jeffrey
Region 14, Chief Financial Officer

Passport

Region 14 Education Service Center

Parking Meters, Software, Systems and Related Products and Services

Thursday, July 18, 2024 – RFP No. 24-S835

Parking Meters, Software, Systems and Related Products and Services

RFP No. 24-S835

Due: Thursday, July 18, 2024 at 2:00PM CT

For:
OMNIA Partners
Region 14 Education Service Center

From:
Passport Labs, Inc.
128 South Tryon Street, Suite 1000
Charlotte, North Carolina 28202

REDACTION TABLE

This RFP Proposal response includes trade secrets or other proprietary data (data) that may not be disclosed outside the Entity and may not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate this Proposal submittal. The data subject to this restriction are contained in the **REDACTION TABLE BELOW**. The Entity, for purposes of this provision, will include any consultant assisting in the evaluation of Proposals. If, however, a contract is awarded to this Respondent as a result of or in connection with the submission of this data, the Entity has the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Entity's right to use the information contained in the data if it is obtained from another source without restriction unless required by any applicable public records law and no exemptions to disclosure apply, and then only to the extent required.

PAGE #	DESCRIPTION	REASON
28	Figure 3	Confidential - Trade Secret
42, 248-249	Table 1, Table 16	Confidential - Client Information
26, 247	Litigation Information	Confidential
70-71	Table 2	Confidential - Trade Secret
139-141	Table 9	Confidential - Trade Secret
223, 257	Figure 107, Figure 115	Confidential - Trade Secret
87, 91-95, 99-104, 122, 124-127, 129-131, 133-135, 144, 157-161, 163-164, 170, 178-183, 197-199, 202-205, 218, 220-222, 227-228, 252, 254-256	Passport Portal Screenshots	Confidential - Trade Secret

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Letter of Transmittal

July 18, 2024

OMNIA Partners
RFP No. 24-S835, Vendor Review Committee
Region 14 Education Service Center

Dear Vendor Review Committee:

Accompanying, please find Passport's proposal for RFP No. 24-S835, Parking Meters, Software, Systems and Related Products and Services for the Region 14 Education Service Center.

For all concerns related to this bid:

Sam Warnecke, Vice President of Sales
Tel: (317) 642-8116
Fax: (888) 804-1783
Email: sam.warnecke@passportinc.com

As Chief Executive Officer, I have full authority to enter into contracts on behalf of Passport. Passport has carefully reviewed the offer enclosed and is pleased to provide its proposal to the Region 14 Education Service Center.

Sincerely,

Khristian Gutierrez, Chief Executive Officer
128 S Tryon St. Suite 1000
Charlotte, NC 28202
rfp@passportinc.com | (704) 837-8066 | www.passportinc.com

Executive Summary

The purpose of this Executive Summary is to provide four key project details to assist with the review process for RFP No. 24-S835 for Parking Meters, Software, Systems and Related Products & Services:

1. Introduction, Understanding of the Project and About Passport
2. Solution Overview
3. Contact Information
4. Conclusion

1. Introduction, Understanding of the Project and Company Credentials

Introduction

Passport Labs, Inc. ("Passport") is honored to be considered as a potential partner in providing a comprehensive solution to Region 14 ESC's RFP for Parking Meters, Software, Systems and Related Products & Services. We are grateful for the opportunity to continue our partnership with Region 14 ESC by proposing a unified, comprehensive approach to parking management solutions for its participating Entities.

Understanding of the Project

In response to Region 14 ESC's requirements, Passport is prepared to deliver an innovative, cloud-based software-as-a-service (SaaS) solution tailored to optimize and unify Entities' parking operations, enhance compliance monitoring and maximize facility utilization. Passport offers a suite of solutions that include Mobile Pay Parking, Digital Parking Permits, Parking Enforcement Software, and Passport's Payments. Together, these solutions provide an innovative and integrated answer to complexities at the curb.

About Passport

As a mobility management software and payments company, Passport offers solutions for mobile pay parking, parking enforcement, digital permitting, payment services and more. With a centralized data system, Passport's clients operate more efficiently, increase revenue and improve the parking experience. With Passport, Region 14 ESC and its participating Entities will have a partner with more than 30 years of experience in parking technology and management.

30+ Years	**5,000+**	**$2B+**	**Compliant**
of Experience in Parking Technology	Locations Using Passport	Mobility Payments Processed	PCI-DSS & SSAE18

Through our transformative mobility management solutions, we partner with clients to create more equitable, livable communities. Our commitment is to meet the needs of our clients and communities with innovative, data-driven strategies to accomplish their mobility management goals. Passport's mobility platform provides real-time data and insights, enabling clients to visualize their operations, make data-driven decisions and enhance accessibility.

2. Solution Overview

Mobile Pay Parking

Passport's Mobile Pay Parking solution offers a comprehensive approach to managing barrier-less parking inventory. Parking compliance soars by introducing convenient digital payment options and embracing the ease of smartphone-based transactions. By offering visitors a convenient way to extend their parking sessions remotely, visitors are allowed more time to enjoy the participating Entities' vibrant culture, enriching recreation and essential small businesses. Passport's Mobile Pay Parking solution stands out for its ability to consolidate business rules and aggregate diverse operational data into Passport's portal, creating a single source of truth by which the Entities can easily change rates, build custom reports, and analyze real-time data.

Digital Parking Permits

Passport's Digital Parking Permits solution offers complete digitalization of the permit process, easy management of address-based eligibility rules, and a mobile-friendly user interface. By consolidating operational data into a user-friendly back office, Passport's solution allows for efficient management of parking operations. By transitioning from a physical permit system to a functional and user-friendly plate-based solution with Passport, the Entities can make tangible steps toward minimizing their environmental footprint. Passport's Digital Parking Permits solution offers a clean, customizable, mobile-friendly interface that allows end-users to purchase permits on their preferred devices, ensuring a convenient, efficient process for permit applicants. The platform's shopping-cart-like checkout experience, coupled with the ability to save and retrieve applications, caters to user convenience and fosters a connected, sustainable community positioned to become a model for future city planning and environmental stewardship.

Parking Enforcement

Passport's Parking Enforcement solution, augmented by Mobile License Plate Recognition ("LPR"), offers a comprehensive, cloud-based platform streamlining parking enforcement operations. By providing real-time information to enforcement officers through lightweight mobile devices, employing high-definition cameras for efficient zone patrolling, and increasing compliance rates, Passport's technology directly contributes to a vision of a safer, more connected community. This technology simplifies the issuance of warnings and citations. It supports online payment portals, reducing the need for physical office visits and allowing for an open, transparent, and accessible government.

The insights drawn from Passport's custom reporting are integral for Entities to continue developing data-driven policies to further boost compliance, safety and revenue.

Payments

Passport's Payments solution offers a comprehensive, end-to-end platform that revolutionizes payment processing for cities and private operators, covering all major credit and debit card networks and extending to non-Passport parking infrastructure. The emphasis on diverse payment methods and mobile payment adoption further enhances accessibility and convenience, engages a changing population, and accommodates all income and cultural groups. Passport prides itself on PCI compliance and enhanced data security. As the Merchant of Record, Passport offers access to real-time reporting, efficient chargeback management, and a consistent transaction processing rate. These features collectively streamline financial operations, boost cash flow and elevate service delivery.

3. Contact Information

Passport's primary point of contact is:

Name	Title	Phone	Email
Sam Warnecke	VP, Sales	(317) 642-8116	sam.warnecke@passportinc.com

4. Conclusion

Thank you for considering Passport's solution. We eagerly await the opportunity to expand our partnership, bringing greater depth and efficiency to the participating Entities' parking operations. Passport's all-inclusive parking management solution illustrates the power of integrating all parking components into a single, cohesive system that not only streamlines operations but also maximizes efficiency, cost savings and user satisfaction. Please explore our full proposal to OMNIA Partners and Region 14 ESC in the following pages.

24-S835 Parking Services Receipt of Q&A Acknowledgement

RECEIPT OF QUESTION & ANSWER ACKNOWLEDGEMENT

Offeror shall acknowledge this Question & Answer document by signing below and include in their proposal response.

Company Name **Passport Labs, Inc.**

Contact Person **Khristian Gutierrez**

Signature

Date **July 18, 2024**

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

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Section 1 - Signature Form

VI. SIGNATURE FORM

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Prices are guaranteed for **120 days**.

Passport Labs, Inc.
_____
Company Name

128 S Tryon St, Suite 1000
_____
Address

Charlotte	NC	28202
City	State	Zip

(704) 837-8066	(888) 804-1783
Telephone Number	Fax Number

rfp@passportinc.com
_____
Email Address

Khristian Gutierrez	Chief Executive Officer
Printed Name	Position

Authorized Signature

Version April 10, 2024

Section 2 - Pricing

Passport Parking for Mobile Payments

Item			OMNIA Price (USD)
Passport Parking - Mobile Payments	→ Android Application → iOS Application → Mobile-Optimized Website → Ongoing upgrades and enhancements		**Transaction Fee** ~~$0.40/transaction~~ $0.35/transaction
Passport Portal - Back-office Data & Analytics	→ Real-time access to all active parking sessions → Reporting Access 　◆ Financial Reports 　◆ Customer Reports 　◆ Events Report 　◆ Administrative Reports 　◆ Ad hoc and custom reports → Unlimited Administrators → Unlimited Access to Passport's Knowledge Base 　◆ FAQs 　◆ Training Videos 　◆ Community Forum		Included
Payment Processing	Gateway	→ Passport Gateway	~~$0.07/transaction~~ $0.05/transaction
	Merchant Processing	→ Secure Payment Processing	~~3.2% + $0.30/transaction~~ 2.9% + $0.25/transaction
Service Delivery	Implementation Fee	→ *Passport Parking* Setup & Implementation	WAIVED
	Project Management	→ Project Manager → Implementation Specialist → Project Plan → Weekly Calls	Included
	Configurations	→ Zone setup → Rate setup → Rate testing → Administrator role creation and setup	Included

Training		→ Passport Overview	**Remote**
		→ *Passport Parking* Introduction	Included
		→ *Passport Parking* Consumer Experience	**On-Site**[1]
		→ *Passport Parking* Configurations	$1,200/person/day
		→ Customer Support	
		→ Operator Management	
	Integrations		Included
		→ Parking Enforcement Integration	
		→ Meter Integration	
		→ Unlimited access to 40+ active integrations	
	Expansions	→ Tools and assistance for location additions	Included
Support	Client Support	→ Product Support Specialists for technical support 7 days a week	Included
		→ Dedicated Client Success Manager for system updates	

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[1] On-site training is optional, all training can be effectively done remotely.

SpotBlock for Digital Meter Bagging

Item	Description		Price ($USD)	OMNIA Price ($USD)
SpotBlock	→ Meter-bagging and reservation management system		**Reservation Fee** $6.50	**Reservation Fee** $5
	◆ Create reservation types, manage parking space availability, and issue temporary blocks or reservations		**Per Meter/Space Reserved Fee** $0.75	**Per Meter/Space Reserved Fee** $0.50
	→ Customer Portal			
	◆ Provides individuals and businesses a convenient way to submit their reservation requests		**Annual Software Licensing Fee** $15,000	**Annual Software Licensing Fee** $12,000
	→ Ongoing system upgrades and enhancements			
	→ Includes a temporary solution for an interactive map until Passport's final version is available			
Payment Processing	Gateway	→ Passport Gateway		~~$0.07/transaction~~ $0.05/transaction
	Merchant Processing	→ Secure Payment Processing		~~3.2% + $0.30/transaction~~ 2.9% + $0.25/transaction
Service Delivery	Project Management	→ Dedicated Project Manager → Implementation Specialist → Project Plan		**Implementation Fee** $12,000[2]
	Configurations	→ Reservation setup → Administrator role creation and setup		**Included**
	Training	→ Passport Overview → SpotBlock Introduction → Customer Support → Passport Portal		**Remote** Included
	Client Support	→ Product Support Specialists for technical support 7 days a week		**Included**

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[2] Implementation fees vary depending on the products being delivered, specific project scope requirements, and the unique integrations necessary.

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Charlotte, NC 28202
Passportinc.com

Passport Enforcement and Digital Permits

Item		Unit Price ($USD)[3]	OMNIA Price ($USD)
Passport Enforcement & Citation Management	→ OpsMan Mobile Application ◆ Real-time monitoring, scofflaw notifications, electronic chalking, and ticket issuance → Passport Portal Access ◆ Back-office software for data & analytics and end-to-end citation management → Ongoing upgrades and enhancements	Option 1: **Per Ticket Issued** $1.75 *(paid by the City)* Option 2: **Per Ticket Paid Fee:** $4.00/citation paid *(paid by the violator)*	Option 1: **Per Ticket Issued** $1.50 *(paid by the City)* Option 2: **Per Ticket Paid Fee:** $3.50/citation paid *(paid by the violator)*
Delinquent Citation Noticing	→ Automatic Notification Mailing → DMV Lookups → Printed Materials → Postage	**Fee per Letter Sent:** $1.25 + postage **Percentage Citation Fees Collected:** 35%[4]	**Fee per Letter Sent:** $1.00 + postage **Percentage Citation Fees Collected:** 30%
Hardware	→ Zebra TC26 Monitoring and Mobile Citation Issuance Device ◆ *Data plan not included* → Zebra ZQ320 Bluetooth Printers ◆ Battery & Charger ◆ Shoulder Strap ◆ 1 Roll of Paper → Bundle the Zebra TC26 handled and ZQ320 printer devices into a monthly service model *(Option 2)* ◆ Monthly data plan and hardware warranties included → Estimated Paper Cost ◆ 70 citations/roll ◆ Minimum 100 roll order	Option 1 (*upfront*): **Cost per Handheld:** $1,500.00 **Cost per Printer:** $675.00 Option 2: $250/month **Custom Paper:** $17.50/roll **Blank Paper:** $8.00/roll	Option 1 (*upfront*): **Cost per Handheld:** $1,350.00 **Cost per Printer:** $625.00 Option 2: $205/month **Custom Paper:** $15.00/roll **Blank Paper:** $6.00/roll
Handheld LPR	→ Allows an officer to capture a photo of a vehicle and determine if they have a valid parking right. → Open ALPR takes the image and sends back to Passport the vehicle information retrieved by the image of a	**Implementation fee** $1,250.00 **Annual device fee** $1,400.00/device	**Implementation fee** $1,000.00 **Annual device fee** $1,200.00/device

[3] Passport's pricing assumes purchase of all listed products and services and the scope as Passport currently understands it. Passport is open to negotiation should the structure change or vary. Passport reserves the right to update it's pricing accordingly. This price proposal is valid up to 90 days from receipt.
[4]Begins applying after the first letter is sent and the ticket escalates (e.g., if a citation is not paid by day 14 Passport will send its initial collection letter, and will begin collecting this fee).

			Date/Time stamping on images (one-time fee) $3,000.00	Date/Time stamping on images (one-time fee) $2,500.00
license plate		→ Ongoing system upgrades and enhancements		
Passport Digital Permits[5]		→ Mobile-Optimized Payment Website → Permit Type Setup and Testing → User role creation and setup → Ongoing upgrades and enhancements → Waitlist Functionality → Auto-Renewal Capability	**Per Annual Permit Fee:** $7.00 *(paid by parker)* **Per Monthly Permit Fee:** $3.50 *(paid by parker)*	**Per Annual Permit Fee:** $6.00 *(paid by parker)* **Per Monthly Permit Fee:** $3.00 *(paid by parker)*
Payment Processing	Gateway	→ Passport Gateway	$0.07/transaction	$0.05/transaction
	Merchant Processing	→ Secure Payment Processing	3.2% + $0.30/transaction	2.9% + $0.25/transaction
Service Delivery	Project Management	→ Dedicated Project Manager → Implementation Specialist → Project Plan → Detailed Discovery → Weekly Calls	**Implementation Fee** TBD	**Implementation Fee** TBD[6]
	Configurations	→ Citation setup → Permit setup → Administrator role creation and setup	**Included**	**Included**
	Training	→ Passport Overview → Enforcement Introduction	Remote **Included**	Remote **Included**

[5] Digital Permits pricing assumes a minimal volume of approximately 7,500 annual permits and/or 2,500 monthly active permits. If permit volumes come up short then annual or monthly minimums may apply. Should the City not prefer a per transaction fee model, Passport can structure this product within an annual or monthly licensing structure. Additional costs may be included should the scope of services include processing and handling of phsyical permits, such as vehicle hangtags and the mailing of renewal notices.

[6] For every project Passport conducts an extensive scoping process in partnership with our clients. Should any additional development work be required based on discoveries during the scoping process, associated costs will be determined as needed.

		Onsite	Onsite
	→ OpsMan Mobile		
	→ Payment Portal	**$205/hour + expenses**	**$185/hour + expenses**
	→ Passport Permit Portal Overview		
	→ Customer Support		
	→ Operator Management		
Integrations	→ Unlimited access to 40+ active integrations[7]	**Included**	**Included**
	→ Custom Integrations	TBD	TBD
Expedited Development	→ Product Manager	$300/Hour	$250/Hour
	→ Project Timeline		
	→ Full Stack Engineers		
Client Support	→ Product Support Specialists for technical support	**Included**	**Included**

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[7] Passport continues to update and iterate its products and may develop alternative solutions to its integrations, which may cause the exact numbers listed above to change.

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

MOBILE LICENSE PLATE RECOGNITION (MLPR)[8]

Item		Price ($USD)
Licensing	Subscription for AutoVu Managed Service 2.0 AutoVu Managed Service Upgrade to Pay-by-Plate Multi 1x AutoVu Managed Service 1 Patroller Connection	$5,645.00 annually
Mobile Vehicle Hardware 1 Unit	**Mobile LPR Hardware and Professional Services** → AutoVu SharpZ3 Dual Base Kit → AutoVu Overtime Kit → Mapping License → One year Warranty → Hardware Shipping **Mobile Computing Package** → In-vehicle Hardware and Software → Includes Fz-G1 Tablet with embedded 4G LTE component for wireless connectivity → Tablet Docking Station and Vehicle Antenna → Hardware Shipping → Permit Zone Configurations	$38,720.00
Implementation / Labor	→ Project Management Services → Onsite and Remote Training, Completed in Two Phases: • **One:** 4 hours of onsite training on LPR Mobile Vehicle Software and hardware • **Two:** 2-hour remote web-based training on LPR Security Center back-end software. → Mobile Installation → Travel for Onsite Services	$11,400.00
Support	→ Mobile support • Remote LPR vehicle support • Phone, e-mail, and remote working sessions → Security Center Software support • Phone, e-mail, and remote working sessions	$3,888.00 covers 5 years
Extended Warranty	→ Return and Repair Coverage → Covers AutoVu vehicle hardware and Genetec Patroller software upgrades	$9,930.00 covers 5 years

Hardware and Software Terms: *100% of year one total due at signed contract.*

Cellular Data: *The customer is responsible for providing an activated SIM card for cell service.*

Genetec Warranty: *Not ratified by Passport. Further information and terms of the Genetec hardware warranty is provided in supporting documentation.*

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[8] Genetec hardware and software pricing is subjet to change due to factors outside of Passport's control. This pricing is valid up to 90 days from receipt.

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

Handheld LPR

→ Allows an officer to capture a photo of a vehicle and determine if they have a valid parking right.

→ Open ALPR takes the image and sends back to Passport the vehicle information retrieved by the image of a license plate.

→ Ongoing system upgrades and enhancements

Implementation fee
$1,000.00

Annual device fee
$1,200.00/device

Route 1 Date/Time stamping on images (one-time fee)
$2,500.00

Section 3 - Ability to Perform

1. Describe the Suppliers ability meet the requirements of a National Cooperative Contract.

Passport currently has active contracts with OMNIA Partners Cooperative ("OMNIA"), formerly known as NCPA, and Sourcewell, covering the full scope of services identified in this proposal.

a.   **Include a detailed response to Appendix B, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how supplier will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.**

3.1 Company
- **Brief history and description of Supplier to include experience providing similar products and services.**

Passport Overview

Passport Labs, Inc. (Passport") is the leader in unified parking and curb management. By integrating enforcement, parking and payments into one software solution, Passport is the only platform that brings together the complexities of mobility operations into one view to help cities improve decision-making and efficiencies. From citation issuance to mobile payments, permitting technology, and more, Passport is empowering cities of all sizes with better insights to improve parking turnover, expand revenue opportunities, and create more livable communities. Passport is trusted by more than 700 clients across North America, are implemented in **more than 5,000 locations,** support over **14.3 million end users** across North America, and have processed over **2 billion transactions** to date between mobile parking sessions and citation payments.

Since its inception in 2010, Passport has applied its extensive parking experience to push the pace of innovation and challenge traditional solutions in ways that simplify experiences and create value for our clients and customers. Passport's acquisition of Complus Data Solutions in 2013 brings us more than 30 years of parking technology and management experience. Additionally, Passport has completed hundreds of custom development scopes of work and pilot projects with entities of all sizes.

We have partnered, integrated, or subcontracted with many hardware, software, and service vendors to offer a single point of contact for an entity to ensure fast implementation and post-planning analysis.
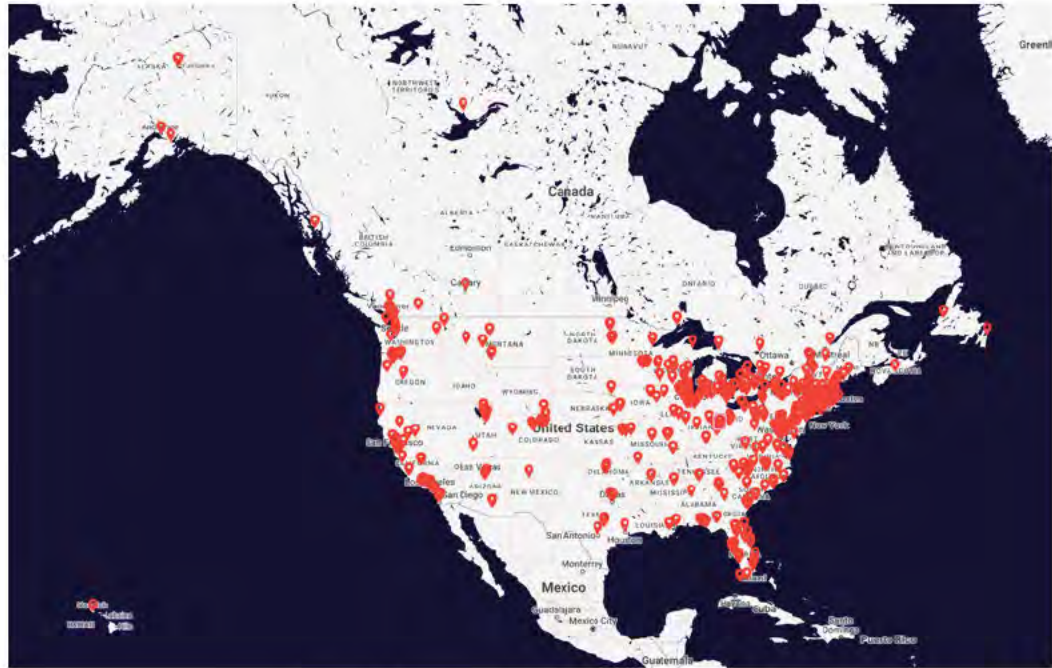

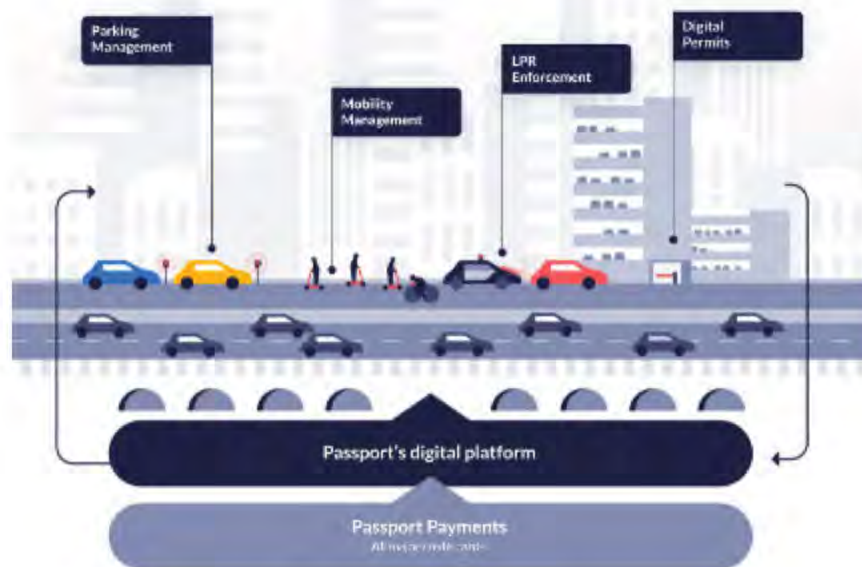*Figure 1: Passport's Current Client Landscape*

Passport's Platform

Figure 2: Passport's Platform

Infrastructure That Adapts With Innovation

At its foundation, Passport has built a platform to manage the Entity's entire mobility operation, not just one piece of it. With Passport, an Entity can manage multiple mobile and digital parking payment options, digital enforcement and permits and payment processing all in one place.

Tying these silos of the Entity's mobility operation together is one back office, Passport's portal. Passport's portal serves as a single source of truth for data and analytics and is connected to every aspect of Entity operations. With Passport's platform, an Entity will have access to the insights needed to develop and implement effective policy while managing all its solutions in one place, uses may include:

- **Community Benefits --** Using the portal's enhanced reporting and analytics, the Entity will be able to pinpoint where revenue is coming from across neighborhoods and districts. Once identified, the Entity can use this data for community benefit and equity. For example, if the Entity wanted to allocate a certain percentage of revenue back into lower income areas or neighborhood projects it could use Passport's Zone Revenue Summary Report. This will allow for the Entity to better understand which areas are generating revenue and distribute accordingly.

- **Community Planning --** Utilizing dashboards within Passport's portal (zone mapping, officer tracking, etc.) Entity planners better see where parking activity is happening across their community, and subsequently use that data to design open streets, shared roadways, and more.

- **First-mile/Last-mile Projects --** Portal data can help cities understand where there are transportation service gaps to determine where to increase or decrease service provisions. For example, if there is high parking activity around certain neighborhoods, this could be an argument to extend transit, rail or additional modes to that area. To increase mobility, cities need to access their operational data in real time.

- **Sustainability --** Using the portal's rate management tool, the Entity can deploy conditional rates for specific LPNs, meaning any LPNs included within this list would be charged a distinct rate when transacting in the Entity's parking environment. For example, rates can be increased for certain populations (e.g., diesel or commercial vehicles with environmental impact).

With Passport's platform, the Entity will have the tools it needs to manage its business rules and logic, determine eligibility, and ensure compliance.

- **Total number and location of salespersons employed by Supplier.**

  Passport employs seven (7) Account Executives split up to manage different territories in the US and Canada. Our Account Executives live in Charlotte, NC; Chesapeake, VA; and Towson, MD.

- **Number and location of support centers (if applicable) and location of corporate office.**

  Passport is headquartered in Charlotte, NC.

- **Annual sales for the three previous fiscal years.**
  - **Submit FEIN and Dunn & Bradstreet report.**

    FEIN: 46-4987364
    Dunn & Bradstreet Number: 07-225-4770

- **Describe any green or environmental initiatives or policies.**

  Passport's solutions are cloud-hosted SaaS products, which require little to no hardware or infrastructure to function properly. In implementing a digitally hosted solution, it reduces the physical components or manpower associated with more traditional solutions, such as meters, pay stations or permit hang tags. While these options may not appear to have an environmental impact at first glance, there are several components that impact a carbon footprint including regular trips to the meters (maintenance, cash removals/reloads, receipt restocks), printed paper receipts and eventually defunct equipment contributing to overall waste. Furthermore, physical permit decals that only remain valid for a finite period create additional and unnecessary waste that can be avoided through the use of electronic solutions.

As Passport's mobile enforcement app and online permit solution are 100% digital, all portions of the solution can be accessed via existing hardware (smartphones/mobile devices for end users and internet-connected handheld devices for Agency staff), all transactions are processed in the cloud, and all receipts are delivered via email. Passport's enforcement software pulls in payment information to verify compliance and sends citation issuance data to the backend management portal digitally and in real time. This mitigates the need for unnecessary, separate equipment to verify payment or docking stations to upload citations. Also, as available, Agencies can leverage existing Android devices onto which they can download the OpsMan Mobile software. Passport's digital solutions not only reduce their environmental impact but also help its clients lower their respective carbon footprints and achieve "green" and eco-friendly initiatives by minimizing the need for physical infrastructure.

Additionally, Passport incorporates environmentally safe practices into its daily operations, maintaining a recycling program of office paper, hard and soft plastic, glass containers, cardboard boxes and aluminum cans.

- **Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.**

Not applicable. Passport has a wide network of M/WBE partners that it has used for contracts across the country. Passport firmly believes that M/WBE and Small Businesses partnerships are essential to providing and delivering excellent technology and service for its clients. Passport's local business partners are truly experts in their craft, and Passport places a high value on its relationships with them. Beyond service delivery, Passport seeks partners that have relationships and credibility in their communities.

- **Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:**
    - **Minority Women Business Enterprise.**
    - **Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE).**
    - **Historically Underutilized Business (HUB).**
    - **Historically Underutilized Business Zone Enterprise (HUBZone).**
    - **Other recognized diversity certificate holder.**

    Passport does not hold any of the above certifications (M/WBE, SBE, DBE, HUB, HUBZone, etc.).

- **List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.**

    Passport will not be utilizing subcontractors or affiliates for this solicitation.

- **Describe how supplier differentiates itself from its competitors.**

    Passport strives to build lasting partnerships with public parking operators by offering innovative technology and scalable solutions. With Passport as its technology partner, clients can streamline operations through automated processes and real-time data flow. Passport understands that no two environments are the same and its parking management solutions deliver flexible and dynamic technology to meet the Entity's specific needs. Built on Passport's industry-leading platform, clients can easily take advantage of cloud-based software technology to streamline services, reduce time and cost and increase parking compliance. All interfaces of Passport's solution are connected in real time, allowing officers and Entity staff alike to have a complete view of parking operations consistently.

    Passport has the tools in place to support an Entity's existing parking management infrastructure as well as its future state.

Increased Connectivity

Should an Entity choose Passport as a vendor, all Passport mobility solutions (enforcement, parking, permits, and payments) share the same back-end portal, providing a simplified Entity user experience. Passport's portal will serve as the Entity's data hub, aggregating information from all front-end interfaces (mobile parking apps, active permit records, citation payment portals, meter/pay station integrations, etc.) and transferring data in real time to the enforcement officer's handheld device for informed and accurate issuance. Once a citation is issued, its information is securely transmitted to Passport's portal in real time, available to both the violator for payment and the Entity for tracking and reporting. As each component seamlessly integrates with the others, Passport will provide the Entity with real-time data collection and retrieval.

Passport operates under an open-architecture structure and is able to use open APIs to fully connect its clients' parking operations. This ensures that Passport will have the ability to integrate all aspects of the Entity's parking operations. Passport's APIs make it simple to add and share data with new technologies in an ecosystem with little to no effort from the Entity or Passport.

Continual System Improvements

Passport is constantly collecting feedback and refining its products to better serve the needs of its clients. Passport's Product and Engineering teams conduct semi-annual planning sessions to focus on the root of any issues and the "how" and the "why" behind any proposed solutions. Passport aims to ensure that solutions align with key themes to Passport's core business strategies. During these sessions, information and requirements are gathered and subsequent solutions are sized, scoped and prioritized. Passport uses several methodologies to determine priority to ensure Passport has the capacity and resources required to develop these features. The information from these discussions creates the framework for Passport's quarterly product roadmaps which result in two key business release cycles (6-week cycles) which release a tangible output to the Passport client base. These updates and additions will be communicated to clients via Product Release Notes.

Extensibility & Uptime

Passport's open architecture environment, in conjunction with Amazon's AWS cloud solution allows Passport to easily scale its suite of products. This extensibility enables Passport's parking enforcement software and equipment solution to not only efficiently manage an Entity's current activity volumes but to be able to support the growth of its environment as well.

Passport's cloud-based SaaS system has the capability to successfully support entities alongside its other clients. For example, Passport processes 450,000+ citations annually in Chicago, IL and supports 25,000+ citations issued on peak days -- all without any disruptions or delays to other client demands or computing time.

Collaborative Analytics

Passport's portal will provide Entity staff with an optimized user experience. With multiple ways and places within the backend system to perform actions (i.e., Pay/Tag/Adjust Citations, Generate PDF, Change Citation Status or Send Letters), Passport's solution creates an efficient workflow and saves time for Entity users. Passport's solution is synergistic, for example, Entity users with the same rights and access within the portal can share query URLs and schedule/distribution of reports. This use case is just one of many ways that Passport will provide entities with collaborative analytics for making data-driven decisions.

- **Describe any present or past litigation, bankruptcy or reorganization involving supplier.**

- **Felony Conviction Notice: Indicate if the supplier**
  - **is a publicly held corporation and this reporting requirement is not applicable;**

    Passport is not a publicly held corporation.

  - **is not owned or operated by anyone who has been convicted of a felony; or**

    Passport is not owned or operated by anyone who has been convicted of a felony.

  - **is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.**

    Passport is not owned or operated by anyone who has been convicted of a felony.

- **Describe any debarment or suspension actions taken against supplier.**

  No debarment or suspension actions have been taken against Passport.

3.2. Distribution, Logistics

- **Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.**

Passport Solution

With Passport as the Entity's mobility partner, the Entity will have access to all of Passport's solutions and can "turn them on" when ready - this allows the Entity to eventually manage, view, analyze, and act from one centralized source.

Passport's platform is designed to allow the Entity to comprehensively address its parking, enforcement, and mobility management needs. Passport's platform is architected on a modern, extensible architecture that is natively built within Amazon Web Services (AWS).

Passport's platform is uniquely positioned to be able to support the current client base for the Entity while providing a competitive go-to-market offering. The native AWS-hosted digital platform enables extensibility to support a high volume of logically-separated clients. Primary components of the system include the following:

Parking Enforcement & LPR

Passport's enforcement solution includes an integration with leading License Plate Recognition (LPR) technology providing the Entity with a highly effective way to obtain real-time verification of valid parking permits, confirm mobile and/or meter-based paid parking sessions, issue citations, identify scofflaws and more. Seamlessly integrated with the OpsMan Mobile handheld enforcement software and back-end system, enforcing with LPR has never been easier. The system holds true to the highest industry standard read rate for mobile LPR at 98%, even in darkness and adverse weather conditions.

Mobile Pay Parking

With Passport's Mobile Pay Parking application, Passport Parking, the Entity will provide its citizens and visitors with the most efficient, real-time parking payment application on the market. The application provides the framework to create a simplified and seamless experience for customers, resulting in greater parking compliance and the increased likelihood of using the app to park again.

Digital Parking Permits

Passport's platform offers a digital permitting solution that enables clients to issue and manage permits using license plate numbers (LPNs), eliminating the need for physical hang tags and decals. This streamlined approach not only simplifies the permit management process but also enhances operational efficiency with cross-product features, such as prohibiting the purchase or renewal of permits when there are outstanding active citations associated with an LPN.

Payments

Passport's platform features an integrated payment processing solution that fuels all mobility transactions, such as parking sessions, citation payments, and permit applications. This integration eliminates the dependency on third-party processors and gateways, ensuring enhanced accessibility, compliance, and security across Passport's suite of solutions.

One Centralized Source

Passport's platform enables cities to seamlessly manage their entire parking option using a singular partner and system. Gain access to analytics for your entire parking operation (from parking and enforcement to permits and payments) all in one back-office system.

Figure 4: Passport's Parking Ecosystem

- **Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.**

  Passport is a service provider that employs a dynamic sales team who collaborates seamlessly with all Passport departments to deliver comprehensive end-to-end services for our valued clients. Passport is authorized to support sales in the United States and Canada, excluding provinces that mandate the retention of personal information within Canadian borders.

- **Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.**

  Passport incorporates cooperative purchasing pricing into our proposals, leveraging them to populate contracts and rigorously validate pricing accuracy. Further reinforcing this process, Passport entrusts entities with the responsibility to confirm that the pricing they receive aligns with the cooperative pricing, serving as an additional layer of scrutiny. Additionally, each contract is precisely marked in the company CRM with the corresponding reseller and/or cooperative affiliation. Passport also processes payments for the entity's invoices, which are submitted based on our quarterly reports.

- **Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.**

  All processing, handling and shipping will be managed by Passport.

- **Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.**

  Passport provides cloud-based software-as-a-service solutions to its clients. Therefore, products are not be held in distribution facilities, warehouses or retail networks.

3.3 Marketing and Sales

- **Given the public nature of the solicitation and contract, OMNIA Partners makes solicitation and contract documentation, including pricing documents, available on its website so Participating Public Agencies may easily conduct their due diligence. Describe any portions of the response that should not be available on the website and why those portions should not be available.**

  Please refer to the above *Redaction Table* for a list of items that should not be available.

- **Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:**
  - **Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days**

    Passport agrees and will comply.

  - **Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days**

    Our database of more than 12,000 marketable contacts allows our team to effectively execute targeted messaging to a variety of individuals in the parking and mobility industry. The success of Passport's marketing strategy is also attributed to its high volume of website traffic. In 2023, Passport captured over 400,000 website sessions (roughly 15% of all sessions coming from organic search), contributing to more than 500,000 website page views.

In educating participating entities, Passport will leverage its industry expertise, database of marketable contacts and high volume of website traffic to implement the following marketing strategies:

- **Educational Campaign --** Passport will launch an extensive educational campaign targeting entity officials, procurement officers, and relevant stakeholders. This campaign will highlight the advantages of using OMNIA Partners and Region 14 ESC for procuring a curb management solution, emphasizing cost efficiency, reduced administrative burden, and access to a pre-vetted pool of qualified suppliers.

- **Webinars and Workshops --** Passport will host webinars and workshops aimed at educating entities on the benefits of our curb management solutions and the ability to procure them through OMNIA Partners and Region 14 ESC. These events will provide a platform for interactive discussions and the opportunity for entity representatives to ask questions and gain insights into the procurement process. Promotion of these events will be executed through email marketing, social media and Passport's website.

- **Customized Outreach --** We will engage in customized outreach to key decision-makers in entities across the region, demonstrating the specific advantages of Passport's offerings in the context of OMNIA Partners and Region 14 ESC. This personalized approach will ensure that each entity across our existing customer base and prospective clients understands how our solutions can meet their unique needs.

For additional details, please refer to *Appendix 1 - Marketing Plan/Samples*.

- **Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:**
  - **Creation and distribution of a co-branded press release to trade publications**

Passport's marketing team will work with OMNIA Partners to create and distribute a co-branded press lease upon award.

- Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days

Passport will share the details of the Master Agreement on our website.

- Design, publication and distribution of co-branded marketing materials within first 90 days

Passport agrees and will comply to design, publish and distribute co-branded marketing materials with OMNIA Partners within the first 90 days. Please see examples in *Appendix 1 - Marketing Plan/Samples*.

- Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

Passport is open to attending and participating with OMNIA Partners at national, regional and supplier-specific trade shows, conferences and meetings; however, the exact terms of this condition can be agreed upon after contract award.

- Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

Passport is open to attending and participating at the NIGP Annual Forum; however, the exact terms of this condition can be agreed upon after contract award.

- Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

    Passport is open to designing and publishing a national/regional advertisement in trade publications; however, the exact terms of this condition can be agreed upon after contract award.

- Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)

    Passport agrees and will comply. Please see examples in *Appendix 1 – Marketing Plan/Samples*.

- Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:
    - OMNIA Partners standard logo;
    - Copy of original Request for Proposal;
    - Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
    - Summary of Products and pricing;
    - Marketing Materials
    - Electronic link to OMNIA Partners' website including the online registration page;
    - A dedicated toll-free number and email address for OMNIA
    - Partners

    Passport agrees and will comply with the requirement to create a dedicated OMNIA Partners web-based homepage on Passport's website.

- **Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.**

  Passport has been awarded two contracts with OMNIA Partners (fka NCPA), Parking Enforcement Software and Equipment (Region 14 ESC-TX | 05-82) and Integrated Parking Management System (Region 14 ESC - TX | 05-51). In addition to our active contracts with OMNIA Partners, Passport has also been awarded a cooperative purchasing contract for our Curb Management services through Sourcewell.

  Passport is committed to growing our relationship with OMNIA Partners and the Region 14 ESC. Given that these two contracts are for different types of solutions, Passport will not have to position the OMNIA Partners contract differently; however, Passport's sales team will continue our efforts to win new contracts with OMNIA Partners and encourage current clients who are up for a renewal to use OMNIA Partners, rather than going through a formal procurement process.

- **Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.**

  Passport agrees and will comply to provide its logo(s) to OMNIA Partners for marketing communication and promotional purposes.

- **Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:**
  - ○ **Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency**
  - ○ **Best government pricing**
  - ○ **No cost to participate**
  - ○ **Non-exclusive**

  Passport's dedicated sales team will lead our direct sales efforts through the OMNIA Partners Cooperative Purchasing contract. Our team of experienced sales professionals is committed to providing a seamless sales process for any entity inquiring about Passport's services; we will follow the same timely communication practices we adhere to on a daily basis. Once an entity decides to proceed with Passport, we will conduct a Consultative Review to understand the entity's current process and desired outcomes.

  In addition, OMNIA Partners and Passport will also collaborate to discern key contract advantages, strategically disseminating them across our comprehensive marketing channels and current and potential customer base. Our sales team will be briefed so that OMNIA's contract can continue to be seamlessly incorporated into our established sales process.

- **Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:**
  - ○ **Key features of Master Agreement**
  - ○ **Working knowledge of the solicitation process**
  - ○ **Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners**
  - ○ **Knowledge of benefits of the use of cooperative contracts**

  Passport is dedicated to the full adoption of the OMNIA Partners Cooperative Purchasing contract. Since 2016, Passport has been a preferred partner of OMNIA (fka NCPA) and its agencies.

Year over year, Passport and its internal teams have successfully executed numerous agreements through OMNIA Partners and will continue to do so if fortunate enough to be awarded a contract under this solicitation.

As long-time partners, Passport's Sales and Client Success teams are very familiar with OMNIA Partners and the advantages that it brings to current and future clients. These teams will continue to speak with Entities across the country on how they can benefit from the partnership between Passport and OMNIA Partners for expedited vendor selection and implementation.

Passport will continue to use its effective training methods to re-educate our tenured team members with OMNIA Partners' Master Agreement and will onboard any future employees to be fully operational with OMNIA Partners's network.

- **Provide the name, title, email and phone number for the person(s), who will be responsible for:**
  - **Executive Support**
    Sam Warnecke, Vice President of Sales
    sam.warnecke@passportinc.com | (317) 642-8116

  - **Marketing**
    Buddy Mitchell, Director of Marketing
    buddy.mitchell@passportinc.com

  - **Sales**
    Sam Warnecke, Vice President of Sales
    sam.warnecke@passportinc.com | (317) 642-8116

  - **Sales Support**
    Marcia Barnette, Director of Revenue Operations
    marcia.barnette@passportinc.com

- ○ **Financial Reporting**
  Eleonore Adkins, Vice President of Client Experience
  eleonore.adkins@passportinc.com | (914) 290-9929

- ○ **Accounts Payable**
  Tracy Cook, Accounts Payable Manager
  tracy.cook@passportinc.com

- ○ **Contracts**
  Rich Holmes, General Counsel
  rich.holmes@passportinc.com

- **Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.**

  Passport's sales team is run by Sam Warnecke, Vice President of Sales (sam.warnecke@passportinc.com | (317) 642-8116). Sam runs a team of seven (7) Account Executives and works in tandem with our Revenue Operations team, which incorporates proposal operations.

  Passport's Sales team works closely with our Client Success team when cross-selling opportunities emerge within our client base. If there's a need for a purchasing mechanism to expand a contract or promote new products, Sales and Client Success work together to position OMNIA Partners as the solution.chanism.

- **Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.**

  Passport, specifically our sales and marketing teams, will use this contract as a springboard growth and help our clients understand the value of procuring their parking management solutions through OMNIA Partners. Our dedicated sales team interacts with thousands of clients and prospects every year to retain, renew, and grow business through Passport's offerings. These interactions enable Passport to inform agencies of the improved rates, pre-negotiated terms and expedited procurement process that go hand-in-hand with contracting with OMNIA Partners.

- **Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.**

Passport recognizes the pivotal role that technology and digital data play in modern marketing strategies. We'll use these techniques to better help us manage the overall national program. Our approach includes:

- **Data-Driven Decision-Making --** Passport uses sophisticated data analytics tools to gain insights into market trends and customer behavior. By analyzing historical data, we identify opportunities and tailor our marketing efforts to address the specific needs and pain points of entities.

- **Targeted Digital Advertising --** We utilize targeted digital advertising campaigns to reach the right audience at the right time. Through platforms such as Google Ads and social media advertising, we can specifically target entity officials, procurement officers, and stakeholders interested in parking management solutions and OMNIA Partners procurement.

- **Search Engine Optimization (SEO) --** Passport optimizes our online presence to ensure that our offerings are easily discoverable by entities seeking parking management solutions. This includes optimizing our website and content to rank prominently in search engine results related to OMNIA Partners and parking management procurement.

- **Social Media Engagement --** We maintain an active presence on various social media platforms to engage with our audience, share informative content, and participate in relevant discussions. Passport's LinkedIn page experiences the highest engagement and follower growth of all our social media platforms. Our social media strategy leverages our highest-engaging platforms, such as LinkedIn, to create awareness about OMNIA Partners and the advantages of using it for procurement.

- **Email Marketing --** Passport employs email marketing campaigns to deliver personalized and informative content directly to decision-makers and influencers within entities. Our emails provide valuable insights about OMNIA's benefits, our solutions and upcoming webinars or workshops to more than 12,000 marketable contacts.

- **Customer Relationship Management (CRM) System** -- Passport uses a robust CRM system through our Salesforce and HubSpot integration to track interactions, preferences and feedback from entities. This system allows us to personalize our communications and offerings to improve the overall customer experience.

- **Digital Analytics** -- We employ digital analytics tools to measure the effectiveness of our digital marketing efforts. This data-driven approach enables us to refine our strategies continuously and optimize our marketing channels.

- **Content Marketing** -- Passport creates high-quality, informative content such as blog posts, whitepapers and case studies that address the pain points and challenges entities face. This content lives on Passport's website and is designed to position us as thought leaders in the curb management sector and can be used to educate entities about the benefits of OMNIA Partners.

By combining technology-driven strategies and digital data analysis, Passport is well-equipped to enhance marketing effectiveness, ensuring that entities are well-informed about OMNIA Partners and motivated to explore it as a procurement channel for parking management solutions. All these marketing and sales efforts directly impact our funnel, therefore our sales team are prompt when any leads come from these activities. This leads to timely account set-up and timely contract administration.

- **State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.**
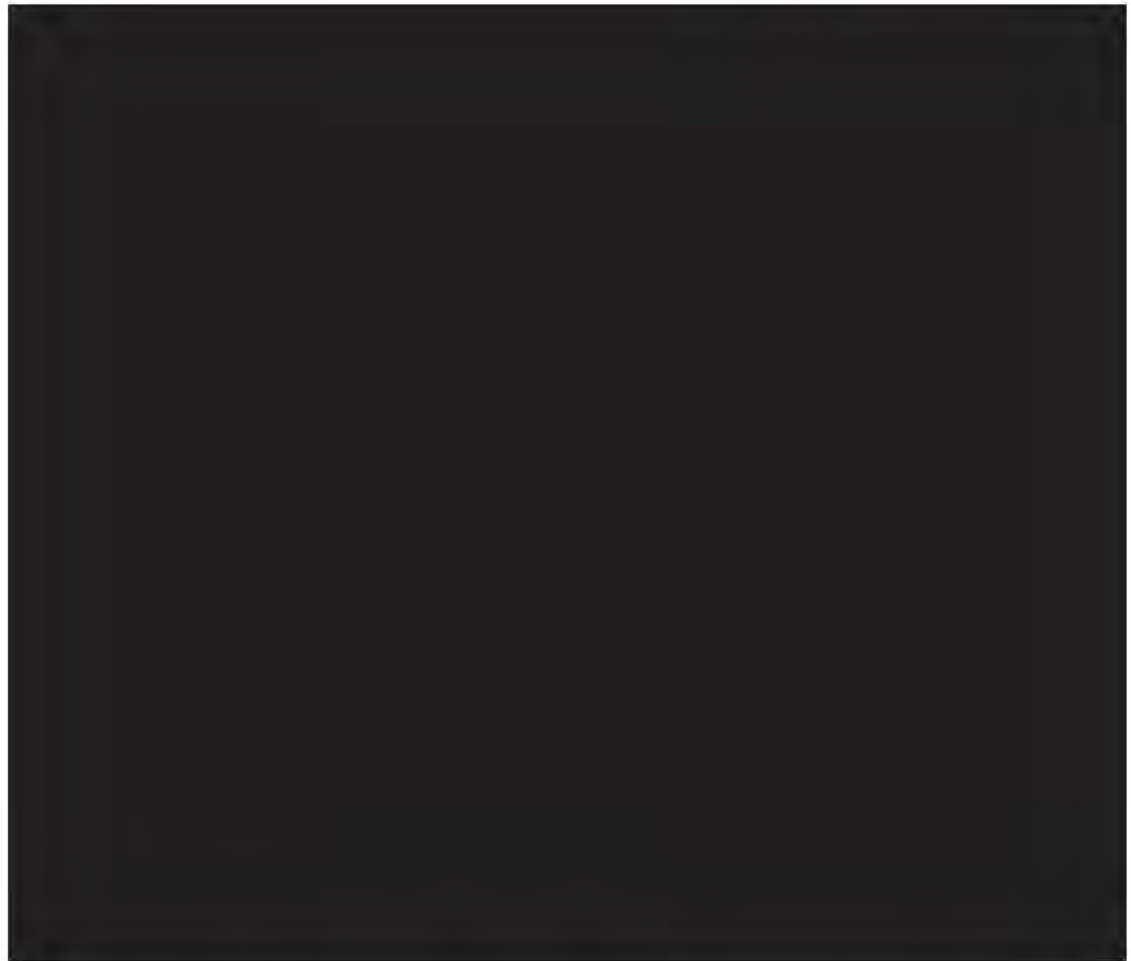
- **Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.**

Day-to-day operational equipment such as handheld issuance devices, receipt rolls, etc. will be supplied by Passport. Entities can reach out to Product Support, its dedicated Client Success Manager or place an order via the Passport Store for additional/replacement items.

Should additional equipment be required throughout the term of the contract, Passport is happy to quote and provide information. Passport has also developed the Passport Store, an e-commerce website that will simplify and enhance the hardware ordering process.

Through this online store, Entities will be able to place hardware orders, check order statuses, receive tracking information and review purchase and billing information. This new website will improve delivery time and provide greater visibility into orders.

- **Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").**

  $1,000,000 in year one
  $1,250,000 in year two
  $1,500,000 in year three

  Please note, these numbers are projections. Passport with work with OMNIA Partners to create an agreed upon strategy after contract award.

- **To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.**

  Passport agrees and will comply with the Administrative Fee calculation.

- **Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.**
  - **Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).**
  - **If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.**

- Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
- If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Passport agrees and will comply with the above conditions.

b. The successful Supplier will be required to sign Appendix B, Exhibit B, OMNIA Partners Administration Agreement prior to contract award. Suppliers should have any reviews required to sign the document prior to submitting a response. Supplier's response should include any proposed exceptions to OMNIA Partners Administration Agreement.

Passport will not be submitting any proposed exceptions to the OMNIA Partners Administration Agreement.

c. Include completed Appendix B, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Exhibit F - Federal Funds Certifications & Exhibit G - New Jersey Business Compliance

Exhibit F
Federal Funds Certifications

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 U.S.C. 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:

(1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or

(2) An agreement that provides only:

(i) Direct United States Government cash assistance to an individual;

(ii) A subsidy;

(iii) A loan;

(iv) A loan guarantee; or

(v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non–Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

(a)(1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

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(e) *Subcontracts.* The Contractor shall insert the substance of this clause, including this paragraph (e) and excluding paragraph (b)(2), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? (YES) _____ KH _____ Initials of Authorized Representative of offeror

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree? (YES) _____ KH _____ Initials of Authorized Representative of offeror

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? (YES) KH _____ Initials of Authorized Representative of offeror

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non - Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work

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Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions

Does offeror agree? YES   K H _____ Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES   K H _____ Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES   K H _____ Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA)

In the event Federal Transit Administration (FTA) or Department of Transportation (DOT) funding is used by Participating Public Agency, Offeror also agrees to include Clean Air and Clean Water requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES   K H _____ Initials of Authorized Representative of offeror

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(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? (YES)   _KH_____ Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

(3) The prospective participant also agrees by submitting his or her bid or proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed $100,000 and that all such subrecipients shall certify and disclose accordingly.

Does offeror agree? (YES)   _KH_____ Initials of Authorized Representative of offeror

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RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? (YES)   K�   Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? (YES)   K⏟   Initials of Authorized Representative of offeror

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CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition. Additionally:

(1) The Contractor agrees to comply with 49 USC 5323(j) and 49 CFR Part 661, which provide that federal funds may not be obligated unless steel, iron and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 CFR 661.7. A general public interest waiver from the Buy America requirements applies to microprocessors, computers, microcomputers, software or other such devices, which are used solely for the purpose of processing or storing data. This general waiver does not extend to a product or device that merely contains a microprocessor or microcomputer and is not used solely for the purpose of processing or storing data. Separate requirements for rolling stock are set out at 5323(j)(2)(C) and 49 CFR 661.11.

(2) A bidder or offeror must submit to the FTA recipient the appropriate Buy America certification with all bids on FTA-funded contracts, except those subject to a general waiver. Bids or offers that are not accompanied by a completed Buy America certification must be rejected as nonresponsive. This requirement does not apply to lower tier subcontractors.

The following certificates titled FTA and DOT Buy America Certification should be completed and returned with the response as part of FTA and DOT requirements.

FEDERAL TRASIT ADMINISTRATION (FTA) AND DEPARTMENT OF TRANSPORTATION (DOT) - BUY AMERICA: CERTIFICATION REQUIREMENT FOR PROCUREMENT OF ROLLING STOCK

CERTIFICATE OF COMPLIANCE
(select one of the two options, NOT BOTH)
Certificate of Compliance with 49 USC §5323(j)
The proposer hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j), and the applicable regulations of 49 CFR 661.11.
Check for YES: ✓

OR

Certificate of Non-Compliance with 49 USC §5323(j)
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The proposer hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j), but may qualify for an exception to the requirement consistent with 49 U.S.C. 5323(j)(2)(C), and the applicable regulations in 49 CFR 661.7.
Check for YES: ☐

FEDERAL TRASIT ADMINISTRATION (FTA) AND DEPARTMENT OF TRANSPORTATION (DOT) - BUY AMERICA: CERTIFICATION REQUIREMENT FOR PROCUREMENT OF STEEL OR MANUFACTURED PRODUCTS

CERTIFICATE OF COMPLIANCE (select one of the two options, NOT BOTH)
Certificate of Compliance with 49 USC §5323(j)(1)
The proposer hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j)(1), and the applicable regulations in 49 CFR part 661.
Check for YES: ☑

OR

Certificate of Non-Compliance with 49 USC §5323(j)(1)
The proposer hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j), but it may qualify for an exception to the requirement pursuant to 49 U.S.C. 5323(j)(2), as amended, and the applicable regulations in 49 CFR 661.7.
Check for YES: ☐

Does offeror agree? (YES)   _K G_   Initials of Authorized Representative of offeror

Offeror's Name: Passport Labs, Inc.
Address, City, State, and Zip Code: 128 S Tryon St, Suite 1000, Charlotte, NC 28202
Phone Number: (704) 837-8066
Fax Number: (888) 804-1783

Printed Name and Title of Authorized Representative: Khristian Gutierrez, Chief Executive Officer
Email Address: rfp@passportinc.com
Signature of Authorized Representative:
Date: July 18, 2024

CERTIFICATION OF COMPLIANCE WITH BUY AMERICAN PROVISIONS

7 CFR Part 210.21 School Lunch Procurement.

The school food authority must include the following provisions in all cost reimbursable contracts, including contracts with cost reimbursable provisions, and in solicitation documents prepared to obtain offers for such contracts:

(i) Allowable costs will be paid from the nonprofit school food service account to the contractor net of all discounts, rebates and other applicable credits accruing to or received by the contractor or any assignee under the contract, to the extent those credits are allocable to the allowable portion of the costs billed to the school food authority;

(ii)

(A) The contractor must separately identify for each cost submitted for payment to the school food authority the amount of that cost that is allowable (can be paid from the nonprofit school food service account) and the amount that is unallowable (cannot be paid from the nonprofit school food service account); or

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(B) The contractor must exclude all unallowable costs from its billing documents and certify that only allowable costs are submitted for payment and records have been established that maintain the visibility of unallowable costs, including directly associated costs in a manner suitable for contract cost determination and verification;

(iii) The contractor's determination of its allowable costs must be made in compliance with the applicable Departmental and Program regulations and Office of Management and Budget cost circulars;

(iv) The contractor must identify the amount of each discount, rebate and other applicable credit on bills and invoices presented to the school food authority for payment and individually identify the amount as a discount, rebate, or in the case of other applicable credits, the nature of the credit. If approved by the State agency, the school food authority may permit the contractor to report this information on a less frequent basis than monthly, but no less frequently than annually;

(v) The contractor must identify the method by which it will report discounts, rebates and other applicable credits allocable to the contract that are not reported prior to conclusion of the contract; and

Unless Supplier is exempt (See FAR 25.103), when authorized by statute or explicitly indicated by Participating Public Agency, Buy American requirements will apply where only unmanufactured construction material mined or produced in the United States shall be used (see Subpart 25.6 – American Recovery and Reinvestment Act-Buy American statute for additional details).

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES   KG   Initials of Authorized Representative of offeror

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CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES   KG   Initials of Authorized Representative of offeror

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COMMUNITY DEVELOPMENT BLOCK GRANTS

Purchases made under this contract may be partially or fully funded with federal grant funds. Funding for this work may include Federal Funding sources, including Community Development Block Grant (CDBG) funds from the U.S. Department of Housing and Urban Development. When such funding is provided, Offeror shall comply with all terms, conditions and requirements enumerated by the grant funding source, as well as requirements of the State statutes for which the contract is utilized, whichever is the more restrictive requirement. When using Federal Funding, Offeror shall comply with all wage and latest reporting provisions of the Federal Davis-Bacon Act. HUD-4010 Labor Provisions also applies to this contract.

Does offeror agree? YES   KG   Initials of Authorized Representative of offeror

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Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name:
Passport Labs, Inc.

Address, City, State, and Zip Code: 128 S Tryon St., Charlotte, NC 28202
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128 S Tryon St, Suite 1000, Charlotte, NC 28202

Phone Number: (704) 837-8066   Fax Number: (888) 804-1783

Printed Name and Title of Authorized Representative:
Khristian Gutierrez, Chief Executive Officer

Email Address:
rfp@passportinc.com

Signature of Authorized Representative: _____   Date: July 18, 2024

FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS

Awarded Supplier(s) (also referred to as Contractors) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA and Additional Federal Funding Special Conditions required by the Federal Emergency Management Agency (FEMA) and other federal entities.

"Contract" in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

Conflicts of Interest
No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity
A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended, as described in and subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension), must be rejected and cannot receive contract awards at any level.

Notice of Legal Matters Affecting the Federal Government
In the event FTA or DOT funding is used by Participating Public Agency, Contractor agrees to:
1) The Contractor agrees that if a current or prospective legal matter that may affect the Federal Government emerges, the Contractor shall promptly notify the Participating Public Agency of the legal matter in accordance with 2 C.F.R. §§ 180.220 and 1200.220.

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C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to the Participating Public Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

(4)   The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10.   **BYRD ANTI-LOBBYING AMENDMENT**

a   Standard. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. FEMA's regulation at 44 C.F.R. Part 18 implements the requirements of 31 U.S.C. § 1352 and provides, in Appendix A to Part 18, a copy of the certification that is required to be completed by each entity as described in 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the Federal awarding agency.

b.   Applicability. This requirement applies to all FEMA grant and cooperative agreement programs. Contractors that apply or bid for a contract of $100,000 or more under a federal grant must file the required certification. See 2 C.F.R. Part 200, Appendix II(i); 31 U.S.C. § 1352; and 44 C.F.R. Part 18.

c.   Suggested Language.

        Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

        Contractors who apply or bid for an award of $100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

d.   Required Certification. If applicable, contractors must sign and submit to the non-federal entity the following certification.

        APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING
        Certification for Contracts, Grants, Loans, and Cooperative Agreements

        The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Contractor, **Passport Labs, Inc.**, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Khristian Gutierrez, Chief Executive Officer
Name and Title of Contractor's Authorized Official

July 18, 2024
Date

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a. Standard. The recipient and its contractors are required to comply with all Federal laws, regulations, and executive orders.

b. Applicability. FEMA recommends that all non-Federal entities place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable Federal law, regulations, executive orders, and FEMA policies, procedures, and directives.

c. "This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

17. NO OBLIGATION BY FEDERAL GOVERNMENT

a. Standard. FEMA is not a party to any transaction between the recipient and its contractor. FEMA is not subject to any obligations or liable to any party for any matter relating to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

c. "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

18. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

a. Standard. Recipients must comply with the requirements of The False Claims Act (31 U.S.C. §§ 3729-3733) which prohibits the submission of false or

fraudulent claims for payment to the federal government. See DHS Standard Terms and Conditions: Version 8.1 (2018); and 31 U.S.C. §§ 3801-3812, which details the administrative remedies for false claims and statements made. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

c. "The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract."

d. In the event FTA or DOT funding is used by a Participating Public Agency, Contractor further acknowledges U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, and apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to me made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to me made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA

under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror's Name: Passport Labs, Inc.

Address, City, State, and Zip Code:
128 S Tryon St, Suite 1000, Charlotte, NC 28202

Phone Number: (704) 837-8066   Fax Number: (888) 804-1783

Printed Name and Title of Authorized Representative:
Khristian Gutierrez, Chief Executive Officer

Email Address: rfp@passportinc.com

Signature of Authorized Representative:

Date: July 18, 2024

Version March 19, 2024

STATEMENT OF OWNERSHIP DISCLOSURE
N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Passport Labs, Inc.

Organization Address: 128 S Tryon St, Suite 1000, Charlotte, NC 28202

Part I Check the box that represents the type of business organization:

☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)

☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)

☑ For-Profit Corporation (any type) ☐ Limited Liability Company (LLC)

☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)

☐ Other (be specific): _____

Part II

☑ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Bain Capital Venture Fund 2016, L.P.	632 Broadway New York, NY 10012
Grotech Ventures II, LP	8000 Towers Crescent Drive, Suite 850 Vienna, VA 22182

Version March 19, 2024

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
Bain Capital Venture Fund 2016, L.P.	632 Broadway New York, NY 10012
Grotech Ventures II, LP	8000 Towers Crescent Drive, Suite 850 Vienna, VA 22182

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the *<name of contracting unit>* is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with *<type of contracting unit>* to notify the *<type of contracting unit>* in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the *<type of contracting unit>* to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Khristian Gutierrez	Title:	Chief Executive Officer
Signature:		Date:	July 18, 2024

Version March 19, 2024

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	**NON-COLLUSION AFFIDAVIT**
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

DOC #2

Version March 19, 2024

DOC #2
NON-COLLUSION AFFIDAVIT

State of New Jersey
County of _____   SS:

I, Khristian Gutierrez _____ residing in Charlotte _____
(name of affiant)   (name of municipality)
in the County of Mecklenburg _____ and State of North Carolina _____ of full age,
being duly sworn according to law on my oath depose and say that:

I am Chief Executive Officer _____ of the firm of Passport Labs, Inc. _____
           (title or position)   (name of firm)

_____ the bidder making this Proposal for the bid

                Parking Meters, Software, Systems and
entitled Related Products and Services _____, and that I executed the said proposal with
                (title of bid proposal)

full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in
any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the
above named project; and that all statements contained in said proposal and in this affidavit are true and
correct, and made with full knowledge that the Region 14 Education Service Center _____ relies upon
the truth of the statements contained in said Proposal
          (name of contracting unit)
and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such
contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee,
except bona fide employees or bona fide established commercial or selling agencies maintained by
Passport Labs, Inc. _____.

Subscribed and sworn to

before me this day

July 2 , 2024

Guilford County, NC
Notary public of

My Commission expires 2/28/28

(Seal)   Julie Koontz

Khristian Gutierrez _____
(Type or print name of affiant under signature)

Version March 19, 2024

DOC #3

AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)

Company Name: Passport Labs, Inc.

Street: 128 S Tryon St, Suite 1000

City, State, Zip Code: Charlotte, NC 28202

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

    OR

2. A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

    OR

3. A photocopy of an Employee Information Report (Form AA302) provided by the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

Public Work – Over $50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201. A project contract ID number will be assigned to your firm upon receipt of the completed Initial Project Workforce Report (AA201) for this contract.

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

July 18, 2024
_____
Date

_____
Authorized Signature and Title

Version March 19, 2024

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM
Required Pursuant to N.J.S.A. 19:44A-20.26

> **This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.**

Part I – Vendor Information

Vendor Name:	Passport Labs, Inc.		
Address:	128 S Tryon St, Suite 1000		
City:	Charlotte	State: NC	Zip: 28202

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

	Khristian Gutierrez	Chief Executive Officer
Signature	Printed Name	Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
N/A	N/A	N/A	$ N/A

☐ Check here if the information is continued on subsequent page(s)

Version March 19, 2024

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☑ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

☐ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

☐ Partnership   ☑ Corporation   ☐ Sole Proprietorship

☐ Limited Partnership   ☐ Limited Liability Corporation   ☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Bain Capital Venture Fund 2016, L.P.	Name: Grotech Ventures II, LP
Home Address: 632 Broadway New York, NY 10012	Home Address: 8000 Towers Crescent Drive Suite 850 Vienna, VA 22182
Name: Home Address:	Name: Home Address:
Name: Home Address:	Name: Home Address:

Subscribed and sworn before me this 2 day of July 24.

(Notary Public) Julie Koontz

My Commission expires: 2/28/28

(Affiant)

Khristian Gutierrez, Chief Executive Officer
(Print name & title of affiant)
(Corporate Seal)

Version March 19, 2024

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN FORM

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE AND PROPERTY
33 WEST STATE STREET, P.O. BOX 230 TRENTON, NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: RFP No. 24-S835: Parking Meters, Software, Systems and Related Products and Services

VENDOR NAME: Passport Labs, Inc.

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran. The Chapter 25 list is found on the Division's website at https://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf. Vendors/Bidders must review this list prior to completing the below certification. If the Director of the Division of Purchase and Property finds a person or entity to be in violation of the law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

[✓] I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran.

OR

[ ] I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities
Relationship to Vendor/ Bidder
Description of Activities
_____
_____
_____
_____

Duration of Engagement
Anticipated Cessation Date
*Attach Additional Sheets If Necessary.
_____
_____

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

_____   July 18, 2024
Signature   Date

Khristian Gutierrez, Chief Executive Officer
Print Name and Title

DPP Rev. 12.13.2021

Version March 19, 2024

CERTIFICATION OF NON-INVOLVEMENT IN PROHIBITED ACTIVITIES IN RUSSIA OR BELARUS

Pursuant to N.J.S.A. 52:32-60.1, et seq. (L. 2022, c. 3) any person or entity (hereinafter "Vendor[i]") that seeks to enter into or renew a contract with a State agency for the provision of goods or services, or the purchase of bonds or other obligations, must complete the certification below indicating whether or not the Vendor is identified on the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, available here: https://sanctionssearch.ofac.treas.gov/. If the Department of the Treasury finds that a Vendor has made a certification in violation of the law, it shall take any action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, certify that I have read the definition of "Vendor" below, and have reviewed the Office of Foreign Assets Control (OFAC) Specially Designated Nationals and Blocked Persons list, and having done so certify:

(Check the Appropriate Box)

A. ⊘ That the Vendor is not identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

_OR_

B. ◯ That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list on account of activity related to Russia and/or Belarus.

_OR_

C. ◯ That I am unable to certify as to "A" above, because the Vendor is identified on the OFAC Specially Designated Nationals and Blocked Persons list. However, the Vendor is engaged in activity related to Russia and/or Belarus consistent with federal law, regulation, license or exemption. A detailed description of how the Vendor's activity related to Russia and/or Belarus is consistent with federal law is set forth below.

_____

_____

_____

_____

_____

_____

_____

(Attach Additional Sheets If Necessary.)

Signature of Vendor's Authorized Representative	July 18, 2024
	Date
Khristian Gutierrez, Chief Executive Officer	46-4987364
Print Name and Title of Vendor's Authorized Representative	Vendor's FEIN
Passport Labs, Inc.	(704) 837-8066
Vendor's Name	Vendor's Phone Number
128 S Tryon St, Suite 1000	(888) 804-1783
Vendor's Address (Street Address)	Vendor's Fax Number
Charlotte, NC 28202	rfp@passportinc.com
Vendor's Address (City/State/Zip Code)	Vendor's Email Address

---

[i] Vendor means: (1) A natural person, corporation, company, limited partnership, limited liability partnership, limited liability company, business association, sole proprietorship, joint venture, partnership, society, trust, or any other nongovernmental entity, organization, or group; (2) Any governmental entity or instrumentality of a government, including a multilateral development institution, as defined in Section 1701(c)(3) of the International Financial Institutions Act, 22 U.S.C. 262r(c)(3); or (3) Any parent, successor, subunit, direct or indirect subsidiary, or any entity under common ownership or control with, any entity described in paragraph (1) or (2). NJ Rev. 1.22.2024
Version March 19, 2024

DOC #9

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and
N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at:
https://www.state.nj.us/treasury/contract_compliance/documents/pdf/guidelines/pa.pdf
for further information.

I certify that my bid package includes the required evidence per the above list and
State website.

Name: Khristian Gutierrez   Title: Chief Executive Officer

Signature: _____   Date: July 18, 2024

MACBRIDE-PRINCIPLES

STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY - DIVISION OF PURCHASE
AND PROPERTY 33 WEST STATE STREET, P.O. BOX 230 TRENTON,
NEW JERSEY 08625-0230

BID SOLICITATION # AND TITLE: RFP No. 24-S835: Parking Meters, Software, Systems and Related Products and Services

VENDOR NAME: Passport Labs, Inc.

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder is required to provide a certification in compliance with the MacBride Principles and Northern Ireland Act of 1989. Pursuant to N.J.S.A. 52:34-12.2, Vendor/Bidder must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/ Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principles that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

☑ The Vendor/Bidder has no business operations in Northern Ireland; or

OR

☐ The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principles of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principles.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I may be subject to criminal prosecution under the law, and it will constitute a material breach of my contract(s) with the State, permitting the State to declare any contract(s) resulting from this certification void and unenforceable.

Signature	July 18, 2024
	Date

Khristian Gutierrez, Chief Executive Officer
Print Name and Title

DPP Rev. 12.13.2021

Version March 19, 2024

2. Describe Supplier's contract implementation/customer transition plan and provide a timeline.

Implementing Passport's parking management solutions will be driven by the Service Delivery team. The Service Delivery team comprises Product Strategy and Client Implementations, which are integral in delivering an effective and successful solution for the Entity.

Prior to implementation, Passport's Sales and Product Strategy teams will gather and document information on the Entity's environment to ensure a seamless deployment. Product Strategy will work closely with Entity stakeholders to build a Solutions Design Workbook (SDW) and the Scope of Work (SOW). The details of the requested solution and its features will be expressly documented and agreed upon between both parties within the SOW. The signed SOW and completed SDW will be used as the foundation for the implementation design and process.

Upon contract execution, the Client Implementations team will schedule a kick-off call to begin implementation. The Client Implementations team has skilled Project Managers who not only understand Passport's parking management solutions but also have extensive experience in project management. Along with a dedicated Project Manager, The Entity's implementation team will also include an Implementation Consultant. The Implementation Consultant will manage all technical aspects of the implementation, including configuration, integrations, data migration and testing. These individuals are committed to the success of the Entity's solution and will address any items — expected or unexpected — with professionalism and collaboration. The Director of Service Delivery will also be available for any discussions and/or escalations if needed.

Passport has a scalable and repeatable implementation process that has successfully launched Passport's parking management solutions in over 1,000 locations. Passport also maintains active integrations with relevant software providers in the parking, enforcement, and transportation industries as well as the major merchant processors — allowing for dynamic and flexible solutions.

Key milestones, deliverables, and the parties responsible for them throughout the implementation process are detailed below.

Figure 5: Example Parking Management Project Timeline

During the implementation process, the Entity's Client Success Manager will also monitor the project to be ready to take over after the launch. The Client Success Manager, along with Support Services, will be the main contact for the Entity from the point of launch through the entire contract.

3. Provide available ordering methods (online ordering, order tracking, search options, order history, etc.).

Passport provides cloud-based software-as-a-service (SaaS) solutions to its clients. Therefore, products will not be available through online ordering, including order tracking, search options, order history, etc.

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

If an Entity ordering through Region 14 ESC expresses an interest in procuring Passport's products, they can schedule a product demo via the website or directly contact the Passport sales team. The sales team will conduct a thorough walkthrough of the sales process and, if desired, submit a contract to the entity on the same day. When an Entity proceeds with Passport, we will conduct a Consultative Review to understand the Entity's current process and desired outcomes. Passport's Product Strategy team works diligently throughout the contracting phase to align Passport and the client's expectations. Upon contract finalization, the Entity will be assigned a dedicated Project Manager and Implementation Consultant who will spearhead the implementation. Any required hardware will be procured through our trusted vendors.

4. Provide a website link to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Passport's products are configured to meet the needs of each individual client, giving each client the feel of a custom product with the ease of an off the shelf implementation. To accomplish this, it will require more consultation with each client, making an online ordering website impossible. Interested prospective clients can contact Passport via the OMNIA Partners/Region 14 ESC website or schedule a demo from www.passportinc.com.

5. Describe Supplier's history of meeting shipping and delivery timelines. What is the Supplier's average Fill Rate and On-time delivery rate? Emergency orders?

Passport will work with Entity staff to resolve issues and repairs of the Zebra products within 48 hours, in most cases.

6. Describe Supplier's return and restocking policy, including any fees.

Return and restocking policies vary by product and manufacturer.

7. Describe Supplier's ability to meet service and warranty needs. Proposal should address life expectancy of equipment under normal use; applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period; availability of replacement parts; and detailed information as to proposed return policy on all equipment.

Along with the Zebra TC26 handheld device and ZQ320 Bluetooth printers, Passport will provide the Entity with its Mobile Citation Service Plan. This service will include:

- Mobile data plan via Verizon
- Defined and advanced hardware replacement/loaners should repair be needed
- Hardware warranty
- Advanced shipping for repairs, i.e., Passport will work with Entity staff to resolve the issue within 48 hours
  - The process for repairs typically flows as follows. The Entity will open a support ticket, and Passport's Hardware Support team will work with the Entity to diagnose the issue and determine if a device needs replacement. Passport will then ship and send a tag or label for the Entity to send the defective unit back. Replacement devices will be shipped to the Entity overnight, excluding weekends and holidays.
- Life-cycle management, including replacement devices dependent on contract length and renewal

The Entity will have Passport's full support in providing handheld support and troubleshooting. Passport has a dedicated team of hardware support personnel who are fully trained on Passport's hardware offering, including the Zebra TC26 devices. This team will be available to assist with any issues or questions from Entity enforcement officers and staff.

Zebra's TC26 Touch Computer Series has a life expectancy of 3-4 years. Passport does not have a return policy for its equipment.

8. Describe any extended warranty programs or service maintenance programs.

Please see the answer to *Question 7* above for more information about the hardware warranty program.

9. The Supplier shall provide timely and accurate technical advice and sales support. The Supplier shall respond to such requests within one (1) working day after receipt of the request. Describe Supplier's customer service/problem resolution process and ability to meet the one working day response time. Include hours of operation, number of services, etc.

Entity Customer Support

The Entity will work hand in hand with Passport's Client Success (CS) team and their dedicated Client Success Manager (CSM) for ongoing strategic and tactical support. Passport's Client Success department is dedicated to maintaining its many valued partnerships while serving as the main contact for any feedback, questions, or concerns regarding Passport's product(s).

In conjunction with the Client Success team, the Entity will also have access to live Support Services Monday through Friday 8:00AM-7:00PM ET for all technical issues/support requests, with critical-issue support available after hours via answering service. Entity staff can reach Product Support through the following channels:

- **Phone --** (980) 939-0990 / After Hours: (866) 815-3043
- **Client Operations Portal** (help.passportinc.com) -- A web-based tool designed to streamline operational requests where Entity users can initiate a support request and track the progress of open requests.

The Entity will work closely with Passport's Product Support Services team, who will be responsible for all the Entity's technical support issues. This team will determine root-cause software flaws through case intake and research and developing technical solutions to improve product functionality for client operations. Passport responds to incidents and requests based on issue severity.

Client Operations Portal

The Entity will have access to live support Monday through Friday 8:00AM-7:00PM ET, with critical-issue support available after hours via answering service. Entity staff can reach Product Support through the following channels:

- **Phone --** (980) 939-0990 / After Hours: (866) 815-3043
- **Client Operations Portal --** A web-based tool designed to streamline operational requests. Here, the Entity users can initiate a support request and track the progress of open requests by clicking their user icon and selecting from multiple filter options from a drop-down menu.
    - **Ticket Submission --** help.passportinc.com

Figure 6: Passport's Client Operations Portal - Ticket Submission

The Entity's dedicated Client Success Manager (CSM) will also have access to the internal logs used by the Product Support Services team to track Entity support tickets. This gives them a pulse on Entity satisfaction, an understanding of any issues or concerns, and an opportunity to escalate any tickets that require greater attention. This also enables them to see trends or commonalities in the types of features requests being submitted. Having a thorough understanding of the Entity's environment, the CSM can use this information to recommend system configurations, features, or products to enhance the Entity's experience.

End-User Customer Support

Customers will have several in-app resources to help resolve issues and address concerns. From the "Support" page, customers can access a customizable FAQ page to begin typing a question or keyword, which will provide relevant information regarding the app technology and its functionality. The "Support" page also includes a "Contact Us" feature that allows customers to submit a question or issue, automatically opening a ticket with the Passport Support team. All "Terms and Conditions" of using the application and the "Privacy Policy" are accessible from the "Support" page. In addition to the "Contact Us" page within the app, customers can also contact Passport's Support team directly via the following channels:

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

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- **Phone** -- (704) 817-2500 (Monday through Sunday 8AM-9PM ET)
- **Email** -- support@passportinc.com

10. Describe the financial condition of Supplier.

Passport is a Delaware C-Corporation backed by institutional investors Bain Capital Ventures, MK Capital, Grotech Ventures, Relevance Capital, Rho Capital Partners, H.I.G. Growth Partners and ThornTree Capital Partners. Since 2013, Passport has raised a total of $110M in four equity funding rounds. Passport also maintains a lending relationship with Sixth Street Partners. Passport has used its funding to deliver innovative, technologically advanced solutions to municipalities, private operators, and universities across North America.

Passport provides internally prepared financial statements on a monthly basis for review by its Board of Directors. These financial statements are prepared on the same basis as its annual financial statements, which are audited annually by Deloitte & Touche LLP ("Deloitte"), who also prepare the Company's annual federal and state tax returns. Deloitte most recently issued an unqualified opinion that Passport's financial statements for the years ended December 31, 2022, 2021, and 2020 fairly present, in all material respects, the financial position of the company. As a private company and in light of the sensitive nature of the information, Passport's policy is that it does not provide copies of its financial statements to third parties, including in connection with requests for proposals.

With over 2 billion transactions to date under our suite of product offerings and in light of our longstanding history of successful operation in this space, Passport can confidently attest to its ability to successfully service any contract arising out of this project.

For further information, please feel free to contact:
Sam Warnecke, Vice President of Sales
sam.warnecke@passportinc.com | (317) 642-8116

11. Describe the Supplier's safety record.

This does not apply to Passport's business.

12. Describe technology used to support the contract.

Products

Passport's platform aggregates all mobility operational data into one view in Passport's portal, including Mobile Pay Parking, Parking Enforcement Software, Digital Parking Permits and Passport's Payments solution. Aggregated data provides actionable insights for better decision-making and efficiency.

Parking Enforcement Software

Our end-to-end Parking Enforcement Software, including LPR and mobile ticket issuance, delivers a flexible and configurable solution. This citation management solution streamlines monitoring and ticket issuance provides real-time data for quicker and more accurate decision-making, and automates delinquent revenue recovery.

Digital Parking Permits Solution

Passport's Digital Parking Permits solution is an end-to-end digital platform to streamline parking permit operations. It allows for address-based eligibility rules, a mobile-friendly end-user experience and the ability to convert to a completely digital solution.

Mobile Pay Parking

Passport's Mobile Pay Parking solution features a mobile application and website that can grant parking rights to end-users by safely processing their payment for a chosen location and time period. This product is designed to scale alongside municipality growth. It allows for real-time rate changes, expiration notifications and the ability to extend parking sessions remotely - benefitting end-users and local small businesses alike.

Payments

Passport's Payments solution is a full-service platform to process and reconcile payments across all major card networks, both credit and debit card types, and provides daily settlement to our clients' bank accounts.

13. Describe the Supplier's product, software, systems, and/or services performing capability as it is applicable to their product, system, and service offering. Information to provide may include:

    a.   **Handheld Enforcement Computers:**

        i.   **Provide specifics on the type of handheld equipment and its features, printers, backend software needed, and if the device allows for License Plate Recognition.**

Issuance Hardware

Zebra TC26 Touch Computer & BlueTooth Printer

As mentioned above, for the Entity's enforcement program, Passport will provide Zebra's TC26 Touch Computer Series and ZQ320 printers with its hardware as a service plan. Passport is an authorized reseller of the Zebra TC26 device, which is a ruggedized Android-based touch computer.

Figure 7: Zebra TC26 Touch Computer

Please see below for additional details regarding the TC26 handheld devices with camera-ready capabilities and printers.

Display & Build

As an Android-based device, the TC26 has an internal warning when the "skin" temperature gets too high, and now the OS can also help protect the device's USB port from short circuits or overheating. The TC26 is fortified with a Corning Gorilla Glass window that is built to handle the elements (snow, rain, heat, freezing cold) and is waterproof, dustproof, and can withstand drops to concrete. The 5.0" High-Definition display screen touch panel has a multi-capacitive touch that supports stylus, bare fingertip, or gloved fingertip input.

Battery

The TC26 has a rechargeable 3,300 mAh lithium-ion PowerPrecision+ high-capacity battery that quickly charges through a USB port. The battery delivers more than enough power to outlast a shift (up to 14 hours). However, should an officer need to replace the battery during their shift, the batteries are removable, eliminating the need to take a device out of service for charging.

Camera & Audio

The camera on the TC26 is 13MP with a rear camera flash LED that generates balanced white with an f/2.2 aperture. This high-quality camera will make it much easier for parking enforcement officers to take multiple pictures of each vehicle. All pictures will be stored with the citation in Passport's portal, with the option to print one photo directly onto the citation. The TC26 can scan 1D and 2D barcodes with extraordinary range using SE4710 Imager.

Passport's solution also offers voice functionality to ease the issuance process for officers. Passport's issuance software includes a voice-to-text feature for a hands-free method of dictating notes to be added to the citation. Any audio files recorded on the device will not be transmitted to Passport's portal. Should the Entity wish to attach an audio recording manually, an officer could do so through the "Add Notes" feature in Passport's portal and include a link to the external audio URL.

Printer & Accessories

To print the citations, Passport will provide the Entity with Zebra ZQ320 Bluetooth printers with class-leading battery power, durability, and easy remote management. The outside-four-walls model of the printer is designed to handle the elements, generate high-quality citations, and guarantee power for the longest shift in the field. The ZQ320's print speed is adjusted dynamically in real time, based on multiple factors (motor torque, battery and print head temperature to print density, battery age, available voltage, etc.) to consume the exact amount of energy needed.

This technology reduces the ZQ320's power consumption by 20-30% per battery cycle. When the battery needs to be recharged, Zebra offers a rack-based backroom charging station that can accommodate all the Entity's devices at once. Additionally, printers can be charged using an AC-to-USB power adapter.

Figure 8: Zebra ZQ320 Bluetooth Printer

The Zebra ZQ320 can also be outfitted with several accessories as shown below, making the officer's experience more comfortable or extending the battery life. Passport can supply a case or strap to carry the printer over the shoulder as opposed to attaching it to a belt. Additionally, Passport can provide various charging options, including a car charger and charger rack, which charges up to 5 printers at one time.

Figure 9: Zebra Accessories

Paper

For the Zebra ZQ320 printers, Passport offers will continue to provide Custom Pre-Printed Paper stock that the Entity uses today. Passport's Custom Pre-Printed ticket stock offers the highest level of paper stock. The paper is Appvion PolyTherm paper and, as such, does not require an envelope when issuing a citation. The custom paper can accommodate double-sided printing and is perforated to the exact citation size. This paper will continue to be customized with the Entity's watermark or logo to add more assurance to the violator in the citation's validity.

ii.   Describe how digital evidence is captured and stored.

Enforcement officers will be able to take unlimited pictures to capture as evidence of the parking violation, with the ability for a single photo to be selected and printed onto the citation. All remaining photographs will be perpetually tied to the violation, vehicle and citizen record in Passport's portal. OpsMan Mobile also allows officers to issue violations with two extensive notes fields: internal and external notes. External notes will print on the violation and internal notes will only be seen by Entity administrators and adjudicators. Notes are either written in an open text box or can be selected from a predefined "Common Notes" list. The free form notes can either be typed manually or dictated through the voice-to-text feature for hands-free functionality. From Passport's portal, administrators can access all notes and enter additional notes following issuance. All notes will include a timestamp and the associated user ID.

iii.   Provide an overview of the citation process and how tickets or warnings are issued.

Citations and warnings are issued using Passport's proprietary issuance software, OpsMan Mobile, available for free download from the Google Play store. During implementation, Passport's team will set up Entity enforcement officers with unique accounts. Enforcement officers will then login, update their password and use these unique credentials for each subsequent login. Each citation or warning issued by that enforcement officer can include their name, badge number and signature auto-populated on each citation, reducing the number of steps required for issuance.

iv.   **Describe the training required for use of equipment.**

Equipment training will take place during implementation; this will be run by the Entity's dedicated Project Manager, Implementation Consultant and Client Success.

b. **Parking Meters:**

Passport is a Software-as-a-Service solution provider and will not provide Parking Meters under this solicitation.

c. **Smart Parking Displays:**

Passport is a Software-as-a-Service solution provider and will not provide Smart Parking Displays under this solicitation.

d. **Mobile Parking Application (app):**

Passport Parking

Passport's Parking Application ("Passport Parking") is an industry-leading mobile pay parking solution that makes it easy for customers to park and pay digitally. Customers will experience a seamless digital parking transaction via Passport's parking app, while the Entity's staff will be provided with Passport's portal, a robust back-end system for real-time parking management.
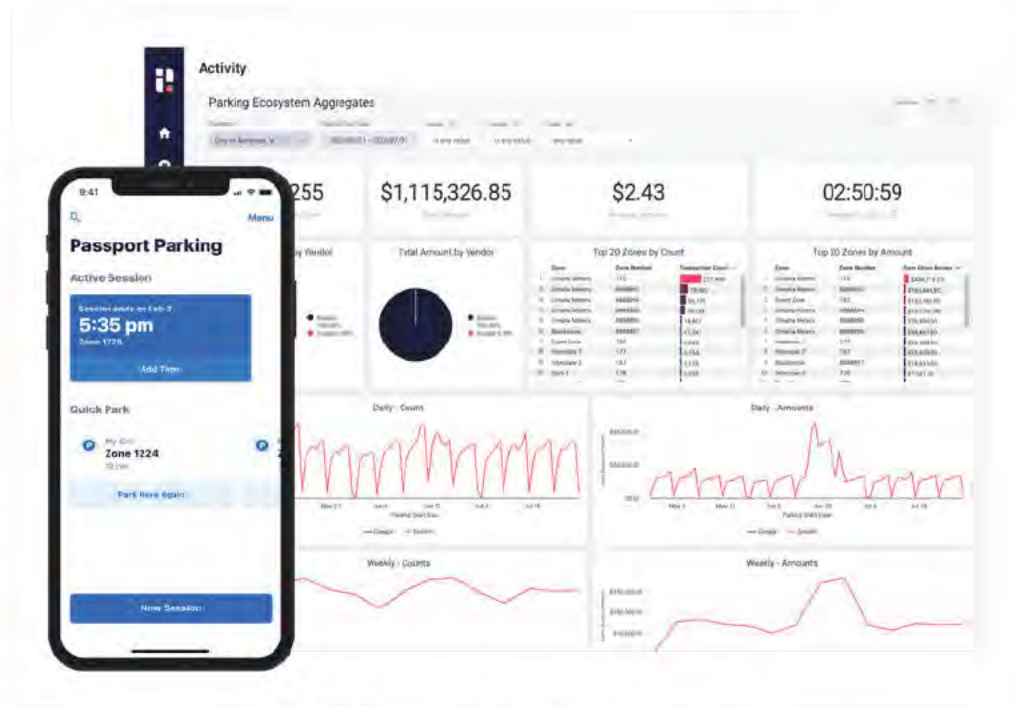
Figure 10: Passport Parking Application Dashboard

The application provides the framework to create a simplified and seamless experience for customers, resulting in greater parking compliance and an increased likelihood of using the app to park again.

With Passport's mobile parking payment solution, customers will be able to:

- **Register for an account** in less than 1 minute with progressive profiling. By collecting the minimal amount of data needed (valid email/phone number and payment info), customers are registered and ready to park in no time!

- **Initiate and extend parking sessions** [simplified based on zone, vehicle license plate number (LPN), or parking space] without returning to their vehicle.

- Add **account information,** including multiple vehicles, payment options, and profile details.

- **Save time** through shortcut features that recognize customer parking patterns and leverage GPS location to streamline the user experience.

- Receive a **receipt** for each session detailing charges and access their full parking history from the app account page.

- **Access support** through an in-app FAQ page as well as a "Contact Us" option to submit a help request to Passport's Product Support team.

Figure 11: Select Zone, Duration and Payment Type Screenshots

Alternative Parking Options
Guest Checkout

Entity parkers can initiate a parking session without downloading the app by using Passport's Guest Checkout feature. This can be accessed through various methods, including a Text to Pay short code, a QR code, or by manually entering a URL in a web browser. These convenient options allow for quick and easy payment, eliminating the need to create a Passport Parking user account and enabling swift parking.
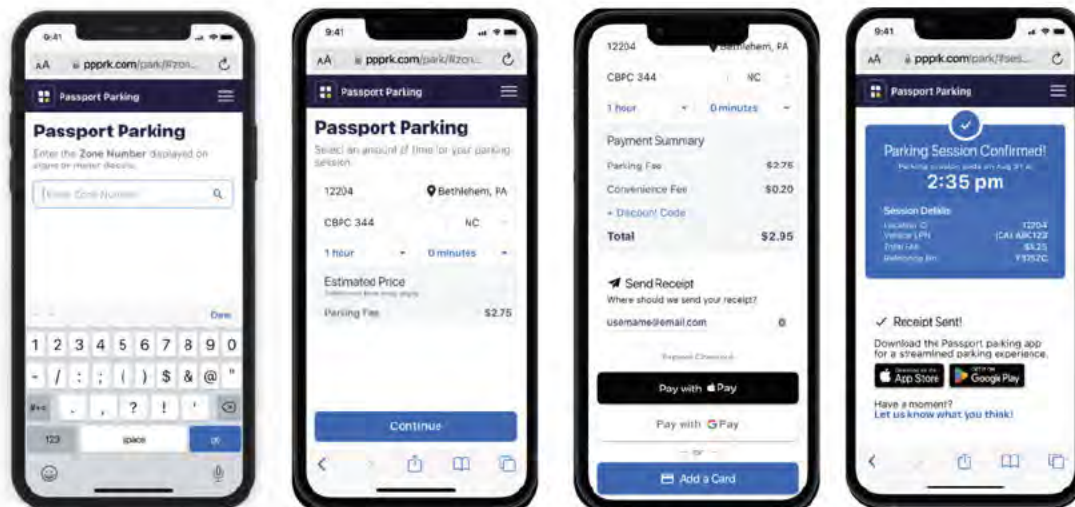
Figure 12: Guest Checkout Flow Screenshots

Text to Pay

Entity parkers will also have the option to initiate a parking session by texting a short code number using specific keywords using Passport's Text to Pay feature. This offering provides a quick, contactless transaction process without relying on meters.
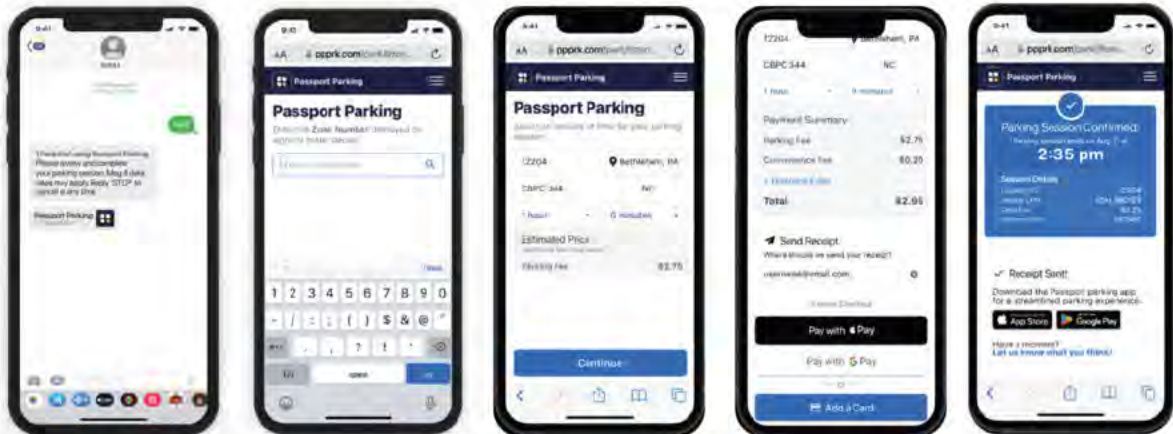
Figure 13: Passport's Text to Park Process

QR Code

Passport's parking solution can also be configured to support the use of QR codes for the Entity's meter vendor. Customers would scan the QR Code included on any Entity branded signage/decals and be auto-directed to the application to begin a parking session.

Web Browser

Passport also provides a mobile-optimized companion website that will mimic the look and feel of the Passport mobile application for users with alternative platforms (e.g., Blackberry, Windows Mobile, etc.) or who do not wish to download an app. This website is accessible via all modern web browsers and will feature a slightly different UI experience than the app but will provide access to all the same core features and functionality, ensuring the same end-user experience. This enables customers to register for a Passport account via desktops, tablets, or other mobile devices.

Whether using the mobile phone application or the companion mobile website, customers can access all the same features and functionality to initiate sessions and manage their Passport accounts.

Feedback Survey

The Entity also has the option to activate a short feedback survey upon the completion of a parker's transaction to capture insights into the parker's overall sentiment regarding the parking environment and their experience. This survey is paired with a dashboard within Passport's Portal to provide enhanced analytics for a deeper understanding of parkers' perceptions of the program.

Registration via IVR

Passport can provide an IVR solution to accept parking payments via phone call. The Entity, or Passport, will procure a toll-free phone number and Passport will program the phone line with its IVR call-tree to prompt callers to register and/or pay for parking sessions. If an account has already been established for the incoming number, the IVR system will recognize and initiate a session using that account information. IVR is available in English and Spanish options.

Payment Options

Entity parkers will have the ability to use a variety of payment methods, including all major credit cards (Visa®, MasterCard®, Discover®, and AMEX®) and credit-card issuer-backed debit cards, a digital closed-loop wallet program, Apple Pay®, and Google Pay™. Passport is also listed as a certified gateway provider on both Visa and Mastercard's national registries and is recognized as a sponsored service provider for both companies. Passport implements tokenization to remove sensitive card details and maintains PCI DSS certification as a Level 1 service provider by all major card networks.

Should the Entity be open to Passport providing merchant services, it can also offer Google Pay and Apple Pay as additional payment options to pay for single transactions or to fund a Passport Parking wallet. Digital payment options offer a number of benefits, including:

- **Drive mobile adoption** by offering customers more convenient ways to pay for parking at no additional cost to the Entity.
- **Enhance the checkout experience** by allowing customers to bypass the manual entry of their credit card information before checkout. This is particularly helpful in driving conversion for first-time customers by eliminating this pain point and also helps to decrease decline rates due to entry errors.
- **Promote cardholder security,** as digital wallet transactions have an extra layer of security.

Payment Confirmation

Customers must confirm their payment when starting a session. The confirmation page details the zone, space number, vehicle, start and end times, parking and convenience fees, and payment method. Upon confirmation, the payment method is authorized. If incorrect information is entered (e.g., wrong PIN, invalid zone or card number), an error message prompts re-entry. Invalid or insufficient funds result in payment denial and no "Active Session" tile in the app. After completion, customers receive an email receipt, and all past sessions are accessible in the "History" screen, with the option to resend receipts via email.

Map Integration

Passport's 'Find Parking' capability allows users to navigate a map that is geographically relevant to their GPS location and displays parking zones and their respective availability. The map is built with Mapbox, a third-party map design tool and library that allows Passport to build a map that is on-brand with minimal development effort. Please note that for the "Availability" functionality to work, the Entity will need sensory technology from a third-party company, such as Genetec, Cleverciti or Eleven-X. More details can be provided upon request.

Parking zones are indicated on the map with tappable pins, allowing users to view additional zone-specific information, like pricing, time restrictions, and exact address details. Similar to other navigational apps many users are familiar with, users can manipulate the map by pinching, zooming, or panning to a different location. The map will display nearby zones in a map view and list view. Please see *Figure 15* below for more details.

Figure 15: Find Parking Map

Restrictions & Notifications
Restrictions

The Entity can set up "Restrictions" in the Passport Parking app to manage parking based on specific criteria:

- **Setting Restrictions --** When criteria are met, customers are prevented from parking and given an explanatory message.

- **Identification --** Entity staff will label each restriction with an internal-use Default Title and a "Restriction Category" for organization (e.g., rush hour restrictions).

- **Public Message --** Staff assign a Default Message, which displays to users about the restriction.

- **Types of Restrictions --** These are defined rules that limit parking access based on specific conditions or timings.
    - **One Time --** For specific date ranges and times, staff can use custom messages instead of the default.
    - **Recurring --** Allows daily restrictions without daily setups. Features a "Quick Action" for setting sequential restrictions (e.g., from "Mon @ 3:00 PM to Mon @ 4:00 PM" to "Tues @ 3:00 PM to Tues @ 4:00 PM").
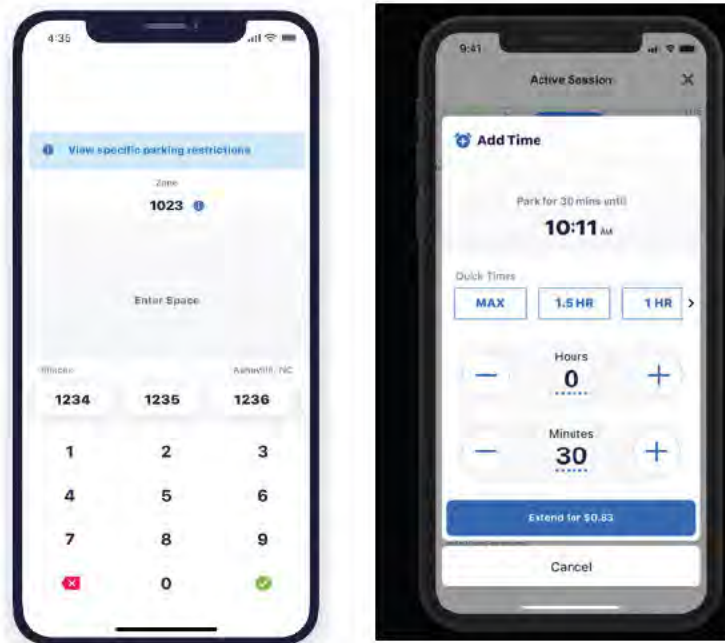
Figure 16: Parking Restrictions & Session Extension
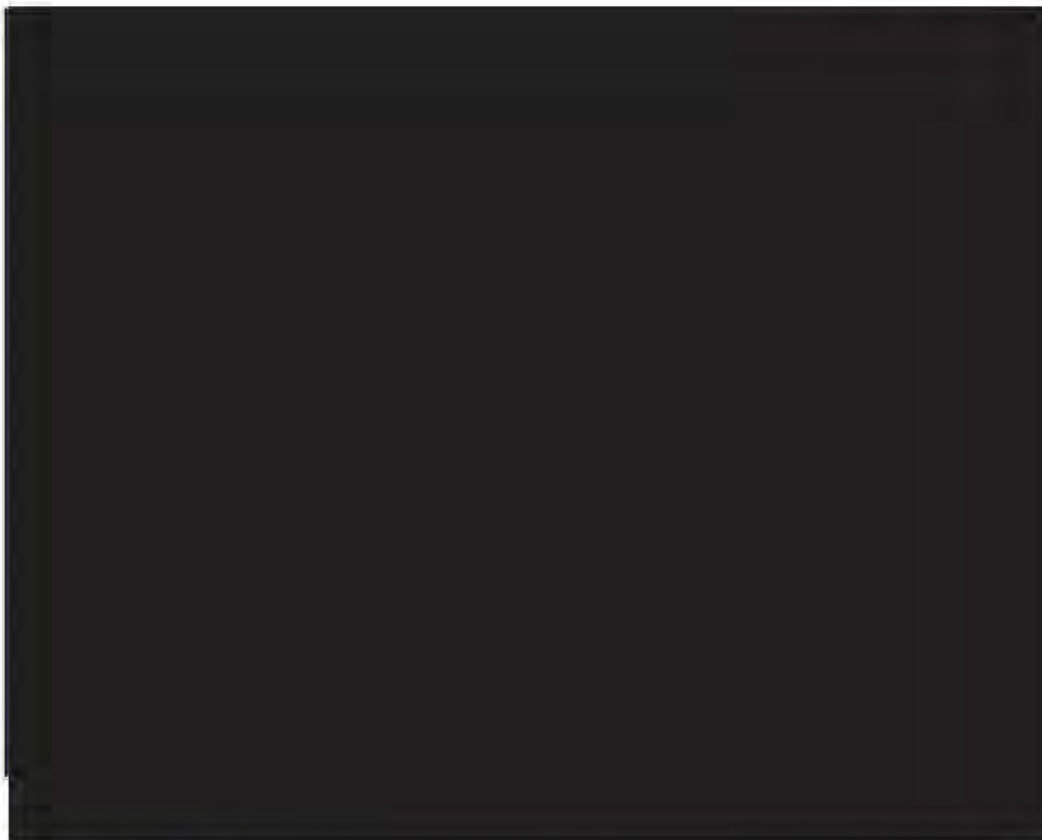
Notifications

A "Notification" will prompt messaging to customers to provide pertinent information based on Entity-defined criteria, but will still allow customers to proceed with parking. Similar to "Restrictions," Entity staff will assign a Default Title as well as a Default Message for each "Notification."

"Notifications" can be set up to display the "first time" or "every time" customers use the app and park in an applicable location.

- **First Time --** The "Notification" will only display to customers once (i.e., if customers park there again, it will skip displaying the message).
- **Every Time --** The "Notification" will display every time, regardless of whether customers parked there previously.
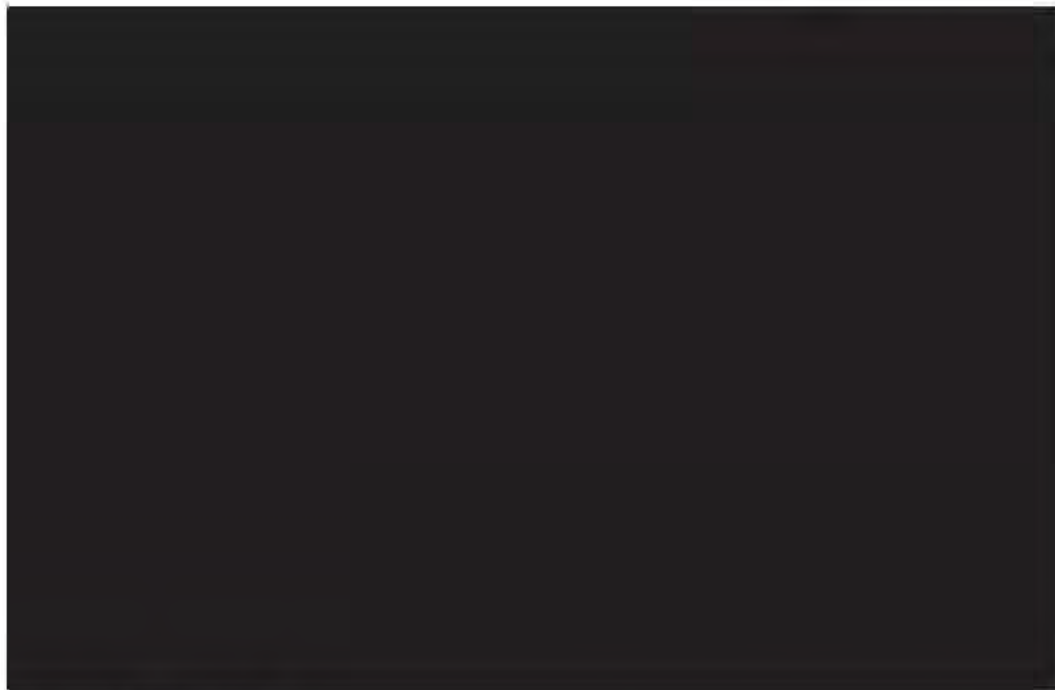
Language Availability

Passport's parking app currently supports English (US), French (CA), Spanish (MX), and English (GB), while IVR is available in English and Spanish. Our Guest Checkout and Text to Pay features support English as well. If the phone's language is set to something other than English, Spanish, or French, the application will default to English.

Passport's Portal

Passport Parking is accompanied by a comprehensive cloud-based back-end system, Passport portal. Passport's portal will serve as the Entity's data hub and will allow the Entity to manage parking rates, digital wallets, restrictions, and zone notifications. In addition to the management of daily operations, Passport's portal includes dashboards, data visualization, and expansive search capabilities for data analytics, reporting, and enhanced customer support.

Dashboard

As users log into Passport's portal, they will also be presented with a dashboard that will provide an overview of the Entity's parking environment. The Entity will be able to visually track key data points and performance throughout its different parking locations. As parking transactions are initiated on the street, Entity users will be able to quickly gather metrics such as transaction counts, average session value, and total net revenue. These metrics can be further refined by applying zone or date filters.

The dashboard will also provide strategic data insights to help the Entity identify any trends in parking activity (e.g., revenue is up by 5% month over month).
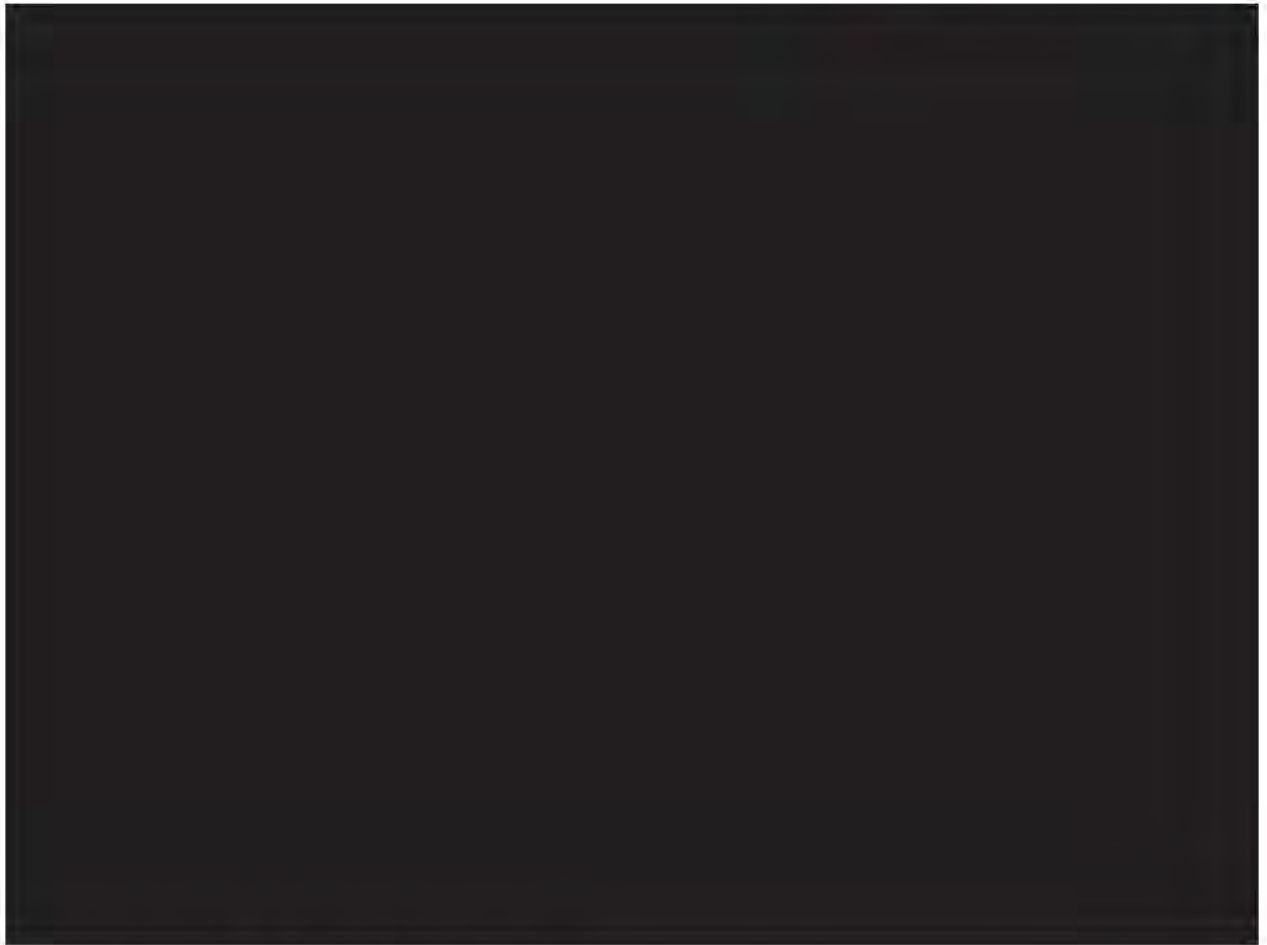
Parking Settings & Configurations

The Entity will maintain control over back-end system access, tailoring functions and report access based on individual roles. The Entity will have at least one main trusted administrator who will manage all other accounts, including account creation, access control, and password resets.

To monitor system changes and prevent impermissible access, Passport's portal requires a valid username and password, which enables an audit trail record of all processing actions within the system.

Parker & Session Search

The "Parking Session Lookup" page within Passport's portal allows Entity staff to look up individual transactions and find additional information as needed. Entity staff can use several search criteria to locate a particular session/user, including:

- **Session ID --** the unique identifier for Passport Parking sessions,
- **Parker ID --** the unique identifier for Passport Parking app users,
- **License Plate Number --** vehicle used to park,
- **Zone Number --** location where the session took place, and
- **Status --** multiple selection drop-down of session status (e.g., active, voided, expired, etc.)

After clicking "Search," the system will return all transactions that match the search criteria. The results will display the following data points: Session/Reference ID, Parker/Account ID, LPN/Space, Session Start Time, Session End Time, Total Fee, and Status. *Figure 21* below shows all transactions that meet the filter criteria with a status of "ended."

Parker Account Details

The "Parker Account Details" page within Passport's portal provides Entity staff with access to various account management functionality related to Passport's mobile pay parking solution. The features within "Parker Account Details" enable Entity staff to manage customer accounts, as they can oftentimes be the first line of defense when it comes to end-user support.

FUNCTIONALITY	DESCRIPTION
Account Updates	This page allows Entity staff to perform suspensions, deactivate accounts, perform pin bypass for locked-out customers, and more.
Parking Session Updates	This page will display all current and historical parking sessions associated with customers' accounts. Entity staff can see an overview from each session, including zone, start/end time, LPN, credit card tail, and session status. Clicking into a specific session allows Entity staff to perform voids, refunds and email customer receipts.
Wallet Updates	This page allows Entity staff to perform wallet refunds and adjustments, in addition to transferring wallet balances to other customer accounts.
Payment Info	This page allows Entity staff to view the payment methods customers have on file and their status (e.g., default, expired, etc.). Staff will also be able to view any failed authorizations (e.g., payment method declined) and the corresponding reasons.
Vehicle Info	This page allows Entity staff to update, add, and remove account vehicles.
App Info	This page allows Entity staff to view customer application info such as the date customers accepted the Terms & Conditions, past sessions, verification codes (i.e., customer lockout), and more.

Table 3: Parker Account Details

Rate Management

Passport's parking solution empowers clients to support their dynamic parking environments and the people who travel within them. Passport offers complete visibility and discretion over the rates in place throughout the Entity's parking locations. This includes managing various rate structures, scheduling demand-based pricing for peak periods like events or holidays, and implementing new rates.

The Entity submits requests to make additional rate changes with the assistance of Passport's Product Support experts. This group specializes in successfully pushing even the most complex parking configurations into a live environment.

As changes are iterated, the Entity can then enable zone notifications that will alert customers to any changes to rates or rules in applicable zones to ensure that they are receiving the most up-to-date information.

Passport is constantly iterating parking functionality and finding ways to support its clients' dynamic parking environments. For this reason, a robust Rate Management tool is in development that will allow the Entity to create, edit, and delete rates slated for release by year-end.

Passport understands that the Entity needs a flexible system that accommodates a variety of rules and rates, even across a single block face. The following examples demonstrate some of the rate configuration capabilities that the Entity can utilize today:

RATE CONFIGURATION CAPABILITIES	
Multiple Time Limits/Day	Event Rates
Free Parking	Minimum/Maximum Durations
Conditional Rates	Progressive Rates
Holiday Rates	Repark Lockout

Table 4: Rate Configuration Capabilities

Mobile Pay Parking Reporting

Passport's portal offers data reporting and business intelligence tools to draw actionable insights on the Entity's parking environment that can help inform parking policy changes, make data-driven decisions, and innovate technology to serve its community at the highest level.

Screenshots and additional details are included on the following pages.

REPORT	DESCRIPTION
Parking Transaction Report*	Pulls a list of parking transactions based on applied filters, with details for each transaction.
Settlement Period Summary Report*	Represents process volume and revenue by day for parking and will provide users with the exact quantity and value of merchant processing fees, gateway fees, chargebacks, and refunds that have gone into the "Net Settlement" amount.

REPORT	DESCRIPTION
Revenue Report*	This report provides aggregated parking revenue metrics from three perspectives: a Total Summary, a Daily Total Revenue Report and a Summary By Zone Revenue Report.
Daily Total Revenue Report*	Aggregates cost, transaction, and revenue figures for a specific date the transactions were settled.
Transaction by Customer Report*	Provide a list of transactions related to a single customer.
Invoice Details Report	Provides information for a given monthly invoice for the Entity. For specific details, users can access an Invoice Detail report which provides a comprehensive look at key metrics on cost, fees, and revenues for a specific invoice.
Transactions by Merchant Report	Provides a comprehensive revenue breakdown of parking transactions and refunds under the following product offerings, Passport Mobile Transactions, Third-Party Application Transactions, Wallet Transactions, and Events.
Suspended Account Attempts Report	Provides the time/date for attempts made to access accounts that were suspended.
Utilization By Space Report	Provides users with insight on the transactions among specific zone spaces. This view is unique as it provides granularity into how many parking transactions occurred in a specific parking space.
Transactions Paid by Validation Report	Provides a comprehensive list of parking transactions in which customers used a merchant validation to subsidize their parking session cost.
Voids and Refunds Report	Provides details for any transactions that were voided or refunded.
Wallet Transactions Report	Provides insights into parking transactions that were paid via wallet.
User Report	Summarizes new and unique user activity of the mobile payment solution.

Table 5: Reporting Capabilities

Parking Transaction Report

This report pulls a list of parking transactions based on applied filters. There are two perspectives available for, Transaction Report Summary and Transaction Report.

- **Transaction Report Summary** provides calculated totals and averages based on filtered transactions such as Total Net Revenue or Total Transactions.

- **Transaction Report** provides transaction-level details such as entry time, space number, number of mobile payment extensions or Parker ID.

This report can be filtered to show a select period of time and displays every single transaction that took place using Passport's mobile pay parking application, in addition to a quick summary at the top of the page. When this report is in "Reconciliation Mode," the report will only show transactions that fall within the settlement periods for the selected days. This means the Entity's financial staff will know exactly what transactions contribute to the net settlement amount.
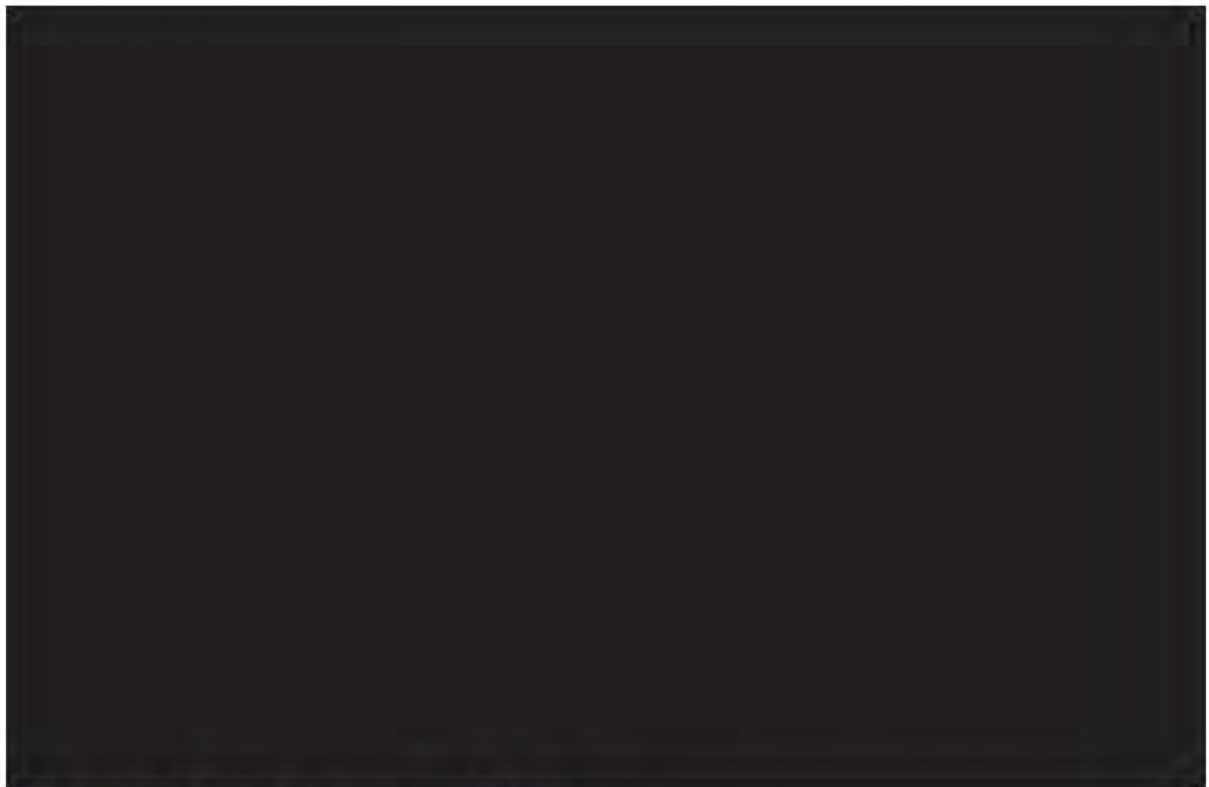
Settlement Period Summary Report

Passport's Settlement Period Summary report will highlight any changes to the total amount provided within the Transaction Report (described above). This will provide the Entity's finance team members with the exact quantity and value of merchant processing fees, gateway fees, chargebacks, and refunds that have gone into the Net Settlement amount. The Net Settlement Amount within this report is the exact amount of money that will be deposited into the Entity's bank account. **This gives the Entity complete accuracy in its financial reporting.**
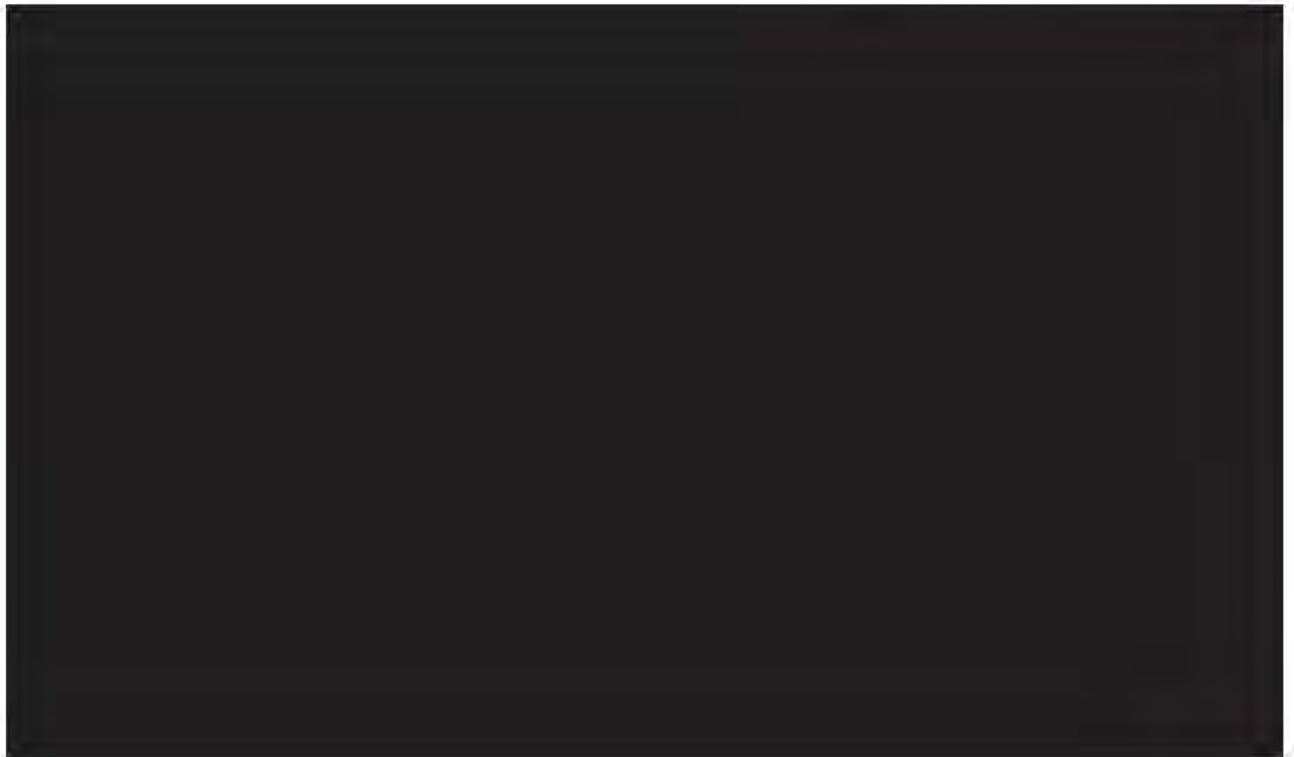
Revenue Reports

Aggregates parking revenue metrics from three perspectives: Total Summary, Daily Total Revenue Report and Summary By Zone Revenue Report.

- **Total Summary Report** provides a summary of all parking transactions that meet the filter criteria in the report.

- **Daily Total Revenue Report** provides parking revenue metrics consolidated into settlement batch days. Each row line represents a different date (see more below).

- **Summary by Zone Report** provides parking revenue metrics consolidated into each unique zone where parking transactions occurred.

Daily Total Revenue Report

This report will aggregate cost, transaction, and revenue figures for a specific date when the transactions were settled. Each row represents a settlement batch date and the aggregated values associated with the date.

Transaction by Customer Report

This report provides a list of transactions related to a single customer.
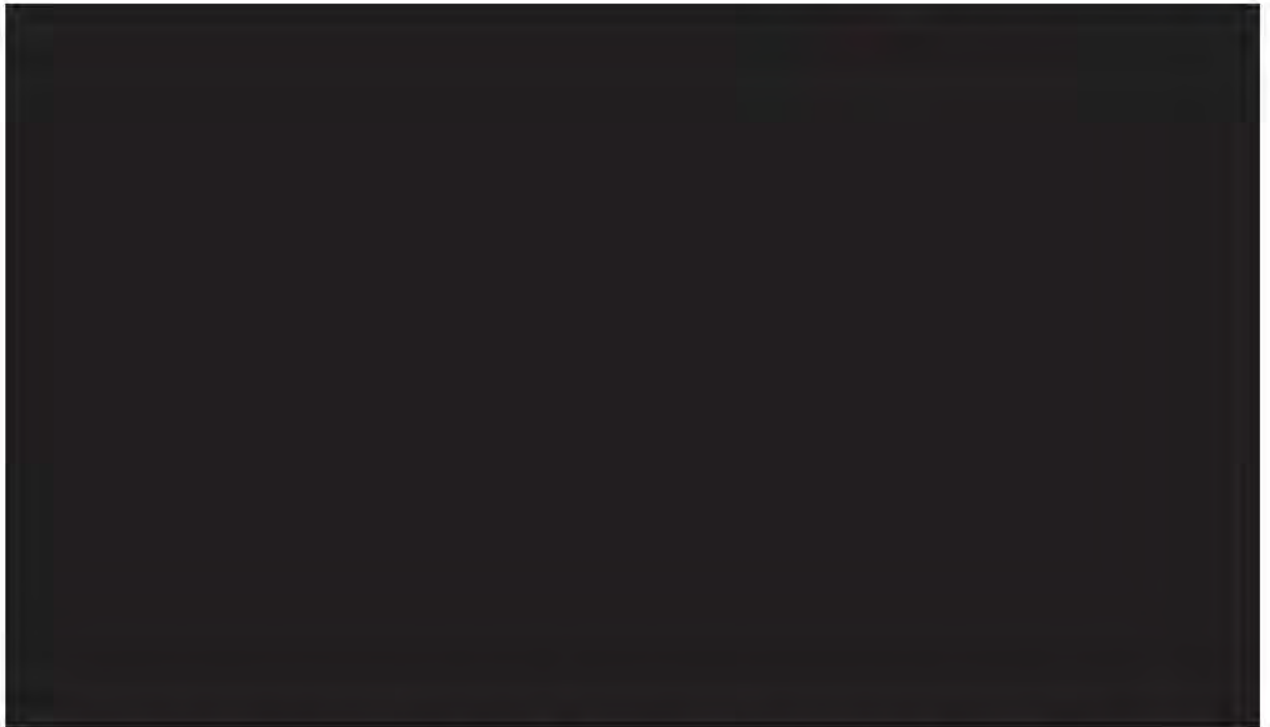
In addition to the reports highlighted above, Passport provides access to numerous other reports focused on financial metrics, customer account management, parking validations and more. Passport is more than willing to provide additional report examples if the Entity is interested.

Custom Reporting

The Entity has over 100 established report types across mobile pay into its environment readily available. Passport's established report repository typically captures the majority of use cases for its clients. In the rare case that one doesn't currently exist, Passport is open to discussing the need to build out custom reports for the Entity. Passport's report module allows for many self-service customizations by the client via a robust selection of report filters as well.

Report Distribution

Entity staff have a variety of options to share reports, including downloading, sending, and scheduling data to be sent via PDF and CSV formats on a regular cadence. They can also share filter views with other staff via a URL link, provided they have the same user role and access privileges. For example, Entity staff can apply filters to locate a particular subset of transactions and then save these filters as a "Filter View." These will then be available for future searches and sharing, allowing a different staff member to see the same subset of transactions.

These collaborative tools make it simpler to share insights and make data-driven decisions across all teams. These reporting capabilities are accessible in Passport's portal and will enable Entity staff to:

- View reports and data visualizations,
- Download data in PDF and CSV formats only,
- Send data via email in PDF, ZIP/CSV, and PNG formats, and
- Schedule data to be delivered via email on a recurring (minute, hourly, daily, weekly, and monthly) basis in PDF, ZIP/CSV, and PNG formats.

Marketing

Passport's award-winning marketing team will work closely with the Entity to develop a streamlined public education plan that drives app awareness and utilization. By gathering key Entity demographics, leveraging its extensive understanding of the parking industry, and utilizing more than a decade's worth of implementation experience, Passport will formulate a launch strategy that meets the Entity's unique needs.

Passport has developed promotional content that will be utilized in a variety of channels to market to customers and publicize that the application is available for use throughout the Entity. These methods include:

- Digital Banners
- Email & Web Content
- Public Relations
- Print Materials
- Signage
- Social Media Content

Passport's Standard Marketing Package is complimentary for mobile pay parking clients and includes signage proven to educate users, drive an impactful launch, and promote long-term utilization.

Maintenance & Installation

Passport, in combination with an installation vendor, will leverage existing infrastructure to ensure that the signage is marketed appropriately. Passport employs multiple strategies to support and increase utilization:

- **Installing Signage --** When evaluating signage it's important to consider the placement and information they highlight, i.e., how to pay and zone numbers. Signage with these components helps promote the Entity's mobile pay parking solution and generate more mobile transactions. For example, in the six months following the installation of updated signage in Asbury Park, their app utilization nearly doubled.
- **Utilizing Passport's Marketing Packages --** Passport offers marketing packages and has a dedicated Marketing team that currently partners with the Entity to create promotional pieces or campaigns to spread the word about the Entity's new solution.
- **Building PR and Advertising Campaigns --** Passport has helped to develop public relations and advertising campaigns to promote the Entity's parking application.
- **Promoting on Social Media --** Passport clients use various tactics to make a splash and get the word out about their mobile pay parking applications, including social media. For example, the City of Buffalo promoted validation codes on their social media which contributed to a 50% boost in utilization.

Client Resources: Marketing Materials

To promote the Passport parking app, the Entity will have full access to Passport's Client Resources, including its Marketing Materials website, which features instructional information and ready-to-use marketing materials.
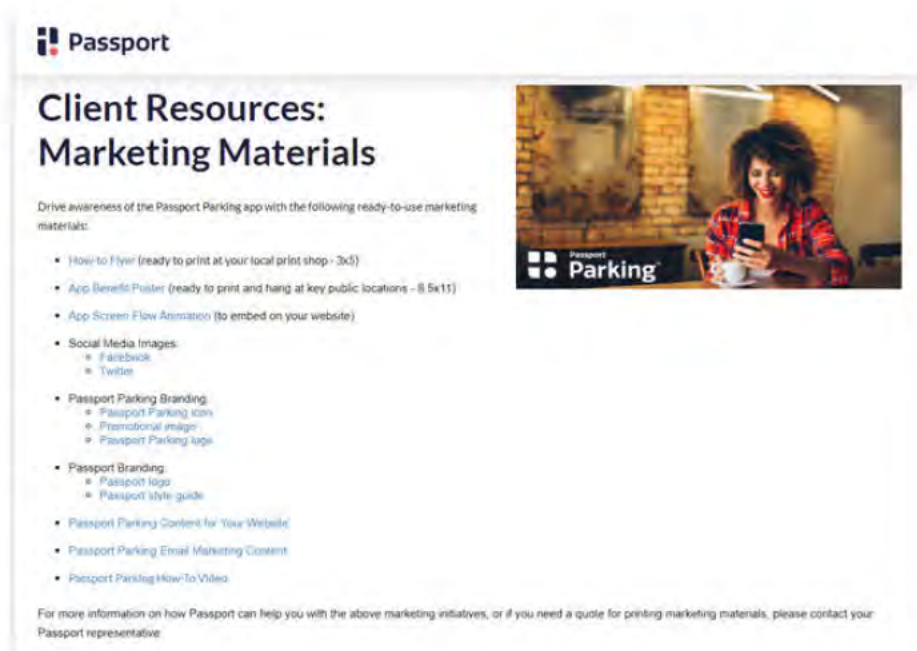
Figure 28: Client Resources Page

Passport will also provide "How-To" content and images to assist the Entity in driving utilization. These documents are designed to provide additional detail about parkingapp.com to the Entity's customers.
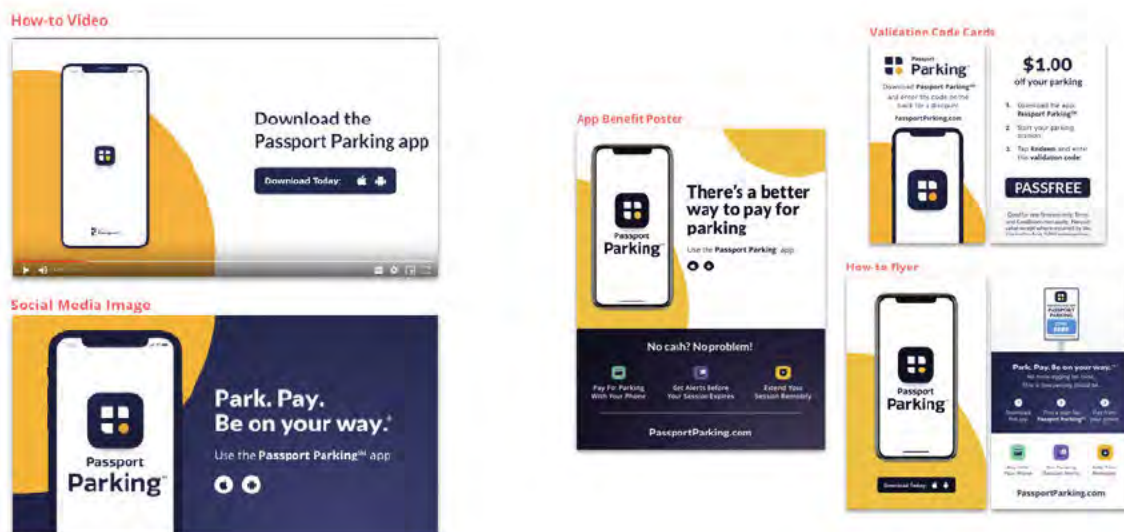
Figure 29: How-To - Marketing Content

Ad Campaign, Sweepstakes & Event Examples

Ad Campaign Example: Metro North Rail, NY

Passport works with its clients to manage ad campaigns from conception to completion, including creative development and design, securing ad spots, and final deployment. Passport recently worked with MTA/Metro-North Rail to complete a comprehensive ad campaign across 37 stations to promote the use of mobile pay parking for commuter lots. Passport secured 67 total ad spots across both print and digital assets.

Figure 30: Ad Campaign - Metro-North Rail, NY

This campaign resulted in 2.3M+ impressions with hundreds of direct clicks to visit the URL provided on the ads to download the application.

Translation Services

Passport offers translation services for marketing materials and can work with the Entity to target specific demographics and neighborhoods where languages other than English are prevalent.

Street Team Example: Multiple

Passport frequently activates street teams on behalf of clients to help drive adoption and utilization. Passport's marketing team can work with the Entity to identify dates to deploy street teams. Once dates are confirmed, Passport can manage all logistics for scheduling the street team, including product training and demos, hiring of brand ambassadors, assigning meetup and distribution locations, designing and ordering t-shirts, and print collateral. Passport provides daily recaps and final program analyses for the Entity.

Affiliate Marketing Example: Visa NFL Sweepstakes

Passport can work with its partners on affiliate marketing campaigns and programming. For example, Passport has previously worked with VISA to launch a social sweepstakes in partnership with the NFL in Passport NFL-market cities, including Chicago and Buffalo.

Figure 31: Affiliate Marketing - Visa NFL Sweepstakes

How It Works:

- Customers could enter by downloading the Buffalo Roam or ParkChicago app and/or sharing the sweepstakes with a friend for viral sharing.
  - Passport randomly selected winners (no data was shared with VISA or the NFL).
- Prizes included:
  - $100 of parking validation codes*
  - Visa & NFLShop.com gift cards
  - Free subscription to NFL Game Pass
  - NFL Sunday Ticket or NFL Network Subscription through the season & more!

Signage & Decals

Passport will provide signage to the Entity, making parking as simple as possible for Entity visitors. As we strive to provide ongoing support, Passport can evaluate signage quantities needs based on the number of spaces to deliver preliminary insights and recommendations for signage and decals. Additional signage and decals may be purchased anytime upon the Entity's request. Passport can provide various signage options to fit the Entity's environment. Our signs have gone through multiple rounds of user testing to drive optimal adoption and utilization.

APP SIGNAGE - QR CODE	APP SIGNAGE - TEXT TO PAY	ECOSYSTEM SIGNAGE
Passport Branded Application with QR Code	Passport Branded Application with Text to Pay Information	Unbranded Ecosystem with QR Code
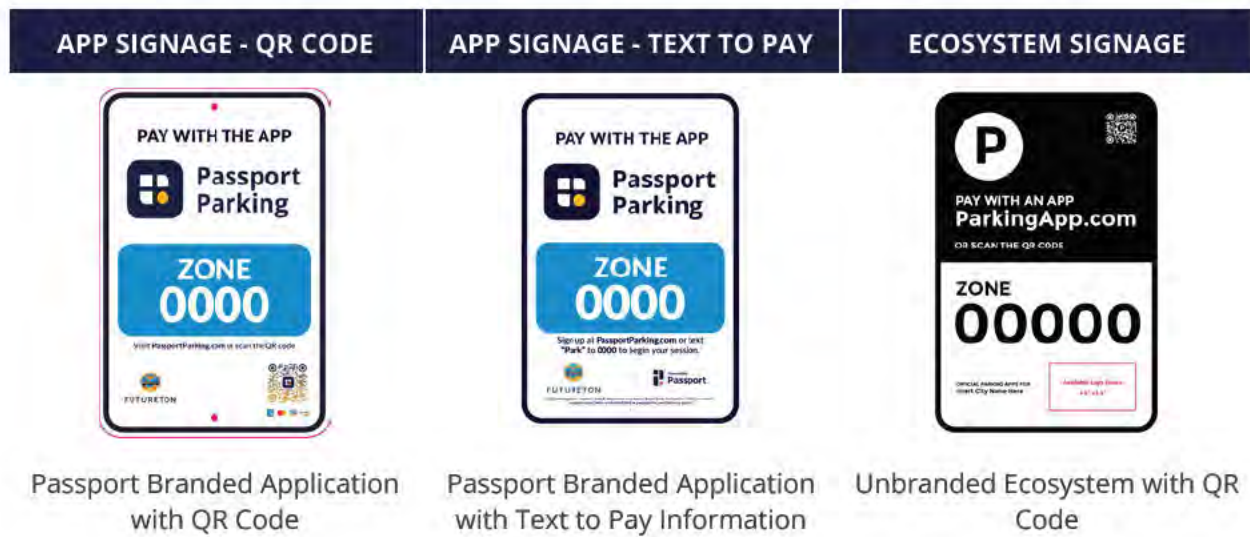
Figure 32: App Signage

More and more cities are welcoming multiple mobile pay parking applications into their environments. Should the Entity wish to do the same, it will receive future-proofed signage to accommodate other providers within their parking environment. Passport was the first mobile pay parking provider to proactively create designs that support this model, and it highly recommends this approach to signage. In partnership with Passport, the Member's signage will provide several advantages:

- All parking options are hosted digitally, making it easy to add and remove application options in real time.
- It never requires physical signage updates and eliminates the burden of managing different signs across various providers.
- Parkingapp.com is designed and tested to make parking simple, fast, and convenient.
- Uniform design instills legitimacy and credibility that parking is provided by Members, not one specific vendor

Audit & Implementation

Passport will work with the Entity to conduct a signage audit utilizing existing parking environment details to determine the most effective quantity of signs and decals, as well as the appropriate dimensions and placement.

The following quantities and placement parameters are recommended by Passport as it has been found to boost mobile pay parking transactions by up to 76%:

- 1 sign per 10 spaces for parking lot/garage environments
  - Signs at entrances
  - Signs at the far ends of the lot
  - Signs on pillars and/or interior walls
  - Decals on the sides and front of pay stations/meters
- 1 sign per 5 spaces for on-street parking environments
  - Signs on each block face above vehicle height
  - Decals on the payment side of meters/pay stations

Passport signs and decals have been optimized to clearly convey key information while simultaneously reducing customer confusion and increasing app trustworthiness. Careful attention has been paid to the hierarchy of information so that the URL and zone number are the most prominent. In addition, the typeface was selected through multiple rounds of customer testing to ensure it is ADA-compliant and legible from a distance.

Merchant Validation

Paid parking is critical to create turnover, which helps businesses thrive, but customers who frequent these local businesses often voice their concerns about overpaying for parking. Passport's parking solution allows local merchants to validate their customers' parking sessions using discount/validation codes, which in return, helps to promote awareness through social media and at community meetings.

This creates a win-win-win dynamic for all parties involved. The Entity increases parking revenue, customers are incentivized to shop locally, and local businesses gain another opportunity to reward loyal customers.
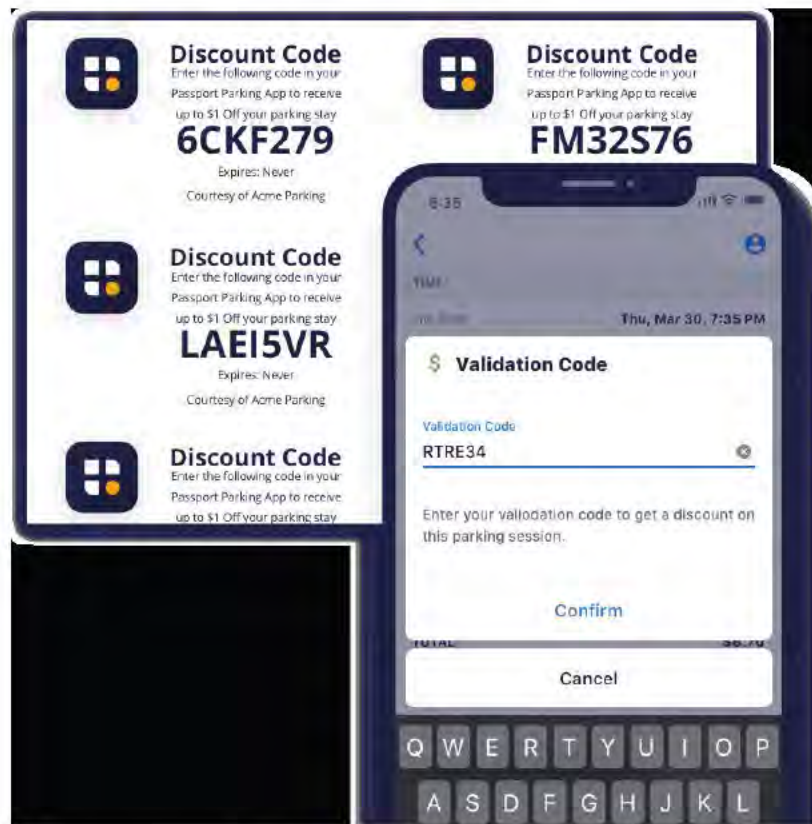
Figure 33: Entering a Validation Code

Additionally, Passport's merchant validation program puts all the tools necessary to create, manage, and track validations directly into the hands of the merchant, ridding the Entity of the burden of such management.

How It Works:

- Merchants load a balance on the validation account management site.
- Merchants create codes for a predetermined amount to allow customers to discount their parking session.
- Customers enter the code to receive a discount for their parking session.
- The validation amount is then deducted from the merchant balance and transferred to the Entity.

Entity Merchants will be able to utilize their own version of Passport's portal to create discount codes and manage customer validation. They will create an account for their business with a payment method that will send funds to the Entity. Once set up, the merchant can create discount codes, set the amount and expiration date, and customize any restrictions as needed. Merchants can keep track of all codes that have been validated through their accounts and can recharge their accounts as needed.

Entity Customer Support

The Entity will work with Passport's Client Success (CS) team for strategic and tactical support. Passport's Client Success department is dedicated to maintaining its many valued partnerships while serving as the main point of contact for any feedback, questions, or concerns regarding Passport's product(s).

In conjunction with the Client Success team, the Entity will have access to live Support Services Monday through Friday 8:00 AM-7:00 PM EST for all technical issues/support requests, with critical-issue support available after hours via answering service. Entity staff can reach Product Support through the following channels:

- **Phone --** (980) 939-0990 / After Hours: (866) 815-3043
- **Client Operations Portal (help.passportinc.com) --** A web-based tool designed to streamline operational requests where Entity users can initiate a support request and track the progress of open requests.

End-User Customer Support

Customers will have several in-app resources to help resolve issues and address concerns. From the "Support" page, customers can access a customizable FAQ page where they can begin typing a question or keyword, which will provide relevant information regarding the app technology and its functionality. The "Support" page also includes a "Contact Us" feature that allows customers to submit a question or issue, automatically opening a ticket with the Passport Support team. All "Terms and Conditions" for using the application, as well as the "Privacy Policy," are accessible from the "Support" page. In addition to the "Contact Us" page within the app, customers can also contact Passport's Support team directly via the following channels:

- **Phone --** (704) 817-2500 (Monday through Sunday 8:00AM-9:00PM ET)
- **Email --** support@passportinc.com

Expansive Integrations

As Passport grows, so does the reach of its capabilities within its clients' parking and mobility operations. Passport currently integrates with 35+ software providers across the parking and transportation industry. Below, Passport has provided an abbreviated list of vendors it integrates with, including meter/pay station hardware providers, enforcement vendors, and LPR vendors.

ENFORCEMENT/LPR INTEGRATIONS		METER/PAY STATION INTEGRATIONS
Data Ticket	T2/Digital	IPS
Tyler Technologies	TurboData	Parkeon/Flowbird
AIMS	Gtechna	MacKay Meters
Duncan/Civic Smart	Genetec LPR	Global PS

Table 6: Integrations with Industry Providers

Open APIs

Passport utilizes Application Programming Interfaces (APIs) to connect its platform with other systems in its clients' parking environments. The Entity will have direct access to transaction information (license plate, start time, end time, and location) within Passport's portal. Any potential development to integrate with Passport's open API will be the responsibility of the participating vendor. If the Entity would like to connect any additional new APIs, there may be a development fee associated which would be determined at the time of the request.

Figure 34: An Ecosystem for Entity Success

In the interest of security, access to these APIs will be restricted to authenticated applications only. Passport has several different APIs in place to connect the different vendors and systems operating across one location. Below are two of Passport's primary API setups that the Entity's vendors can leverage to connect to Passport's mobile pay parking solution, provided they conform to Passport's industry-standard authentication model.

Parking Rights API

This API puts in place monitoring integrations that allow enforcement officers to determine whether a vehicle has a "right" to be parked in a specific area. These rights can be granted through a variety of mechanisms, including payments via mobile pay parking apps, meters/pay stations, permits, and more. When plugged into these APIs, enforcement officers can receive parking right data associated with either zones, vehicles, or space numbers. Passport utilizes these APIs to connect its mobile pay parking solution with several of the vendors listed in *Table 6* above (e.g., Flowbird, Global PS, T2, Duncan, etc.) and these could be leveraged to connect with any other provider the Entity desires.

Events API

Passport has made an event ingestion API publicly available with the purpose of allowing third parties to share parking session events in real time and can be utilized in two ways:

- For **parking session events,** it shares authorized parking session information for enforcement and reporting purposes.
- For **sensor and IoT events**, the API provides a method for sharing occupancy.

i.   **Describe the smart phone mobile app features and how users access the platform.**

Passport's Parking Application ("Passport Parking") is an industry-leading mobile pay parking solution that makes it easy for customers to park and pay digitally. Customers will experience a seamless digital parking transaction via Passport's parking app, while Entity staff will be provided with Passport's portal, a robust back-end system for real-time parking management.

The application provides the framework to create a simplified and seamless customer experience, resulting in greater parking compliance and an increased likelihood of using the app to park again.

With Passport's mobile parking payment solution, customers will be able to:

- **Register for an account** in less than 1 minute with progressive profiling. By collecting the minimal amount of data needed (valid email/phone number and payment info), customers are registered and ready to park in no time!
- **Initiate and extend parking sessions** [simplified based on zone, vehicle license plate number (LPN), or parking space] without returning to their vehicle.

- Add **account information,** including multiple vehicles, payment options, and profile details.
- **Save time** through shortcut features that recognize customer parking patterns and leverage GPS location to streamline the user experience.
- Receive a **receipt** for each session detailing charges and access their full parking history from the app account page.
- **Access support** through an in-app FAQ page as well as a "Contact Us" option to submit a help request to Passport's Product Support team.

For a full description of Passport's Mobile Pay Parking application, Passport Parking, please refer to the above *Section 13., d., Mobile Parking Application (app).*

ii. **Describe what devices is the app compatible with (Android, iOS, etc.).**

To get started, customers will download the app for free from the Apple or Google Play store, receiving the latest version available. Once downloaded, customers will create login credentials by entering their phone number or email address. Then, customers will confirm their identity using the 6-digit confirmation code that will be sent to their registration method of choice. They will enter it into the Passport Parking app and proceed with registration. Once their identity has been confirmed, they will remain logged in for convenient future use. If customers wish to log out, they may do so anytime. This helps protect Passport users and clients from data breaches and optimizes privacy and security -- something Passport values as a differentiator in the industry.

iii. **Describe the payment methods accepted and if it allows patrons to extend parking time limits.**

Customers can use a variety of payment methods, including all major credit cards (Visa®, MasterCard®, Discover®, and AMEX®), credit-card issuer-backed debit cards, digital closed-loop wallets, Apple Pay®, and Google Pay™.

Passport is listed as a certified gateway provider on both Visa and Mastercard's national registries and is recognized as a sponsored service provider for both companies.
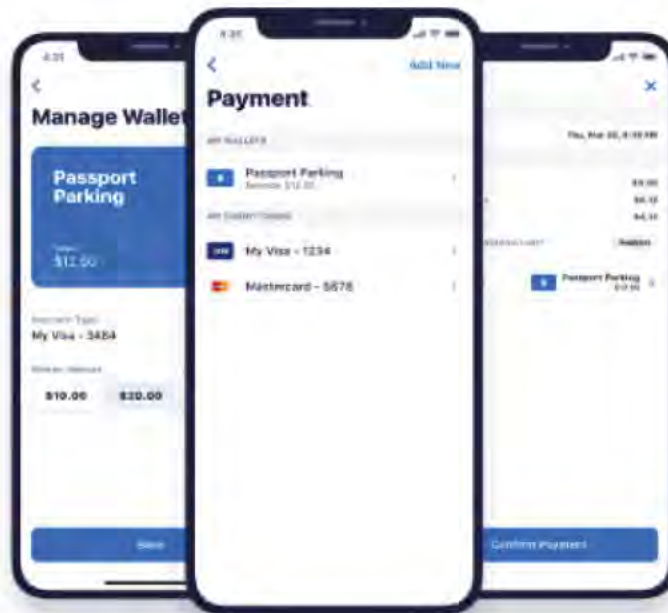
Figure 35: Payment Methods

Should the Entity be open to Passport providing merchant services, it can also offer Google Pay and Apple Pay as additional payment options to pay for single transactions or to fund a Passport Parking wallet. Digital payment options offer several benefits, including:

- **Drive mobile adoption** by offering customers more convenient ways to pay for parking at no additional cost to the Entity.
- **Enhance the checkout experience** by allowing customers to bypass the manual entry of their credit card information prior to checkout– decreasing decline rates due to any entry errors.
- **Promote cardholder security** as digital wallet transactions have an additional layer of security.

Additionally, customers can extend sessions without returning to their vehicle (app notifications will alert customers when their parking time nears expiration).

iv. **Describe the apps standards for encryption, credit card security, and other personal data.**

Data Privacy

Privacy is of the utmost importance to Passport. Therefore, Passport does not share Entity or user transaction data with any third party not directly affiliated with its mobile parking payment solution. All customer contact information will remain private and used solely as customer identification for login and/or for activities directly related to app usage (such as receipts or a session expiration notification). Customers will not receive marketing or spam emails from Passport.

Passport has defined clear Data Principles that it applies to the provision of all products and services. Protecting personal information is one of these principles. Passport is committed to protecting the privacy of its clients and their end users. When Passport facilitates transactions on behalf of its clients (i.e., the Entity), it acts as a trusted agent, collecting only the aggregated and anonymized data they requested. This data helps Passport's clients deliver beneficial outcomes, including improved urban planning, congestion relief, and easy access to parking.

- **Passport protects personal information --** When Passport facilitates transactions, users agree to provide information such as name, email and phone number so that Passport can deliver parking services. Passport only uses this information to fulfill the session and to provide useful notifications, for example, when a parking session is about to expire. All data provided by users remains private except for the anonymized or necessary data shared with the client. Credit card and transaction data is never sold or privatized. Passport will never sell personally identifiable information to any third parties under any circumstances. Passport uses operational and activity data for the limited purposes of improving its products and services and providing insights and other data-driven products to its customers. Data disclosed to other customers never includes PII or PCI-DSS data.

- **Passport ensures privacy and security --** Passport complies with all applicable laws and regulations concerning privacy and data protection, including the California Consumer Privacy Act (CCPA) Passport takes all reasonable steps to protect the security of data, utilizes reputable third-party security testing and intrusion prevention services to audit and validate its efforts, and maintains compliance with all applicable industry payments and data standards including PCI-DSS Level 1, SSAE-18, and SOC 2 Type 2.

- **Passport delivers a digital infrastructure that supports open APIs --** Passport provides open API access allowing only authorized third-party service providers to assist customers in transacting with its clients (for example, a map application from which a motorist can initiate a parking transaction). Authorized third parties affiliated with Passport's applications will have access only to the data needed to complete its part of any relevant transactions. Passport's use of such data will continue to be governed by these principles. Passport is committed to developing and integrating commonly accepted data standards that support data portability, simplify integrations, and avoid data-based vendor lock-in -- which ultimately promotes freedom of choice for its users.

- **Passport supports client right of use to inform policy and planning --** Passport provides access to aggregated and anonymized data to clients for municipal planning, program management, public engagement, and any other municipal purpose to the extent consistent with Passport's Privacy Policy (see links below). It provides data to support its clients in making data-driven decisions. Passport works to build bridges with academic and other researchers with appropriate safeguards for privacy and approval from its clients.

The Entity can access full information on Passport's approach to data privacy at the following links:

Passport Privacy Policy

Passport Data Principles

e. **Enforcement and/or Parking Meter Software Systems:**
   i. **Provide an overview of the software system, how it is hosted, how upgrades are deployed, notification capabilities, software's authentication methods, and what systems/software it's compatible with. List any partnership companies or third-party software and/or hardware that is required to run the base-solution.**

Parking Enforcement Software

Passport's digital enforcement solution enables end-to-end parking management across all enforcement operations and has been designed to streamline enforcement services, reduce time and cost, and easily drive compliance for all vehicles that touch the curb.

The system is broken down into multiple components described below; each seamlessly integrated with the others, providing real-time data collection and retrieval:

- Issuance & Observations
- Citation Management & Resolution
- Reporting
- Notifications
- Connectivity

Issuance And Observations

Passport's native Android front-end enforcement application, OpsMan Mobile (available on the Google Play Store) will be used by enforcement officers to issue citations. Passport uses dynamic lookups of each license plate number (LPN), checking each inputted character against a continually updated database of information (e.g., mobile app payments, meter payments, enforcement lists, etc.), and retrieving data in an average of 2.5 seconds.

In less than 30 seconds, an enforcement officer will be able to enter an LPN, validate if the vehicle is illegally parked, and issue a new citation. When a citation is issued, the citation's data is then pushed to the cloud-hosted Passport portal and made available for payment, tracking, and reporting. To eliminate duplicate tickets, OpsMan Mobile will automatically assign a ticket number according to the sequence of tickets previously issued by that enforcement officer. Passport will work with the Entity during implementation to define the initial ticket numbering system.

Accurate And Consistent Inputs

The ability to designate fields as "required" in order to issue a citation; customized, pre-formatted fields for consistent entry; and "fuzzy match" inputted LPN characters, all help to eliminate the human error associated with issuance.

Dynamic Lookups

Passport understands that quick and accurate ticket issuance is critical to enforcement operations and that scrolling through a large list of license plate numbers is not conducive to officer productivity. Passport's OpsMan Mobile enforcement software uses Dynamic Lookup technology to provide a more efficient enforcement process.

While monitoring, an enforcement officer will enter the first 1-3 characters of a suspected noncompliant LPN, and OpsMan Mobile will automatically check this input against a master database to verify status (e.g., active permit, pay-by-cell session, meter payment, scofflaw list, etc.). As characters are entered, the Dynamic Lookup feature will return only those records that contain the array of characters entered by the officer.

| An officer is monitoring all parking in Zone 1000650. | An officer enters "A" into the search bar, which returns all LPN's beginning with that character. | An officer enters additional characters (BC09D) into the search bar, eliminating all LPNs that do not contain that exact array of characters. |

Figure 36: Dynamic Lookup Feature

After determining a vehicle is in violation, the parking enforcement officer will select "Issue Ticket." Prior to issuing the ticket, OpsMan Mobile will double check the LPN against the most recent database to confirm that a purchase was not approved during the issuance process. Any characters that were typed into the search bar by the officer on the previous screen will carry over to the ticket issuance screen. These subtle features reduce clicks and lessen the risk for incorrect data entry.

A vital component of any parking compliance operation is vehicle immobilization. During implementation, Passport will define and implement the parameters under which a vehicle is considered "scofflaw" or eligible to be immobilized, based on Entity business rules. The LPN scofflaw data will flow into the OpsMan Mobile enforcement software, so that as officers verify LPNs using Dynamic Lookups in OpsMan Mobile, the software will check for inclusion in a scofflaw list. If included, the officer will be alerted on the app screen, and will know to initiate subsequent boot/tow processes, as appropriate. All interfaces included in Passport's enforcement suite communicate through a set of internal APIs, so officers will receive a feed of scofflaw information on their ticketing route. This ensures accurate identification of immobilization-eligible vehicles and does not require any additional action by Entity enforcement officers to verify status.

Citation Management & Resolution

Passport's Portal

Passport's portal is a back office that serves as the main analytics dashboard for the Entity's parking management and a control board for parking operations. It will aggregate data in real time from all front-end interfaces (enforcement software, customer payment portal, mobile app, etc.), to then be used towards additional enforcement, data processing, trend analysis, and reporting. Passport's portal offers many crucial citation processing functions, such as:

- cashiering
- appeal processing
- scofflaw management
- violation updates

Customer Portal

Passport's online customer portal allows violators immediate access to pay or appeal their citations online following issuance. Once a citation is paid or appealed, the data immediately feeds into Passport's portal for review.

The online customer portal maintains Payment Card Industry Data Security Standards (PCI-DSS) Level 1 compliance (v. 3.2.1), ensuring all personally identifiable and confidential information is secure.

Write Citations

"Write Citation" allows an administrator to write a citation without downloading OpsMan Mobile. This is most often used by police officers who don't usually enforce parking regulations but need to write a citation and print it from their in-car printer or for any handwritten citations needing entry into the system. Users will input Citation, Vehicle, and Offender details associated with the citation and will have the option to attach supporting documentation. Once inputted, citations are immediately digitized and available for query, escalation, and payment.
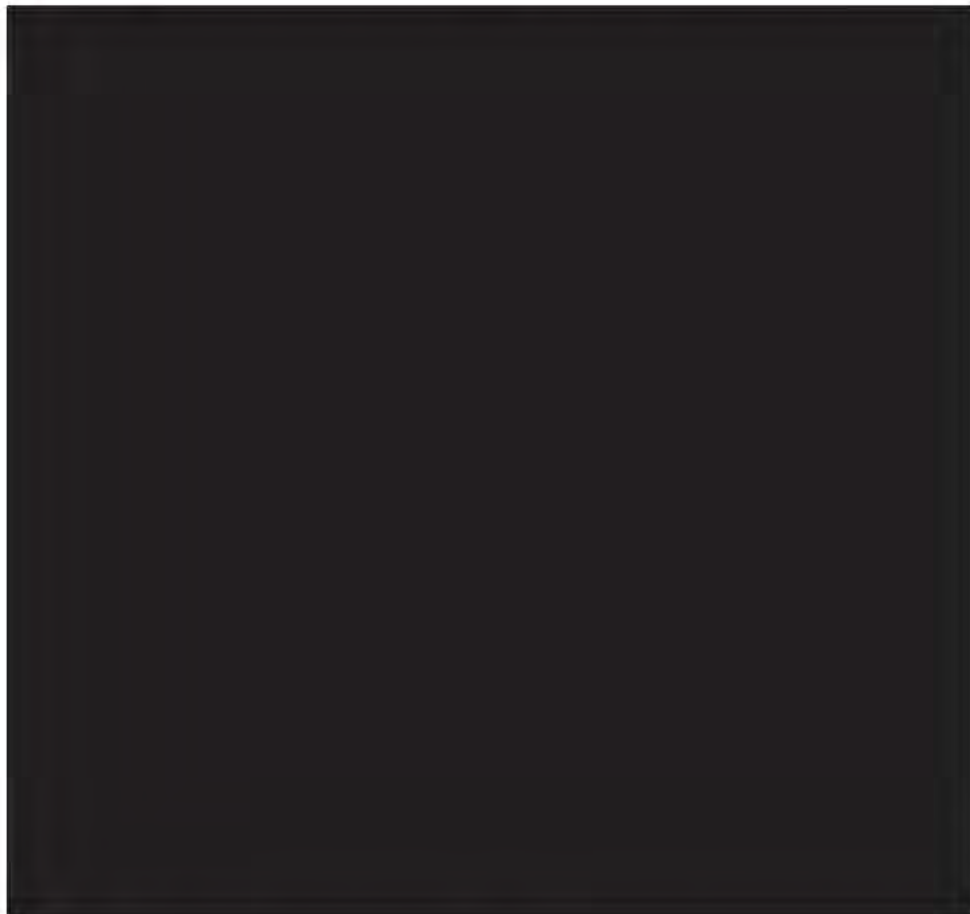
The "Write Citation" module is used to input handwritten citations into the system and includes several quality assurance features that protect the integrity of data being entered into the database. The system will prevent erroneous entry for certain scenarios such as a duplicated citation number or if an LPN/VIN is missing. The module has pre-formatted date and time fields and includes pre-programmed drop-down fields for state, country, make, model, and color to maintain consistent entry across all violations.

For any handwritten violations that contain errors (e.g., license plate, make, model, color, violation code, etc.) or require an update, authorized staff will be able to adjust these violations using the "Manage Citations" module, described below. Each update is recorded within the violation's trail, to track/prevent any fraudulent activity. After entry of the citation fields, selecting the "Print Ticket" option will generate a PDF of a ticket and electronically attach it to the citation, which is based on a template configured within Passport's portal.

Manage Citations

Once a citation has been issued to a vehicle, system users will be able to use the "Manage Citations" module within Passport's portal to manage that citation through the entirety of its life cycle. Manage Citations is the central module of the back-end system and will serve as the operations hub for end-to-end management and tracking of all citations that have been issued.

Administrators will use this module to search for single or multiple citations based on criteria selected by the user (e.g., citation number, LPN, owner name, issue date, and more). Clicking the target icon within the Citation Number, LPN, and Name fields will allow users the option to search for an exact match. Users will also have the option to include additional filters to narrow their search. Clicking *"Add Search Field"* which contains additional filters options consisting of standard or custom fields that will be configured for the Entity. Example additional search fields could include, but are not limited to: Appeal Date, Appeal Status, Boot Violation, Hearing Date, In Payment Plan, Payment Type, Letter Sent, Paid Date, Violation Type, Zone, and Street as well as custom fields.

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Charlotte, NC 28202
Passportinc.com

After clicking "Search," the system will return all citations that match the inputted search criteria. Users can apply several filters to search for a citation/group of citations and will have the option to download a CSV of the search results for further analysis. Hovering over the icon on the search bar will show the total amount due, payments applied, overpayments amount, and outstanding amount due for those results.

Filter Views

Within Manage Citations, the system allows previously-applied filters to be saved as a "filter view" for future use. Once a filter view is saved, it can be selected from a drop-down menu, allowing an administrator to easily locate a particular subset of violations – please see *Figure 41* below.
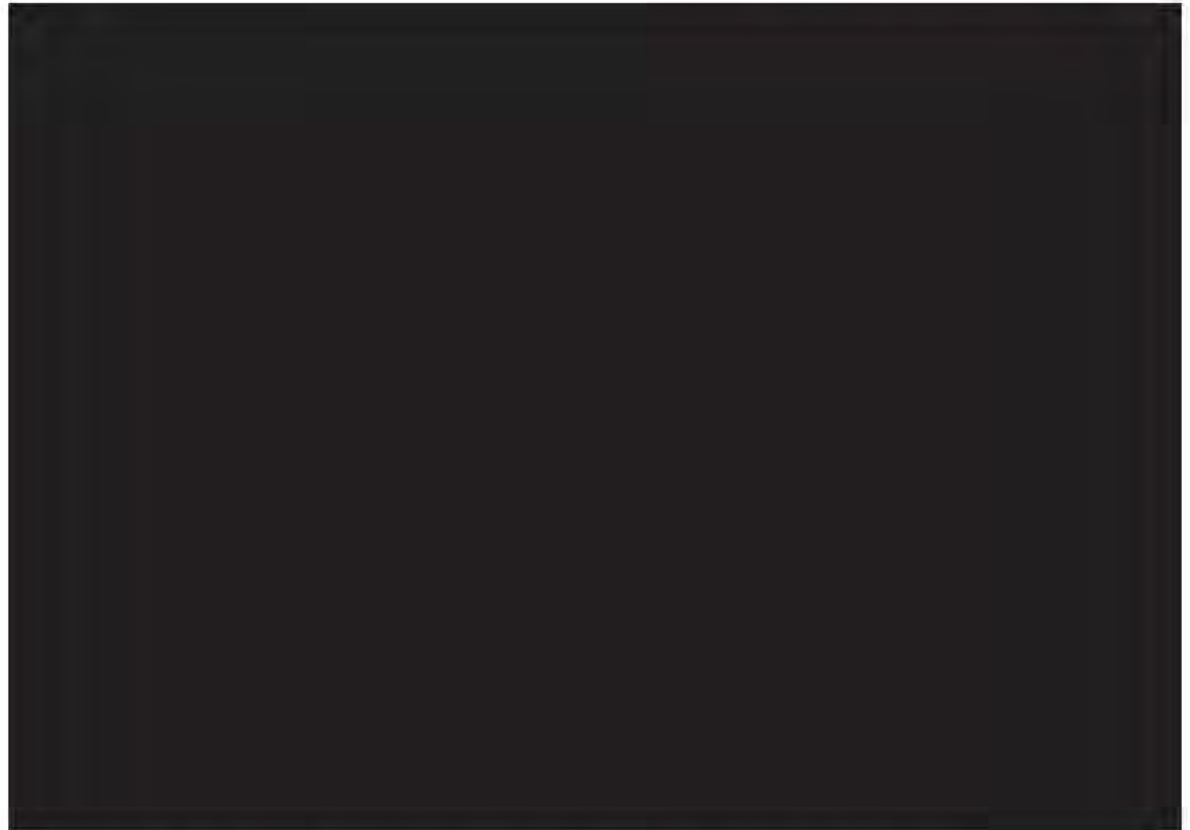
The Entity will be able to define and save filter views that meet its needs. For example, a filter can be applied to only display out-of-state plates. After initially selecting the applicable state registrations from the drop-down list, a user can save the filter selection as a "filter view". For any future searches, the user will not need to re-select the states again from the drop-down list; they can simply apply their previously saved filter view. From there, the user can choose to apply additional filters such as zone or officer to get a pulse on citations that were issued to out-of-state vehicles.

Users can share filter views with other system users via a URL link, provided they have the same user role and access privileges. Sharing the URL will allow a different user to quickly see the same subset of violations from their own login. These collaborative tools make it simpler to share insights and make data-driven decisions across all teams.

Custom Columns

While Passport's portal provides a few standard data points for a citation, Passport has learned from previous experience that each client wants the ability to customize their view and searches. Passport's portal provides the ability to customize columns, according to individual client preferences. When searching in Manage Citations, an authorized Entity administrator will be able to customize the data columns that appear. This is performed by going to Enforcement → Settings → Manage Citations. An administrator can configure up to ten fields along with the order they appear in their search screen. Custom columns are set at the Entity level and will display the same configuration for all Entity users.

Bulk Actions

"Manage Citations" not only allows users to search citation information and obtain a full history but also to perform many crucial processing functions, including correcting data errors, posting payments, processing appeals, updating citations, adding citation notes, adjusting fine amounts, and mailing violation letters. After searching, the option to perform several bulk actions on some or all returned citations is presented such as Pay Citations, Send Letters, or Tag Citations shown in *Figure 42* below. Other actions are described in further detail below in the *Citation Actions* section.

Citation Details

Entity users can progress to the citation details page for a single citation. By doing so, the user will see dedicated "cards" that detail specific information associated with a citation. This includes:

- Offender Details
- Vehicle Details
- Vehicle Notes
- Notes
- Payments
- Trail

- Citation Details
- Evidence
- Appeals
- Adjustments
- Letters & Receipts
- Fee Schedule

Administrators can take action within many of the cards to add or adjust the information for that section. This could include adding offender contact information (Offender Details), uploading a document/image (Evidence), or resetting a violation's notice schedule/penalties (Fee Schedule). Certain cards are unable to be edited, such as Trail, for auditing purposes.

Both the "Manage Citations" query screen and the Citation Details screen will display a disposition status (Unpaid, Paid, Resolved) that will indicate to users the stage the citation is within its life cycle. Citation information can be printed from Passport's portal at any time, which can be used for Entity records or court purposes.

At the top of the" Citation Details" screen, users will see all details related to the Offender, Citation and Vehicle. Depending on the citation's stage in its lifecycle or actions taken on the citation (e.g., payment, appeal, delinquent notice, etc.), additional information or actions will be available.
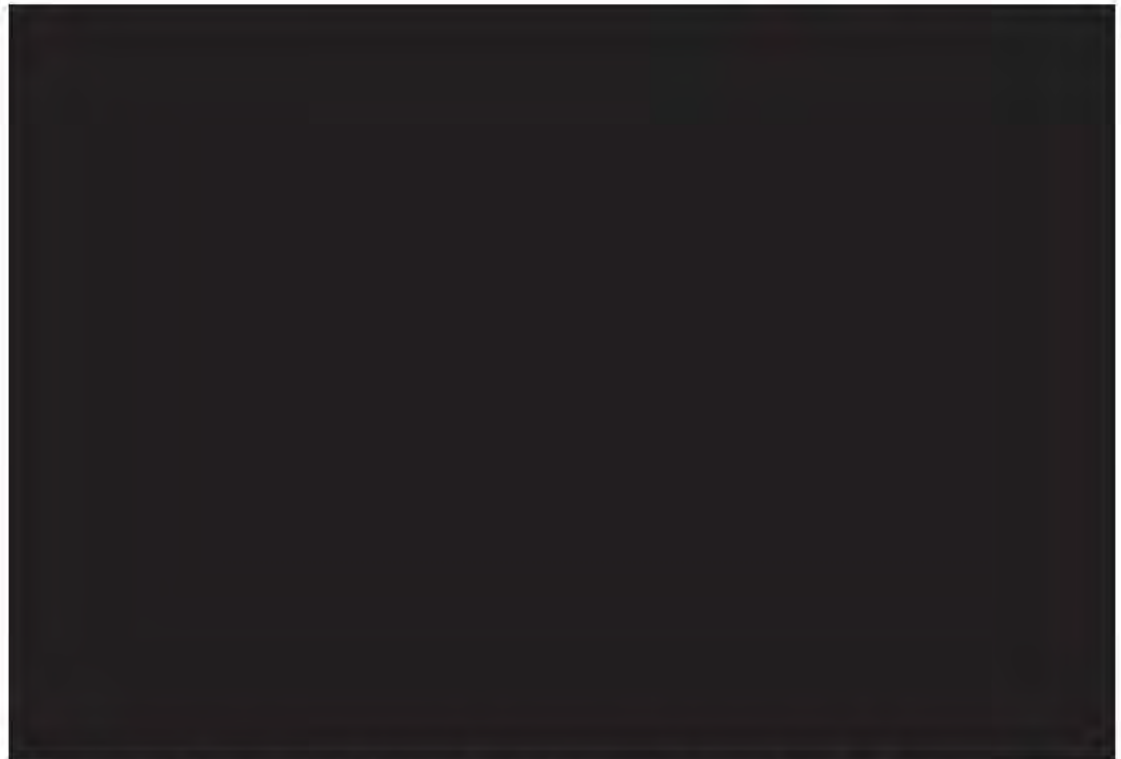
As users scroll through the "Citation Details" screen, additional cards will present citation information and activity. A vehicle note can also be added which is then visible in the back office across any citations issued to that LPN as well as the LPN Summary Page. Please see *Figure 44* below.

Citation Actions

After querying and locating a specific citation via "Manage Citations" and visiting the "Citation Details" screen, administrators will be able to perform a variety of actions. This can be done via clicking within the individual cards (referenced above) or via the action menu by clicking the ellipsis [...] drop-down at the top right of the screen. The available citation actions will depend on:

- user/role privileges,
- where the citation is in its lifecycle, and
- previous actions performed on that citation.

Below are some of the most widely used actions that can be performed within Passport's portal. All actions will be logged on the citation's "Trail" for auditing purposes.
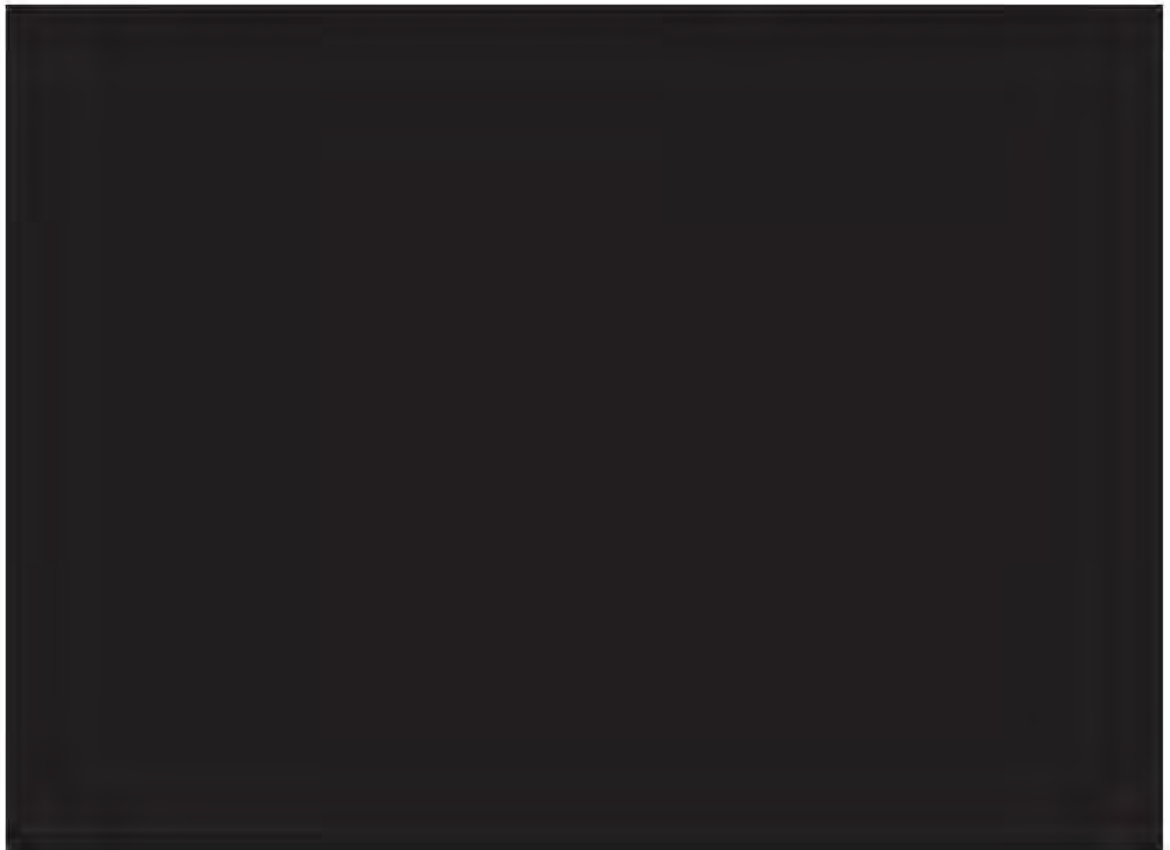
Users can click the ellipsis on the top of the "Citation Details" screen to see a drop-down list of action items that can be taken on that citation.

More details are included below.

ACTION	DESCRIPTION
Adjustment	The amount due on a citation can be adjusted up or down and due to specific reasons. This allows for additional fees to be added that flow outside of the normal escalation process as well as the ability to remove fees or reduce the amount a violator is liable to pay.
Appeal Citation	Allows the user to enter appeal information.
Edit Citation	Allows a user to edit a previously issued citation or warning. Edit Citation can only be accessed via the Citation Detail drop down menu for the specific citation, which will open over that page.
Email Receipt	Allows the user to email a receipt to a designated email address.
Delete Citation	Allows the user to remove a citation from the live environment. A confirmation pop-up will appear prior to deleting the citation. Once deleted, the citation will no longer appear in any reporting or searches.
Generate PDF*	Allows the user to generate a PDF using pre-configured templates.
Print Receipt	Allows the user to generate a receipt using pre-configured templates.
Print Ticket or Replica	Allows the user to generate a ticket using pre-configured templates.
Reset Citation*	Allows the user to reset the schedule fee.
Send Letters	Allows the user to select a letter using a pre-configured template and schedule the send date.
Tag Citation*	The Tag Citation page can be used to tag a single citation through the Citation Details Page. The user can also apply a tag to one or multiple citations from the Manage Citations page.
Transfer Balance	Allows the user to transfer overpayments to another citation.
Update Status*	Enables the modification of a citation status change including Close, Void, Suspend and Hold on Payment.

Table 7: Citation Actions

Citation Density

Administrators can navigate to the Citation Density module within the Enforcement menu of Passport's portal to see a heat map of citations issued. This can be filtered by date, zone, officer, citation status, and violation type to drill down on a particular set of citations. The display will show a color spectrum that goes from a light green to a deep red, depicting least dense to most dense, respectively. Combining this tool with the Live Officer Tracking report can be used to adjust each officer's route to either increase compliance with parking regulations or increase revenue, depending on the Entity's goals.
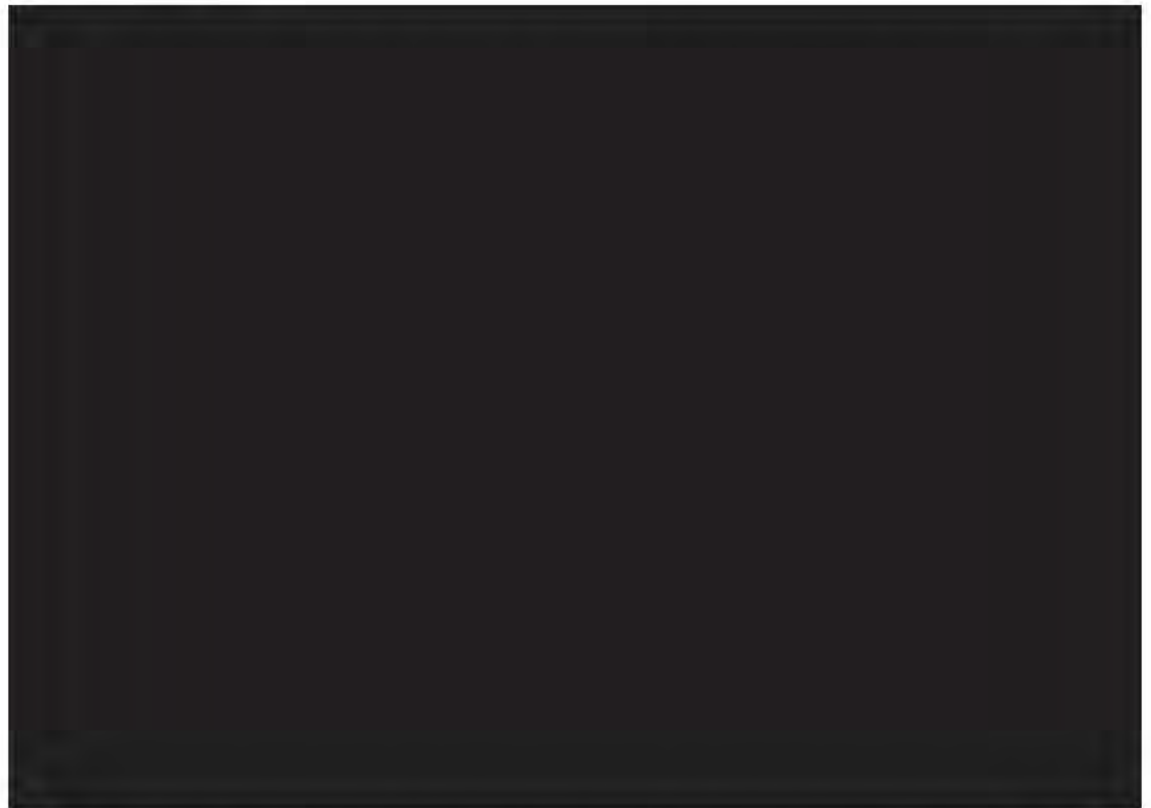
Users can zoom into a particular area and the map will show purple dots indicating individual citations issued. Hovering over a dot will display quick details about that citation such as issue date & time, violation type, and citation status. Please see *Figure 47* below for a citation issued by the officer, Eric Peterson.

Live Officer Tracking

Passport also provides a Live Officer Tracking Report that provides real-time insight into enforcement officer routes. The map shown in the following screenshot displays the location of logged in users and the colored lines show each officers' historical routes (based on filtered hours). The Entity will have the ability to filter by officers, date, and time which help identify common trends when dealing with their field operations. For example, a time frame slider is present at the bottom of the screen and set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected. (The time frame must start at the start at 12 AM.)

Officer tracking not only provides trend analysis in-the-field but can be used as a security tool to ensure officers are safe and on their correct routes. Comprehensive reports can be downloaded and reviewed with parking enforcement officers for quality assurance purposes. This report enables Entity supervisors to easily visualize and proactively optimize officer routes to yield the most positive enforcement results.

Scofflaw

Passport's portal will provide the Entity easy access to scofflaw reporting to identify habitual and repeat violators as determined by the Entity's business rules. As citation issuance data is compiled within Passport's portal, the system will identify any scofflaw vehicles qualified for special enforcement/immobilization (e.g., booting/towing). This scofflaw data will then be sent to the OpsMan Mobile software and as officers issue citations, the issuance process will check LPN information against this continually updated scofflaw database.

To accommodate the Entity's booting, towing, and impoundment procedures, Passport will provide its "Boot and Tow" module within its Portal. Administrators will be able to export a complete list of scofflaw vehicles in several formats. Vehicles will be added/removed from the scofflaw list on a regular basis based on citation status such as newly issued and outstanding violations as well as paid/closed citations. Passport can also send a refreshed scofflaw list to third-party boot and tow companies each day ensuring all involved enforcement parties have updated information on scofflaw vehicles and can accurately enforce.

Administrators will also be able to search scofflaws by registered owner name, license plate number, boot/tow cross streets, make and model, or boot/tow number. This will return the scofflaw's name, LPN, make, total outstanding fine, and the total number of associated violations. By clicking on an individual violator's name, the administrator will see a complete list of all outstanding violations and can update a status to: Booted, Towed, Boot-to-Tow, Impounded, Disposed, Released, and Outstanding. Notes can be included when the status is updated to provide additional context behind a particular status. Passport recommends giving limited administrative access to Passport's portal to boot and tow companies, allowing them to see which vehicles need to be booted or towed, their location, and the ability to update a status when the vehicle has been released.

When a scofflaw vehicle is located and is subsequently booted, towed, or boot-to-towed, this status will need to be updated within Passport's portal. Passport can configure the system so that boot fees are automatically assigned to a vehicle in the form of a "Boot Fee" violation type when a scofflaw record is changed from Outstanding to Booted.

All activity within Passport's portal and OpsMan Mobile related to booted/towed vehicles is time stamped and includes the location where the boot/tow occurred, where the vehicle was towed to, and the date and time of release. Passport's portal will provide the Entity with a full picture of the scofflaw vehicle violations and the resulting immobilization activity. Passport will work with the Entity during the implementation to ensure this module is configured to adhere to Entity guidelines.

Connectivity
Expansive Integrations
As Passport grows as a company, so does the reach of its capabilities within its clients' parking and mobility operations. Passport currently integrates with 35+ software providers across the parking and transportation industry. Through these integrations, Passport's enforcement software will securely receive all transaction data in real time from the third-party vendors operating in the Entity's parking environment, including physical pay stations and mobile parking apps, as transactions are initiated. This will allow enforcement officers to clearly verify which vehicles have paid for parking and accurately issue violations as a result of noncompliance.

Passport also maintains enforcement integrations that will enable the Entity to monitor faster and more efficiently (e.g., Genetec - for license plate recognition technology), streamline vehicle immobilization processes (e.g., Barnacle - for smart boot devices), and identify violators following issuance for noticing and other communication efforts (e.g., NLETS - for registered owner data retrieval). Below, Passport has provided an abbreviated list of vendors it integrates with, including meter providers, pay station providers, LPR vendors and more.

ACTIVE TECHNOLOGY INTEGRATIONS		
Enforcement/LPR		Meter/Pay Station
Data Ticket	T2/Digital	IPS
Tyler Technologies	TurboData	Flowbird
NLETS	Gtechna	MacKay Meters
Duncan/Civic Smart	Genetec LPR	Global PS

Table 8: Integrations with Industry Providers

Open APIs

Passport utilizes Application Programming Interfaces (APIs) to connect its platform with other systems in its clients' parking environments. An API is defined as a set of definitions and protocols for building and integrating application software with external, third-party systems. **Simply put, an API is a software intermediary that allows two separate systems to communicate with each other.**

As a company, Passport published its own set of APIs that the Entity vendors can use to connect to Passport's platform. These APIs are publicly documented at https://developer.passportinc.com for those vendors to use. Passport proactively developed these APIs to better connect the different systems operating within its clients parking environments. Passport consistently intakes feedback from its clients to adjust and sharpen the exchange of information between Passport and external technologies, to better serve the wants and needs of the cities who are using the data shared across these systems.

Passport's APIs are highly standardized and publicly documented to ensure it is providing the highest visibility possible into operations. This approach not only makes it simple for the Entity to connect different systems within its parking environment with minimal effort, but it also empowers the Entity to keep up with ever-evolving technology. Passport's initial development of these APIs have laid the groundwork that the Entity will be able to build off to connect the different technologies operating within its parking and transportation ecosystem. As new technologies are introduced and current systems evolve, the means by which to connect them will remain the same. Passport's open APIs put the framework in place for the Entity to adapt the mobility solutions it provides to citizens, while still securely sharing data across systems to understand the overall environment.

Depending on the type of data the Entity wishes to share with other systems, or the challenges for which it is trying to solve, the Entity can leverage multiple APIs that Passport has published to share information. Below are two of Passport's primary API setups that the Entity's vendors could integrate with to connect to Passport's enforcement and violation management system, provided they can conform to Passport's industry standard authentication model.

Parking Rights API

This API supports monitoring integrations that allow enforcement officers to determine whether a vehicle has a "right" to be parked in a particular zone for a period of time. The concept of a parking right is the determination of whether a vehicle is eligible (or has the "right") to park in a given location. These rights can be granted through a variety of mechanisms, including payments via parking apps, meters/pay stations, parking permits, and more. When plugged into these APIs, enforcement officers can receive parking right data associated with either zones, vehicles, or space numbers. Passport utilizes these APIs to connect its enforcement platform with several of the vendors listed above (e.g., Flowbird pay stations, IPS meters, etc.) and these could be leveraged to connect with any other third-party mobile parking provider the Entity desires.

Immobilization API

After an LPN has received enough violations to warrant immobilization, this API provides a way to register an immobilization device (e.g., windshield clamp) that has been applied to a vehicle, which would ultimately require all outstanding violations to be paid in order to remove it. This API provides a standard interface to return back the total outstanding violation fees associated with an immobilized vehicle.

Passport currently uses this API to integrate with Barnacle, Autura, and RISETEK — and the same API could be leveraged to support other smart boot immobilization technology the Entity is interested in using.

Multi-Layer Security Features

Passport utilizes multiple levels of security, including strong authentication and access controls with multiple validation points to meet and exceed industry standards for security and privacy. These protocols allow Passport to ensure information is not disclosed improperly and that compliance with information confidentiality regulations is maintained.
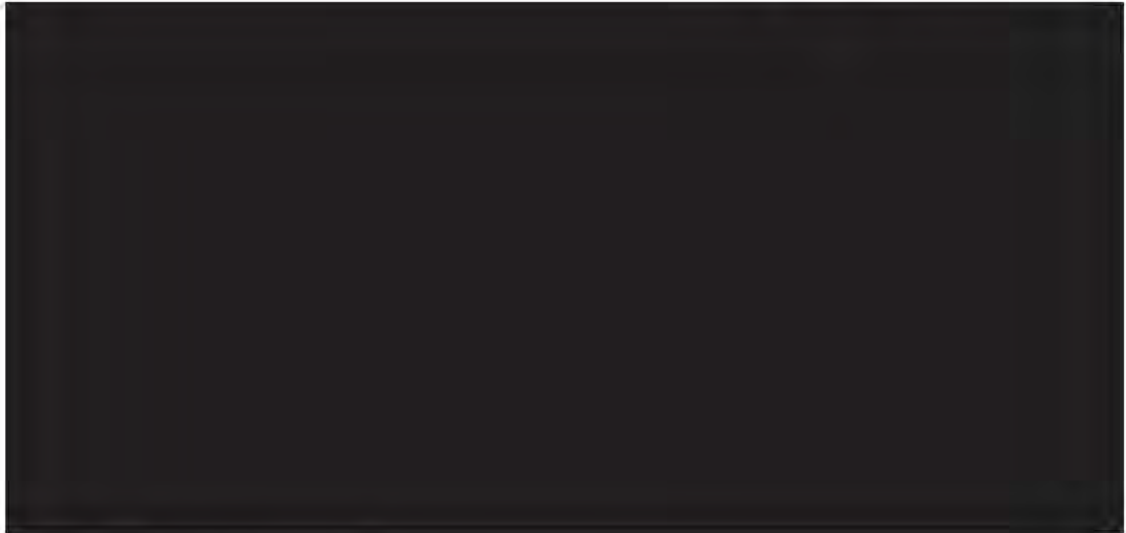
System Maintenance

Passport performs database maintenance during its regularly scheduled release windows during low-volume periods (bi-weekly on Wednesday evenings). Passport uses AWS Managed Services for its database needs, and AWS manages security and bug fixes to database software on behalf of Passport during scheduled maintenance windows over the weekend. This maintenance does not impact service availability. Passport updates database configuration and schema during its standard deployment windows. Nightly backups are configured and managed through AWS.

Data Storage & System Redundancy

Through partnership with Amazon Web Services (AWS), Passport stores all data securely, with both electronic and physical measures in place. Only Passport has access to stored data, which is encrypted and protected by firewalls. All Passport systems and data are hosted on redundant servers that replicate and backup data on a recurring basis to ensure systems stay functional. Passport has built its technology framework to endure even the most critical technical problems to maintain system uptime. In the event of a natural disaster or power failure in its East Coast server, Passport will automatically utilize the other active server, with no lag in performance. Passport's system of internal quality control and ongoing system maintenance ensures any technical issues experienced are never critical to revenue or overall system functionality. In the event a technical problem does surface, Passport has dedicated staff and established procedures in place to resolve every issue quickly and thoroughly.

Photo Enforcement
Integrations and Passport's Parking Rights Logic Engine

Passport operates under an open-architecture structure, using open application programming interfaces (APIs) to integrate technology into clients' parking operations fully. Passport uses standard, public APIs that will enable the operations to connect other vendor solutions to Passport's parking enforcement solution. To enable Photo Enforcement on the enforcement solution, Passport developed a public Photo Enforcement API. This agnostic approach to participation via standard, public APIs allows for flexibility in the hardware chosen to be deployed at the Entity. With additional providers in development, the current camera-based hardware providers who have completed development to the Photo Enforcement API:

Figure 49: Camera-Based Hardware Providers

Passport's Parking Rights Logic Engine powers the enforcement solution. The engine receives API transactions and credential data from any mobile application. As events are captured by camera-based hardware, they are sent to the Passport enforcement solution via API. Passport's Parking Rights Logic Engine cross-references business rules and credentials against event data to determine when violations occur. By maintaining an agnostic, open ecosystem, Passport's platform welcomes participation and delivers flexibility in how the Entity can accommodate existing solutions or site-specific requirements.

Passport's Photo Enforcement Solution

Passport's Photo Enforcement Solution can manage and issue violations captured by camera-based hardware in frictionless or gateless environments (where PARCS equipment is not being used). Passport recognizes rules and regulations related to photo enforcement, which vary from municipality to municipality and from state to state. To accommodate all operation scenarios, Passport has developed two methods for taking action on violations identified with camera-based hardware, **Citation by Mail** and **Directed Photo Enforcement**, described below.

Citation by Mail

Where permissible, Passport's Photo Enforcement Solution allows an enforcement operation to send citations, identified by camera-based hardware, to the registered owner of a vehicle by mail for violations of non-payment or overstay.

Workflow

- Passport ingests event data and photos from the camera-based hardware.

- Event detection runs through Passport Parking Rights logic engine for near real-time violation identification.

- When a violation is detected, it is pushed to the Passport enforcement solution's's "Pending Violation Queue".

- An administrator will review the event and violation documentation to approve or deny the issuance of a citation.

- If approved, a notification with accompanying event and violation documentation will be mailed to the registered owner of the vehicle.

- Citation mailing is facilitated through an automated letter production and sending system, configured specifically to the Client's business rules to automatically send physical notices of violations to the registered owners of vehicles.

Directed Photo Enforcement Solution

Where citation by mail is not permissible, Passport's Photo Enforcement Solution directs parking enforcement personnel to vehicles in violation and place a physical parking violation on a vehicle's windshield.

Workflow

- Passport ingests event data and photos from the camera-based hardware.
- Event detection runs through Passport Parking Rights logic engine for near real-time violation identification.
- When a violation is detected, it is pushed to a handheld enforcement device utilizing the Passport's OpsMan Mobile issuance application provides a notification and live violation queue.
- Using any location information received by the camera provider to the handheld device, parking enforcement personnel are directed to the vehicle in violation.

- Upon arrival, parking enforcement personnel select the violation from the queue, which will create a citation issuance record.
- The enforcement officer can add photographs of the vehicle in violation to the citation record while placing a physical violation on the windshield.
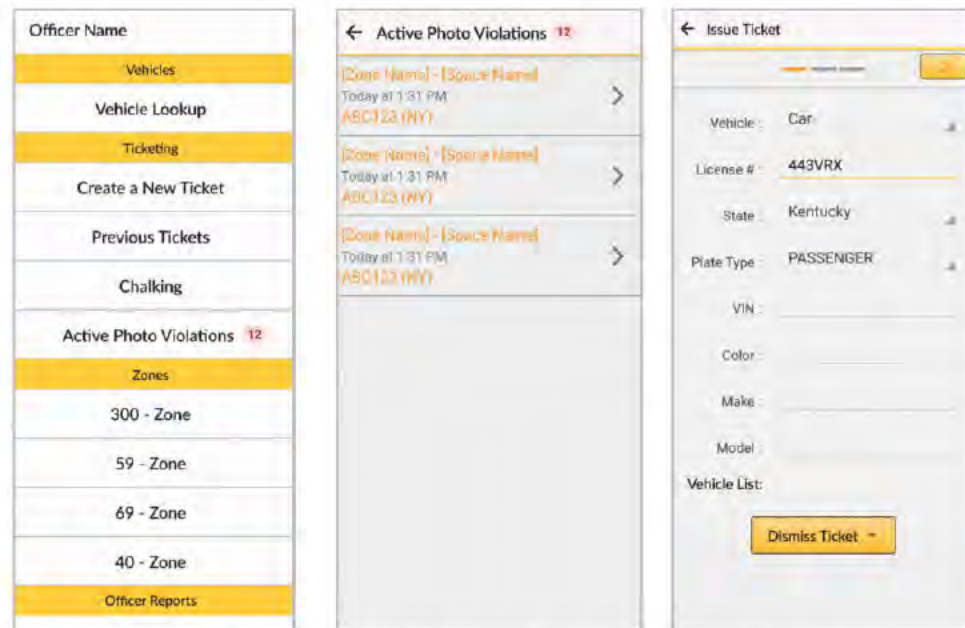
Figure 51: Directed Photo Enforcement - Handheld Citation Issuance

BENEFITS OF PASSPORT'S PHOTO ENFORCEMENT SOLUTION	
Increased Parking Compliance	Passport's real-time data transfer keeps operations updated on paid, time limit, permit, or scofflaw violations - helping the Entity's enforcement team operates with precision while ensuring parking compliance is maximized.
Increased Revenue Generation	Passport's **photo enforcement solution** empowers the Entity's operations to enforce frictionless environments efficiently, ensuring that all possible citations are issued and violators receive notifications. This not only contributes to more closed-out citations, but also maintains a fair and consistent enforcement process.

BENEFITS OF PASSPORT'S PHOTO ENFORCEMENT SOLUTION

Streamlined Operations	Passport's **photo enforcement solution** allows locations to operate more efficiently and effectively by automating processes and focusing resources. Reducing complexity and in-field enforcement requirements provide an opportunity to be proactive and concentrate on broader strategic goals for operations.
Enhanced Violator Experience	Through Passport's **photo enforcement solution**, operations can provide a transparent and seamless violation lifecycle. Entity can decrease the time between issuance and payment by allowing violators to quickly and securely pay their citations through the citation payment portal.
Reporting Capabilities	Passport's integration with camera-based hardware allows for operations to understand how many vehicles are entering a facility on a timeframe and further evaluate the level of compliance and violations occurring, helping to make resourcing decisions and provide visibility to clients.

Table 10: Benefits of Passport's Photo Enforcement Solution

Passport's Photo Enforcement Solution is ready to transform parking management for the Entity. Resource constraints, fragmented oversight, and complex systems are issues of the past as operations can maximize the many benefits of a streamlined, efficient, and effective parking enforcement solution with Passport's Photo Enforcement solution.

GLOSSARY OF PASSPORT'S PHOTO ENFORCEMENT SOLUTION

Passport's Portal back-office	Also referred to as Passport's enforcement solution, this is the back office of record where an operator can view and manage all issued citations.
Passport Photo Enforcement Solution	This solution consists of a public API to receive information from camera providers and a logic engine that runs referencing parking rights and client-based logic. The received parking or permit data is run through this logic when a camera sends a related event to determine if that vehicle is compliant. When it is found that a vehicle is in violation, the operator is configured to either perform citation by mail or directed enforcement.

GLOSSARY OF PASSPORT'S PHOTO ENFORCEMENT SOLUTION	
Directed Photo Enforcement Solution (DPES)	When directed photo enforcement is deployed, those potential violations are routed to the PEO's handheld for further action to be taken in OMM and a citation is left on the windshield.
Citation by Mail	In permissible use scenarios, potential violations are sent to a queue, accessed from the back office, where when approved, a letter is sent to the violator to alert them of their noncompliance.
Opsman Mobile (OMM) Issuance Application	More than 350 clients use OMM today to monitor vehicles, timemark citations, and issue them as the first step in the citation lifecycle.
Camera-Based Hardware	The installed fixed cameras that send relevant vehicle and activity information along with photos to Passport's public API.

Table 11: Glossary of Passport's Photo Enforcement Solution

ii. **Describe how the software is compliant with any applicable federal, state county, and/or local laws, including Department of Motor Vehicles (DMV), National Law Enforcement Telecommunications System (NLETs) and/or other law enforcement databases.**

Notifications

Passport's portal creates correspondence templates, allowing the Entity to communicate with registered owners about outstanding citations, delinquent notices for violations, ad hoc letters related to hearing dates, appeal decisions or insufficient funds.

DMV Integrations

Passport provides Registered Owner Lookups on behalf of our clients through a variety of methods, including direct integrations with certain Department of Motor Vehicles (DMV) agencies. Passport can provide a list of active DMV integrations upon request.

NLETS Integration

Passport has an integration with the National Law Enforcement Telecommunications Service (NLETS) for all DMV agencies in the United States which allows access to registered owner information. Upon receipt, information from NLETS is auto-populated into the citation record in Passport's portal and triggers the system to generate the necessary correspondence(s).

The Entity will approve all notice and letter templates, and Passport will ensure specifications are met such as including the Entity's letterhead or adding content applicable to state and/or federal laws. Passport's portal records all outbound correspondence as an audit trail item on the citation record, including a copy of the letter template for viewing and/or printing by administrators. Correspondences will be automated to mail on a schedule defined by the Entity. Additionally, Passport will work with the Entity to create and manage hotlists within the portal.

iii.   **Describe how digital evidence is captured and stored and if additional applications or are devices required.**

Handheld LPR (HHLPR)

Enforcement officers have the option to use Passport's Handheld LPR (HHLPR) feature, available on OpsMan Mobile Android devices, that enables officers to quickly capture LPNs and validate if they have a valid parking right without ever having to exit their vehicle. By snapping a photo, HHLPR reduces time spent verifying parking or identifying wanted vehicles on difficult-to-read license plates, eliminating the need for an officer to manually check the plate number against a primary database. Once an image is processed, one of the following actions will appear:

Figure 52: HHLPR Verification Examples

If the vehicle has a valid parking session, the image will show a green check mark, as in *Figure 52*. If the image was a bad read, an orange "?" will show, prompting an officer to retake the image. If the vehicle does not have a valid parking right, a red "X" will show, prompting an officer to issue a citation.

Issuance Hardware

Zebra TC26 Touch Computer & BlueTooth Printer

As mentioned above in more detail, for the Entity's enforcement program, Passport will provide Zebra's TC26 Touch Computer Series and ZQ320 printers with its hardware as a service plan. Passport is an authorized reseller of the Zebra TC26 device, which is a ruggedized Android-based touch computer.

Figure 53: Zebra TC26 Touch Computer

iv. **Describe how parking violation summons are generated and issued, if citations are editable after issuance, and if there is an appeals/hearing process.**

Ticket Issuance

Enforcement officers will have access to a streamlined ticketing system that will allow them to monitor for non-compliant vehicles, capture evidence via Handheld LPR (HHLPR), accurately input License Plate Numbers, and print and place citations on those vehicles. Please see below for more information on how Passport's software will support accurate issuance and streamline the issuance process so that officers can maximize their time in the field.

Monitoring Vehicles

As enforcement officers patrol parking zones, they can validate a parking session in as little as one keystroke. This is done by entering license plate numbers (LPNs) of each vehicle that will be checked against a primary database, determining parking eligibility. As LPNs are compared to this continually updated database, officers can make a determination backed by real-time data that a vehicle is compliant and paid to park, or a vehicle is non-compliant (e.g., parking session expired, LPN does not hold an active permit). The software will pull this data from any mobile apps, meters and pay stations, permit files, and other external vendors.

Passport integrates with many of the leading vendors in the industry and can use open APIs to connect to external systems currently within the Entity's parking ecosystem or that are introduced in the future.

Handheld LPR (HHLPR)

Enforcement officers also have the option to use Passport's Handheld LPR (HHLPR) feature, available on OpsMan Mobile Android devices, that enables officers to quickly capture LPNs and validate if they have a valid parking right without ever having to exit their vehicle. By quickly snapping a photo, HHLPR reduces time spent verifying parking or identifying wanted vehicles on difficult-to-read license plates, eliminating the need for an officer to manually check the plate number against a primary database. Once an image is processed, one of the following actions will appear:

Figure 54: HHLPR Verification Examples

If the vehicle has a valid parking session, the image will show a green check mark, as in *Figure 54*. If the image was a bad read, an orange "?" will show, prompting an officer to retake the image. If the vehicle does not have a valid parking right, a red "X" will show, prompting an officer to issue a citation.

Edit Citation

The "Edit Citation" allows users to edit a previously issued citation or warning. "Edit Citation" can only be accessed via the Citation Detail drop-down menu for the specific citation, which will open over that page.

Submitting Appeals & Hearing Requests
Online Appeals

After being issued a citation, a violator may wish to appeal their citation. Through the same customer portal used for citation payments, they can submit an "Appeal" or "Request Hearing." To appeal a citation, the violator will select "Appeal" and will be asked to enter an appeal reason, provide an argument, and attach documentation to support their appeal (e.g., photos or other evidentiary documents). To submit a hearing request, the violator will input their contact information and select "Request Hearing."

Within the customer portal, the violator will see photos and external notes recorded by the ticketing officer. By presenting all evidence, the customer is discouraged from submitting a frivolous appeal/request. Violators can also select "View More Information" to see all relevant citation details, including Ticket Number, LPN, Violation Type, Color, Make, Model, and Officer. Please see the following pages for visuals on the online appeal process.

The Entity will define a window of time in which violators can submit an appeal for a citation. After that window has passed, the "Appeal" option will no longer appear below that citation on the customer portal.

Figure 55: Online Appeals - Citation Results

Violators will be presented with any evidence of their violation – including photos or external notes recorded by the issuing officer – which can help promote payment.

Figure 56: Online Appeals - Appeal Details

Violators will input their contact information and attach documentation to support their appeal. All submitted information will immediately feed into Passport's portal upon submission and will remain tied to the violation record.

APPEAL INFORMATION

First Name

Last Name

Address

Address 2

City

State · Virginia

Zipcode

Email

Phone Number

Reason for appeal · Online Appeal

Description

Support/Evidence · Choose Files No file chosen
PNG, JPG, JPEG, PDF or DOCX, up to 5MB.

Appeal Now

Figure 57: Online Appeals - Appeal Information

The customer portal will indicate the appeal was submitted successfully. The violator will also receive an email confirmation.

Figure 58: Online Appeals - Success Message

The violator will receive an email confirmation once an appeal or hearing request is submitted. All information will immediately feed into Passport's portal for review by adjudication staff. This real-time feed of data results in Entity staff having the most up-to-date records for both customer service and reporting purposes. Following appeal submission, the citation record will also be suspended from any further collection or delinquency action (e.g., noticing, vehicle immobilization) until a decision is rendered. The violator will be notified of a decision via email and can check the status of their appeal at any time by revisiting the customer portal, as shown in *Figure 59* below.

Once a decision has been made on a citation within the back-end portal, the information will also update the citation record on the customer portal.

APPEAL INFORMATION

Status: Declined

Reason:

Your appeal has been declined. Parking is not permitted in that location regardless of circumstance. Please pay your violation as soon as possible to avoid accruing any penalties.

You cannot appeal any more. Max appeals is over.

Figure 59: Online Appeals - Appeal Status

Manual Appeals

Within "Manage Citations" in Passport's portal, administrators can also enter any mailed or in-person appeals/hearing requests by clicking into the "Citation Detail" for that ticket and selecting "Appeal Citation" from the action menu at the top of the screen. Staff will enter the reason for the appeal, description notes, and scan any supporting evidence provided by the appellant into the record. Once inputted, it will be added to the appeal queue, awaiting review.

Processing Appeals

From Passport's portal, administrators can easily determine which tickets have been appealed. When querying tickets via "Manage Citations," users can see if an appeal is being processed.
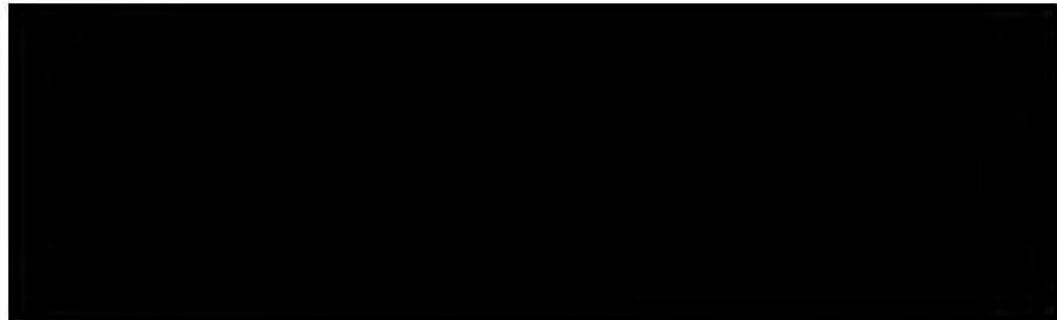
By clicking on the "Citation Details" screen, users can scroll to the "Appeals" card to see an overview of the submitted appeal/hearing request, with a quick action menu to edit or delete it, as necessary.

Figure 62: Citation Detail Screen - Appeal Card

To edit an appeal, users will be returned to the appeal screen, where they can adjust the information associated with the appeal. This can be used to edit any appeal regardless of submission method (i.e., online, walk-in, etc.).
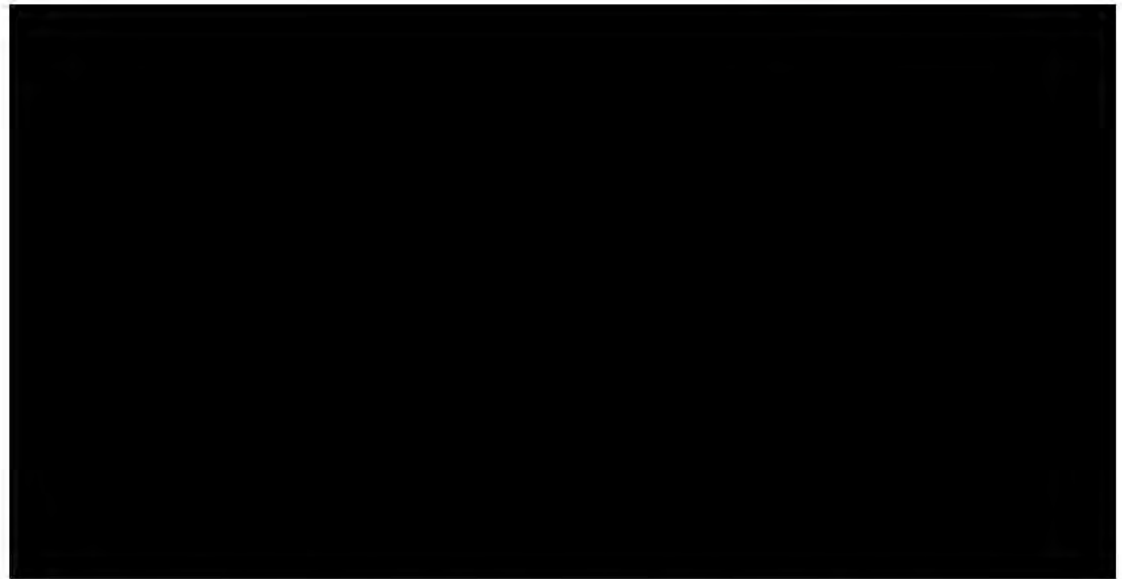
Users will navigate to the "Process Appeals" module within Passport's portal to review and render decisions on all submitted appeals. Here, users will have access to all information submitted by the appellant, including photos and supporting documentation. By default, the "Process Appeals" screen will display all citations under appeal; users can filter results by Name, LPN, Request Type, Officer and more.
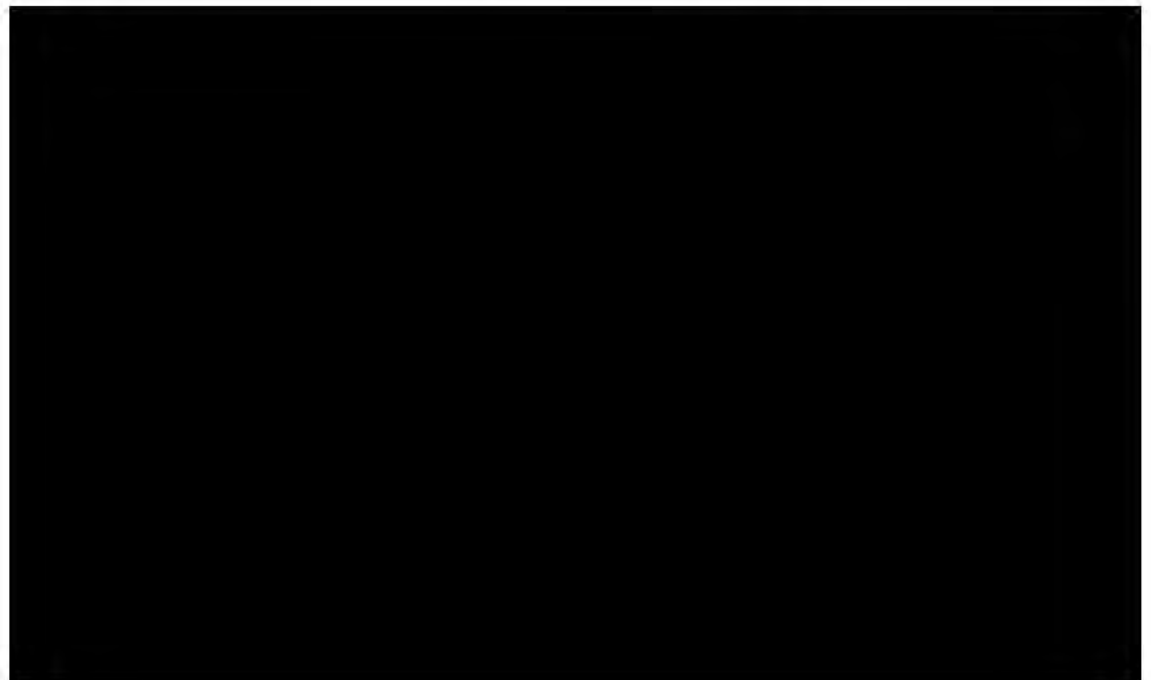
Passport's portal collects all data related to a violation record, including evidence from the enforcement officer and documentation submitted by the appellant, to render the most informed adjudication possible. A decision will be selected for each appeal, finding the appellant liable or not liable for the citation, which will be accompanied by a reason to record further detail behind that appeal decision.
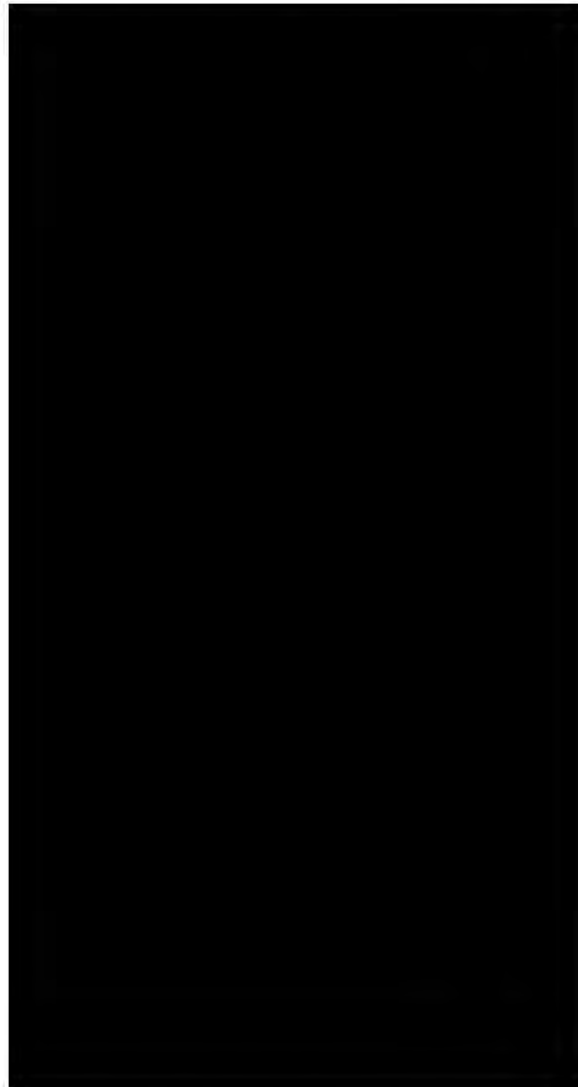
During implementation, the Entity will define reasons, which will then be easily accessible via a drop-down menu. Example reasons could include Upheld, Fine Reduced, Overturned, and Reduced-to-Warning, etc. Passport will craft a letter template for each reason, which will convey the appeal decision and any next steps. Once an appeal is processed, the letter will automatically be mailed and/or emailed to the appellant's address on file.

For example, the screenshot below shows the appeal decision letter being mailed to the primary address on file for "Brandon Grubbs."

Schedule & Process Hearings

Entity adjudicators will use the "Schedule Hearings" module within the "Enforcement" menu to see which appeals have requested hearings for tracking and scheduling. Adjudicators will assign a hearing in accordance with Entity business rules (e.g., Tuesdays, Thursdays), and the system will generate and mail/email a hearing notice to the appellant informing them of their scheduled hearing date/time.

The system also provides the opportunity for staff to enter a description, should they wish to include any comments or additional background. Once hearing dates have been assigned, Entity staff can utilize Passport's Citation Appeal Report, which can be exported and formatted as needed to use as a court docket. This report provides a detailed listing of all appeal and hearing requests and returns information, including violation issue date, violation number, violation type, license plate number, location information and whether the request is for an appeal or a hearing.

Following the results of a hearing, Entity adjudicators will follow a similar process as they would to process an appeal by applying a decision to each citation that was heard to find the appellant either liable or not liable for their citation.

Based on the decision, an adjudicator can then select an accompanying disposition type (or "reason") based on the court's findings. These types can be pre-configured by Passport during implementation based on the typical findings of the court to enter consistent decisions and conduct accurate hearing reporting. As stated above, each reason will be accompanied by a letter template that explains the reason designation and conveys any next steps, as appropriate. The content and format of these letter templates are at the discretion of the Entity and will be defined and created during implementation. Once a decision and reason are selected during appeal processing, Entity adjudicators can preview the pre-formatted letter template, populated with their ticket information, and then click "Submit" to mail and/or email it to the applicant's address on file. Once decisions are made and applied in the system, tickets can resume eligibility for penalties and escalated enforcement measures (e.g., seizure or immobilization), as applicable.

Virtual Hearings

Figure 67: Schedule Virtual Hearing

Passport can work with the Entity to support the provision of virtual hearings; however, for safety and security reasons, virtual hearings will need to be hosted on the Entity's government account with the provider of its choice (e.g., Zoom, MS Teams, Google Meet, Webex, etc.).

The Entity can set up any number of virtual hearing types, and each virtual hearing type must contain a unique default meeting URL. Virtual hearing types can be created based on the Entity's needs, such as according to the presiding Judge. For example, the Entity can establish "Room A - Zoom Hearing" which is presided over by Judge Smith and uses default URL zoom.us/123. The Entity can also establish "Room B - Google Meet Hearing" which is presided over by Judge Johnson and uses default URL meet.google.com/654sdf.

As customers submit hearing requests through the online customer portal, adjudication staff will subsequently schedule hearings accordingly through Passport's back-end portal. Once scheduled, the system will auto-generate an email to the appellant with meeting details and a URL to attend a virtual hearing. The appellant will follow the link at the scheduled time, and from there the Entity will conduct a virtual hearing in accordance with the Entity's policies.

As needed, a virtual hearing request can be later viewed, edited, rescheduled, or deleted via the "Appeals" card on the Citation Details screen in Passport's portal.

Void Queue

Passport's portal includes a "Void Queue" that provides the ability for an authorized user of Passport's portal to accept or decline citation voids that were initiated by an officer through the OpsMan Mobile enforcement software. Citations are sorted by void date, in order from oldest to most recent.

The user can click a specific citation and a "Void Queue" screen will present citation details and additional documentation provided by the officer when making their decision to accept or decline the void. This information includes Citation Number, Issuing/Voiding Officer (Officer Name), Void Date, all notes attached to the citation (Notes), and notes added by officer during Void Process (Void Message). Users can search the void listing for a particular citation. Users can void singularly (*Figure 69* below) or in bulk by selecting multiple violations from the list (*Figure 68* above).
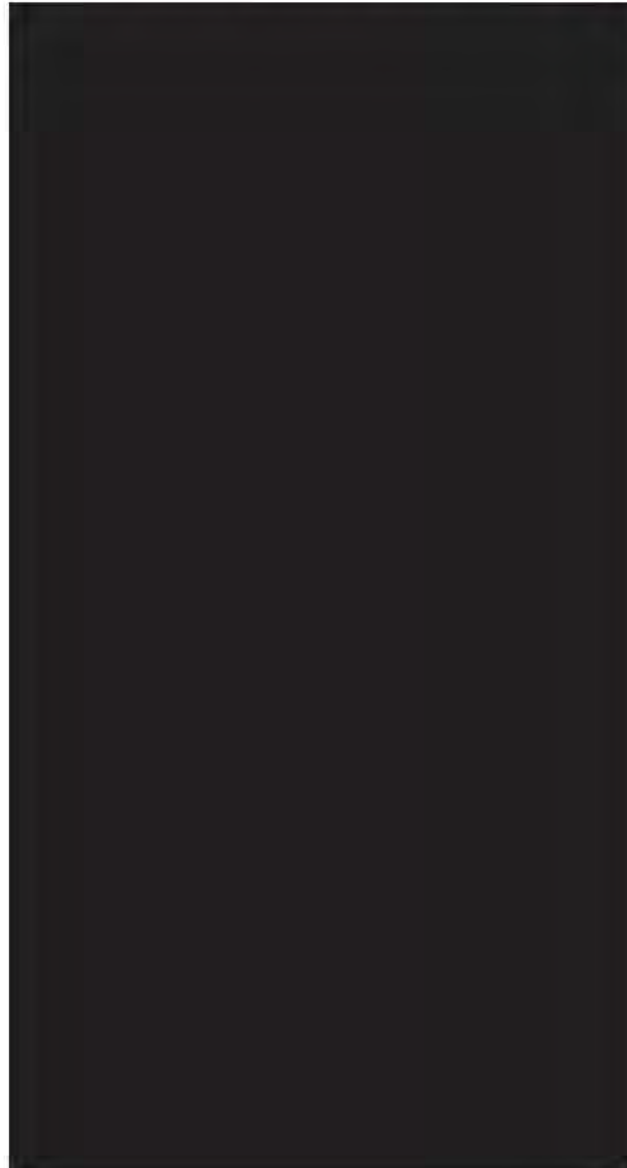
The Entity can configure alerts and notifications for the Void Queue. If there are citations in the "Void Queue" awaiting review, a notification will appear on the left-hand sidebar of the Portal menu, indicating the number of outstanding voids that are awaiting review. Outside of the system, an email alert can be sent to authorized users when a citation has been voided through OpsMan Mobile. The email notification will be configured to send only to those portal users with proper privileges.

The Entity can track and report on void activity using the Citation Report described below. Users can filter on a citation status (i.e., "void") and/or can also apply a filter for whether or not a citation is in the "Void Queue." As with most reports, the Entity can apply a date filter to see voids for a particular period, and the report will return back a wealth of information including but not limited to ticket number, LPN, location, violation, and issuing officer.

v. **Describe the collection process, payment plans, late fees and how extensions are addressed. Include what payment types are accepted.**

Payments

Online Payments

After a parker is issued a citation, they become a violator, at which point they have two options: pay or appeal the citation. Passport will provide an Entity-branded customer portal that will allow violators a single platform to accomplish both of those tasks. Once a citation is issued, it becomes immediately available for payment online, providing violators an accurate list of outstanding violations associated with their vehicle as they visit the customer portal. Citations can be looked up by citation number, VIN, or their LPN and state of registration. Passport uses a relational database, so every citation associated with the LPN will be returned, regardless of the method used to search. If the violator is marked as a scofflaw, the Portal will alert the violator, explain the reason and any consequences of that designation, and how to reconcile the account to avoid booting or towing. Once a full list of all outstanding citations is returned, the violator will select which citation(s) they want to pay.

To pay a citation, the violator will select "Pay Citation," which will return a payment form. To ease the payment process, Passport auto-fills certain data fields, such as state based on the state of issuance. The violator can pay using Visa, Mastercard, Discover, and AMEX cards as well as credit-card issuer-backed debit cards (i.e., the Visa/MasterCard logo is present on the card). Following payment, a confirmation receipt will be emailed detailing the citations paid and all charges. All posted payments update the corresponding citation record system wide. Individuals who have satisfied their accounts will be removed immediately from delinquency noticing schedules.

Passport maintains Level 1 PCI-DSS (v. 3.2.1) compliance, meaning it processes more than six million credit/debit card transactions annually. This is the highest and most stringent of the PCI DSS levels and requires undergoing an internal audit once a year, as well as quarterly PCI scans to remain compliant. This ensures the utmost security for payments processed via the customer portal. Credit card numbers are encrypted with AES-256 on a rotating encryption key, which reduces the amount of content that is encrypted with a single key, minimizing exposure. All information is stored in an isolated card storage database, per best practices. All transactions are tokenized at the point of transaction, meaning that credit card information is encrypted from the moment an end user inputs data into the portal. Passport's server then reads the tokenized information and sends the proper data to the merchant processor. Tokenization reduces the risk of credit card fraud in the event of a breach since there are no actual credit card numbers ever stored or transferred in the system.

Please see the following pages for visuals on the online payment process.

Figure 70: Online Payments - Find Your Citation

Violators can search by citation number, VIN or license plate. The customer portal will be branded with the Entity's colors/logo for consistency across operations.

Figure 71: Online Payments - Citation Results

The customer portal will return all citations associated with the license plate. Based on the Entity's preferences, violators will be able to select one or multiple citations to pay.

Figure 72: Online Payments - Citation Results.

The customer portal will return all citations associated with the license plate. Based on the Entity's preferences, violators will be able to select one or multiple citations to pay.

Violators will enter payment info, which will be securely authorized for payment by Passport's PCI-compliant system. Payments will update Passport's portal in real time.

Cashiering

The passport portal includes a cashiering interface, which can be used either in batch mode or on an individual citation basis to record payments in the system. Entity staff can enter all in-person, mail-in, or lockbox payments into the database through this module.

Cashiers will use the "Batch Entry" module in Passport's portal to quickly record payment for a batch of citations. Cashiers will open a batch to process payments for a particular date or time frame. Once the batch is open, the cashier will dictate the payment date that should be associated with the violations within the batch. From here, Batch Entry allows for rapid payment processing by requiring only the citation number, payment method, and payment amount. Cashiers can also include a reference number. Once a citation number is inputted, the system automatically pulls in the total amount due from that violation record, ensuring accuracy. Clicking "Pay" will mark the violation as paid systemwide and move the cashier directly onto the next record. Once all violation payments are recorded, the cashier will end the batch. Full reporting is available through Passport's "Citation Batch Payments" report. This report can be filtered by batch open date and processing user.

When a cashier is accepting payment for an individual violation, the cashier can directly mark the violation as paid in the system. Here, the cashier will select "Pay Citation" along the top of the screen. This will open a pop-up to record specific information about the payment:

- **Total Amount Due --** pre-populate with the amount due from the citation record.
- **Payment Date --** pre-populate to the current date but can be manually adjusted.
- **Payment Amount --** pre-populate to match the amount due but can be manually adjusted.

- **Short Pay Indicator** -- refers to cashiers accepting less than the full amount due to satisfy the violation (Short Pay permissions are defined during implementation for authorized user roles).
- **Payment Method** -- dropdown menu for cash, credit, check, or other payment type.
- **Reference Number** -- optional field to record check/money order number.
- **Note** -- a free-form text box will be used to include notes.
- **Email Receipt** -- when checked, the cashier can input an email address to send the receipt.
- **Print Receipt** -- when checked, a PDF will be generated for the cashier to print once a payment is recorded.

Refunds

As all activities performed in Passport's portal can be role-based, authorized users can be granted the ability to perform reversals and refunds for payment activities. This will ensure that only authorized cashiering staff can perform refunds (e.g., supervisor), preventing fraudulent activity. Clicking the ellipsis [...] on the Payments card on the Citation Details screen will provide options to reverse and refund that citation's payment.

- Reversals refer to in-person cash and card payments. As money will be returned physically to the customer, reversals simply offset the transaction, re-marking the violation as unpaid in Passport's portal.
- Refunds refer to card payments processed via the customer portal. Clicking the refund button will automatically initiate a refund of the payment amount back to the card.

Adjustments

Users can be granted the ability to adjust violation amounts. Adjustments will either add to or discount a violation amount. Typically, this feature is used to remove late fees or by authorized staff to reduce the fine to promote immediate payment by the customer. Cashiers can use the adjustment feature to perform fine increases as well, such as to apply an insufficient fund fee. All executed adjustments are included in the violation's trail history as well as the Citation Adjustments report.

Delinquent Noticing & Correspondence

Passport's portal will give the Entity full control over its notice processing, ensuring effective communication with all outstanding citation holders. During implementation, Passport will work with the Entity to configure the system to establish criteria for automatic generation of delinquency notices, coordinating with all designated deadlines and schedules. Once pre-established criteria are met, the notice sequence would be initiated, and proper correspondence will be automatically generated and mailed to address on file.

All outbound correspondence templates will be configured by Passport during implementation to be sent to violators or applicable fleet companies on an Entity-defined schedule. This correspondence can include delinquent notices for outstanding violations, appeal decision letters, or any other required templates. Passport will align with the Entity to obtain written approval on outbound notices such as printing with the Entity's letterhead or including additional content applicable to state and/or federal laws. Passport thinks of this communication as having two distinct workflows:

1. **Violation Lifecycle Communication --** these are notices that should be automatically generated and mailed (e.g., first, second, and final delinquent notices).

2. **Specific Letters --** these are specific letters that staff can send in response to frequently asked questions or requests (e.g., appeal decisions, insufficient funds, incomplete checks, or payment plan letters).

Each generated and mailed notice will be tracked in the system through the violation's trail, with a copy of the correspondence for viewing and/or printing. Passport will work to ensure all notices and letters will be customized to meet the Entity's requirements. The Entity can generate letters to accompany certain processing actions, such as appeal decisions. Passport can configure designated disposition codes and standard response language for these processes to keep responses consistent.

Sample Delinquent Violation Notice   *Sample Hearing Letter*

Figure 74: Delinquent Noticing & Correspondence

Partial Payments

Passport's system does not accept two (2) distinct payments within a single transaction; however, when a payment is processed in person through the Passport portal, a partial payment can be accepted. This means a portion of the citation balance can be paid and a balance will remain owed by the violator. By applying a partial payment, violators can then use another form of payment for the remaining balance.

Passport's system also accepts "short pay" payments, meaning a payment was received that was less than the balance owed, but it was accepted as payment in full. Passport provides a number of financial reports to track payment activity, including its "Payments Report" which provides a listing of all violation payments made within a defined date range. Filters can be included to query for a specific payment type, partial payments, and batch payments.

Payment Plans

Passport supports payment plans and can set up its system for payment plan creation. The Entity will determine who is eligible, which violations are eligible, and the criteria to be accepted into a payment plan program.

Once the violator opts into the payment plan, all violations' escalation schedules (with respect to timing and pricing), can be "frozen" during the payment plan's duration. All LPNs for violations included in a payment plan will not be put into the scofflaw list. The payment plan administrator can also reset the escalation schedules on violations within a payment plan. After a payment plan has been canceled or automatically defaulted, the escalation will restart and all other collection efforts will resume, such as delinquent noticing or initiating registration holds. An optional processing fee can be applied to the payment plan to have the violator pay to take part in the payment plan.

As payments are applied to the payment plan, the amount is applied to the oldest violations first (by issue date). Payments will often bridge two violations. In this case, part of the amount is applied to pay off the older violation first and the remaining amount is applied to the next-oldest violation. If payments are made in excess of the monthly amount due, then that amount is paid towards the principal/remaining balance of the payment plan. For example, if a payment plan's monthly installment was set for $25, but the violator decides to pay $100 in one month, the next due date would not get extended 4 months, the payment plan will simply end earlier.

Back-End Payment Plan Setup

When a violator visits an office or calls in, they may request/be offered to set up a payment plan for a set of violations. If the violator wishes to make a payment the same day as the plan setup, this should be done before the payment plan is set up on existing violations.

Staff will use the "Manage Citations" interface in the back office to query and select a set of violations to bundle into the payment plan. Once selected, a summary of the plan is generated, listing the violations and the total amount due. The payment amounts are generated which represent the amounts the violator must pay at the end of each period.

After verifying payment amounts, key additional plan information must be collected such as name, mailing address, email, and phone number. Some key setup points include:

- The first-period clock begins when staff initiates the plan.
- No payment is due upon plan initiation.
- Payments are due at the end of each period.

- Entity staff can download a PDF to give to the violator with payment instructions, payment schedule, and violation details.

Accepting Payments for a Payment Plan

The following process defines how payments are accepted for a payment plan:

- Violators walk into or call into the office and request to pay an installment of their plan.
- Entity staff will navigate to the "Manage Citations" module in Passport's portal and select "Add Payment Plan." Staff can search for payment plans by violation number, payment plan ID or violator name. The following info is available on the payment plan page:
  - Payment Plan ID
  - Total Amount Due
  - Amount Paid
  - Remaining Balance
  - List of violations in the payment plan
  - Next amount due and due date
  - Payment history
  - Full payment schedule
  - Violator information such as name, email, address
- Staff will accept the exact dollar amount from the user, specify the payment type, and will select "Apply Payment."
- Payment amount must be at least the amount of the configured payment plan installment but may be a greater value.
- Upon payment, an email is automatically sent to the violator and a PDF receipt is generated.

Additional payment plan functionality of which the Entity can take advantage of includes the following:

- A violation within a payment plan that is voided will cause the payment plan to recalculate as the voided violation is removed from the plan.
- The payment will recalculate if an adjustment is made to one of the violations within the plan.
- If a violation is paid through the online customer portal, then the plan will recalculate to take this into account.

- If a previously marked payment is reversed, then the plan will recalculate to take this into account.
- A citation's inclusion in a payment plan does not override its eligibility for appeal.

During the implementation phase, Passport will work with the Entity to understand their payment plan offering functionality to mimic the current setup while maintaining flexibility for future policy changes.

Canceling a Payment Plan

The system supports canceling a payment plan at any time. Staff will search for the plan via any of the parameters described above and will select the "Cancel Plan" option. This action closes out the payment plan and leaves all violations in their current state. Any escalations will resume for all violations.

vi. **Describe how violations are tracked and how historical data is obtained. Provide a sample of a standard or custom report, these may be mark as "confidential".**

Parking Enforcement Reporting

All citations issued by the enforcement software (OpsMan Mobile) will feed into the back-end portal for tracking and reporting. **Passport offers tools to help supervisors oversee enforcement officer activity in the field, as well as a comprehensive reporting stack to view trends and track performance across the entire enforcement solution, including issuance, payments, appeals, correspondence, and more.** The portal's reporting capabilities and unique data visualization tools can help the Entity analyze its parking environment and make data-driven decisions based on daily, monthly, and even yearly trends.

Passport's portal comes preloaded with dozens of reports to help the Entity track and monitor performance in its enforcement operations. Passport has highlighted some of the most useful reports that its client base uses regularly below. These are a snapshot of the reports that will be available to the Entity to track parking violation and enforcement activity and analyze ways to drive parking compliance while still collecting revenue.

Officer Performance Reports

These reports can be pulled daily, weekly, monthly, or from a set date range defined by the user. These highlighted reports can be used by enforcement supervisors and managers to evaluate the performance of individual officers.

*Screenshot of report is included on the following pages.

OFFICER PERFORMANCE REPORTS	
REPORT	**DESCRIPTION**
Officer Boot Report	Lists the number of boots an enforcement officer deployed based on a date range.
Ticket Density	Displays a visual of the areas where the enforcement officers have issued tickets through a heat map.
Live Officer Tracking*	Provides real-time insight into enforcement officer routes via map.

Table 12: Enforcement Solution - Officer Performance Reports

Passport's Live Officer Tracking Report provides real-time insight into enforcement officer routes. The map displays the location of logged-in users and the colored lines show each officer's historical routes (based on filtered hours). The Entity can filter by officers, date, and time, which helps identify common trends when dealing with their field operations. For example, a time frame slider is present at the bottom of the screen and set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected. (The time frame must start at the start at 12 AM.)

Officer tracking not only provides trend analysis in the field but can be used as a security tool to ensure officers are safe and on their correct routes. Comprehensive reports can be downloaded and reviewed with parking enforcement officers for quality assurance. This report enables Entity supervisors to visualize and proactively optimize officer routes to yield the most positive enforcement results. Please see an example image of this report in *Figure 75* below.

Issuance & Patrol Reports

These reports will be used by senior enforcement managers to assess overall enforcement performance, trends, etc. These include total daily and monthly issuance totals, month and year-to-date issuance by violation type, and appeals/dismissals by violation code.

Passport's Citation Details Report provides a wealth of data surrounding the citations that were issued and display detailed information on all issued citations. Users can apply 45+ filters to customize the data view and see all captured fields in the system, including date, officer, location, status, as well as custom fields. The report is easily downloadable to CSV, where the Entity can further filter and format the report. Please see an example image of this report in *Figure 76* below.
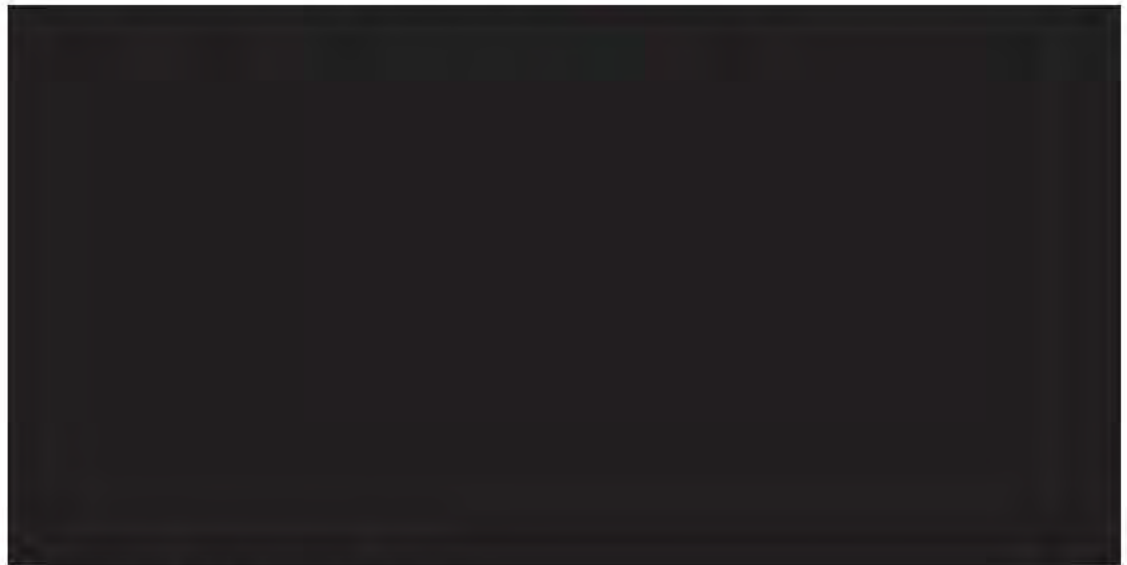
Accounting & Fiscal Reports

These reports are mainly daily detail reports to support financial controls, ensuring that all financial transactions are captured and processed properly. This includes reports on payments that are balanced with the Entity's merchant account, as well as cashiering reports used to close out cashiers and total payment activity at cashier locations.

Passport's Citation Payment Report allows users to view all payments processed within a set date range. Users can filter on several parameters to drill down on a particular period or type of payment. Please see an example image of this report in *Figure 77* below.
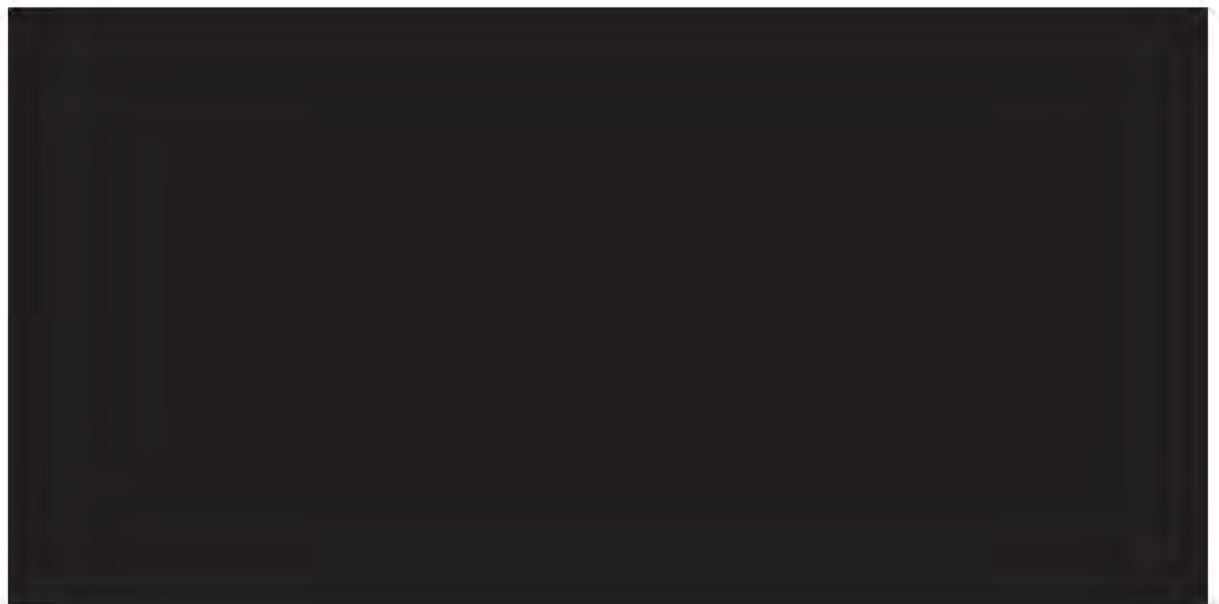
Appeal & Adjudication Reports

These reports allow administrators and Entity adjudicators to see patterns in the review of appeals and related appeal decisions. Clients have used these reports to serve as a court docket (Appeal & Hearing Report) and reports can be run on citations pending and post-appeal to monitor the violations awaiting a hearing and to keep a thumb on appeal processes. Most reports can be filtered by a variety of parameters (e.g., date, officer, violation type, appeal status, etc.) to understand common claim types to effect change in the way customer service is provided to citizens.

Users can run Passport's Citation Appeal Report on citations pending and post-appeal to monitor the violations awaiting an appeal decision and/or to keep a thumb on appeal processes. This report can be filtered by several parameters, including date, appeal reason, and appeal status. Please see an example image of this report in *Figure 78* below.
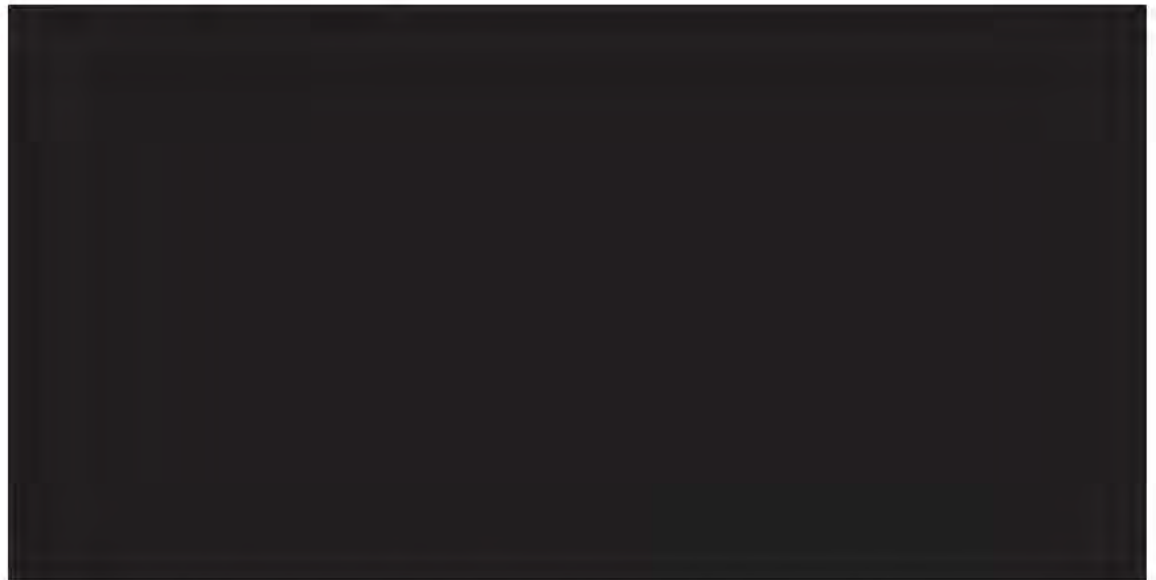
In addition to the reports listed above, users can export the Process Appeals screen for active appeals/hearing requests. This displays a detailed listing of all appeals and hearing requests, with information including violation issue date, violation number, violation type, license plate number, location information, and whether an appeal or hearing request. Please see an example image of this screen in *Figure 79* below.
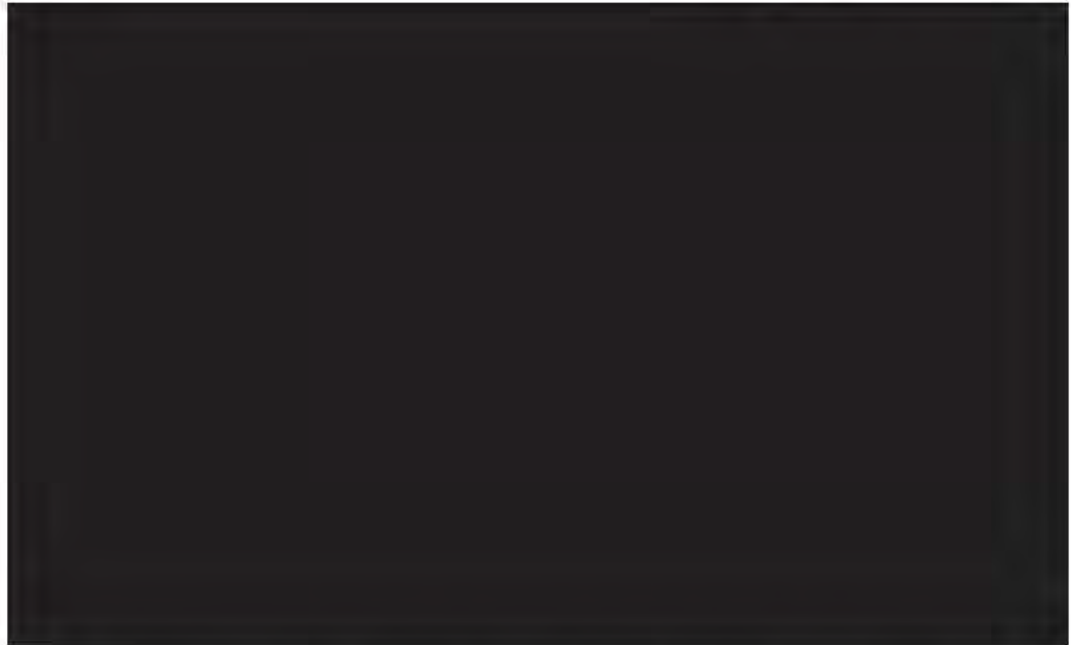
Passport is constantly iterating and updating its products, including the reporting functions in Passport's portal and will work with the Entity to ensure its reporting needs are met.

Custom Reports

Regarding report customization, Passport's reporting functionality is configurable based on a large range of filters. Applying these filters will allow the Entity to generate reports specific to its needs. For example, Passport's *Citation Report* offers 45+ filters to drill down on a particular set of citations that were issued. Users can customize the on-screen view of a report by hovering over the column they would like to edit and clicking the gear for the drop-down menu. They can also drag the columns to minimize or expand a view. Reports can also be configured to include certain fields that are captured across the system, allowing the Entity to track and recognize trends across different data points and parameters. Should the Entity require a data view not available through the system, Passport is open to discussing the need to build out additional custom reports for the Entity.

Report Distribution

Passport's next-generation reporting capabilities are focused on delivering reliable and insightful data generated by a community's interactions with Passport products. This data helps Passport's clients optimize decisions that impact their operations and their communities' quality of life. Passport offers a variety of viewing, export, and distribution capabilities from the portal, including:

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

- View reports and data visualizations,
- Download data in PDF and CSV formats,
- Send data via email in PDF, ZIP/CSV, and PNG formats, and
- Schedule data to be delivered via email on a recurring (minute, hourly, daily, weekly, and monthly) basis in PDF, ZIP/CSV, and PNG formats.
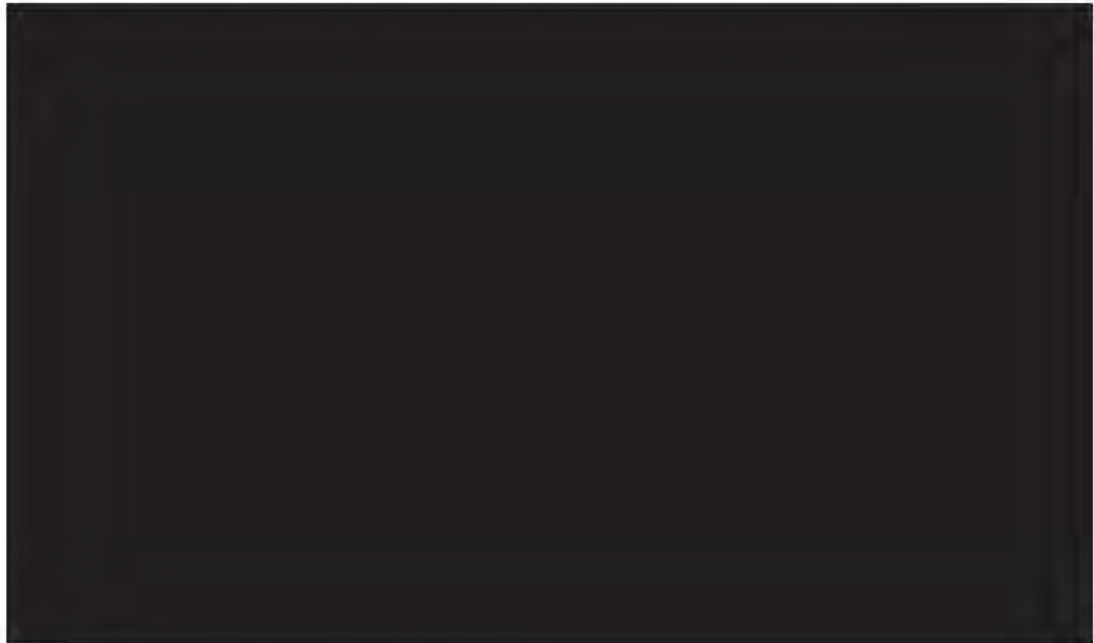
f. **Parking and/or Meter Management Systems**

  i. **Ability to manage the inventory of the parking system, such as meters, blocks, and zones.**

As a Software-as-a-Service (SaaS) provider, Passport does not provide parking meters or hold inventory for physical meters; however, Passport has established integrations with over 35+ software providers across the parking industry. We will work with the Entity to integrate with a future vendor, as necessary, by providing its Open APIs to share and streamline data across Entity's parking operations.

During implementation, Passport will work with the Entity to define the parking zones, rules and restrictions in accordance with the Entity's business rules. Passport's mobile payment solution empowers clients to support their dynamic parking environments and those who travel within them. This includes managing various rate structures, overriding rates for events or holidays and implementing new rates with the assistance of Passport's Product Support experts.

These parking attributes and nuances are maintained by Passport experts on the back end, who have supported some of the most complex municipal parking environments nationwide, including Toronto, Chicago and Detroit.

Map Integration

Passport's "Find Parking" capability allows users to navigate a map that is geographically relevant to their GPS location and displays parking zones and their respective availability. The map is built with Mapbox, a third-party map design tool and library that allows Passport to build a map that is on-brand with minimal development effort. Please note that in order for the "Availability" functionality to work, the Entity will need sensory technology from a third-party company such as Genetec, Cleverciti, or Eleven-X. More details can be provided upon request.

Parking zones are indicated on the map with tappable pins, allowing users to view additional zone-specific information, like pricing, time restrictions, and exact address details. Similar to other navigational apps many users are familiar with, users are able to manipulate the map by pinching, zooming or panning to a different location. The map will display nearby zones by map view and list view.

Figure 81: Find Parking Map

Additionally, Passport partners with Way.com and iAccess Life, described below. These partnerships serve a variety of purposes and offer a diverse set of services to ensure that there is a solution for every situation and every person.

Way.com

Way.com ("Way") provides an easy and affordable way for any driver to find, book, and pay for quality car services all on one app. Drivers are able to find all their car care needs in one seamless experience while saving time and money at the same time. Way has an active user base of 3 million, with 70% located within the top 10 metro areas in the US, including New York, Chicago, Austin, Los Angeles, and San Francisco. The apps in the Google Play Store and Apple App Store both have 4.9/5.0 star ratings and over 35 million cars have parked using Way. By partnering with Way, Passport can embed on-street parking payments within Way's existing off-street parking reservation app. This creates a seamless and comprehensive parking experience where a driver can access both parking options more quickly and easily and creates an opportunity for the Way user base to become active users of the on-street option.

iAccess Life

Passport has partnered with Atlanta-based lifestyle mobile application, iAccess Life -- a company designed to meet the needs of the mobility impaired. Through this integration, iAccess Life will be able to facilitate parking payments through its native app by plugging into Passport's APIs to obtain parking data (i.e., parking rates, rules, restrictions), creating a viable parking option for the millions of people that are affected by disabilities. This strategic partnership brings municipalities and the Americans with Disabilities Act (ADA) community closer together in solving the challenges they face on the street and directly aligns with Passport's mission to create more livable, equitable communities.

Passport's system will not manage inventory for meters; however, we will work with the Entity to zone appropriately. Zoning can include block faces, address(es), and rules and regulations.

ii.   **Digital virtual permit management system for monthly, residential, visitor, event, and other parking related permits.**

Digital Parking Permit Solution

Passport's technology portfolio includes an end-to-end digital parking permit solution, which consists of 2 different portals: 1) a front-end, online customer portal for applicants/holders to securely apply or renew, purchase, and manage their permit(s) and 2) Passport's back-end, client-facing portal, which manages the entire permitting environment, including adjusting permitting rates, approving applications, reconciling accounts, reporting and automatically mailing renewal notices.

Passport's digital parking permit solution successfully supports over 200 permitting locations, including the New York City Housing Authority and Los Angeles County Metro Authority, demonstrating Passport's ability to accommodate and scale to meet the needs of many diverse clients. Regardless of the complexity of the environment, the application process will remain intuitive and simple for customers and all permit data will be easily accessible.

Customer Portal

The Entity will receive a user-friendly customer portal where customers can easily apply for, purchase, renew, and manage their permits. The customer portal will be completely branded to the Entity with Entity colors and logos, and will be configured with its specific permit types, permit cycles, and permissions; the web-based customer portal can be linked from the Entity's existing website. This customer portal can be reached by any modern browser and is mobile optimized for access by any smartphone with access to the internet. Through this portal, customers can register for an account **in under 1 minute.**

Permit Application Workflow

In the examples below, Passport has included screenshots of the permit application flow for a residential permit; Passport will work with the Entity to configure the application process for all permit-required types.
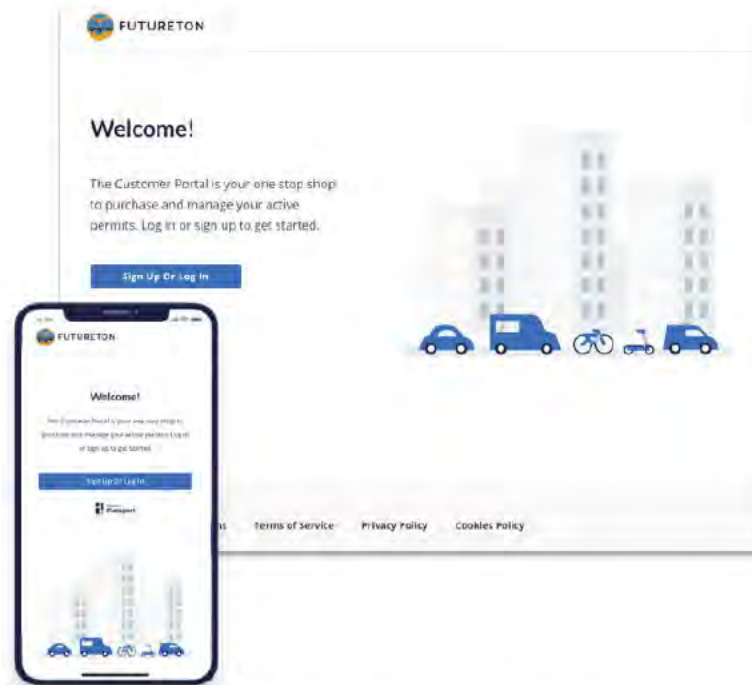
Figure 82: Permit Applications Homepage

Step One

From the homepage, applicants will click "Sign Up or Log In" to register their account and apply for permits. To register for an account, the applicant will:

- Enter their valid email address.

- Once entered, Passport's system will automatically generate a verification code that is sent to their email address.

- The applicant will need to enter and verify their PIN number to finish creating their account.

- Once verified, the applicant will be able to login using their credentials to apply or renew their permits in the future.

When registered and logged in, applicants will have a pre-populated selection of permit types based on the Entity's environment, which the Entity will define during implementation.

Figure 83: Permit Applications - Select Permit

Step Two

When applying for a new permit, a pre-populated selection of permit types appears based on the Entity's environment, which the Entity will define during implementation. Applicants do not have to complete the permit application process in one sitting; applications can be paused and saved for later. Applications not completed will be shown in their account; applicants can click "Resume" to pick back where they left off.
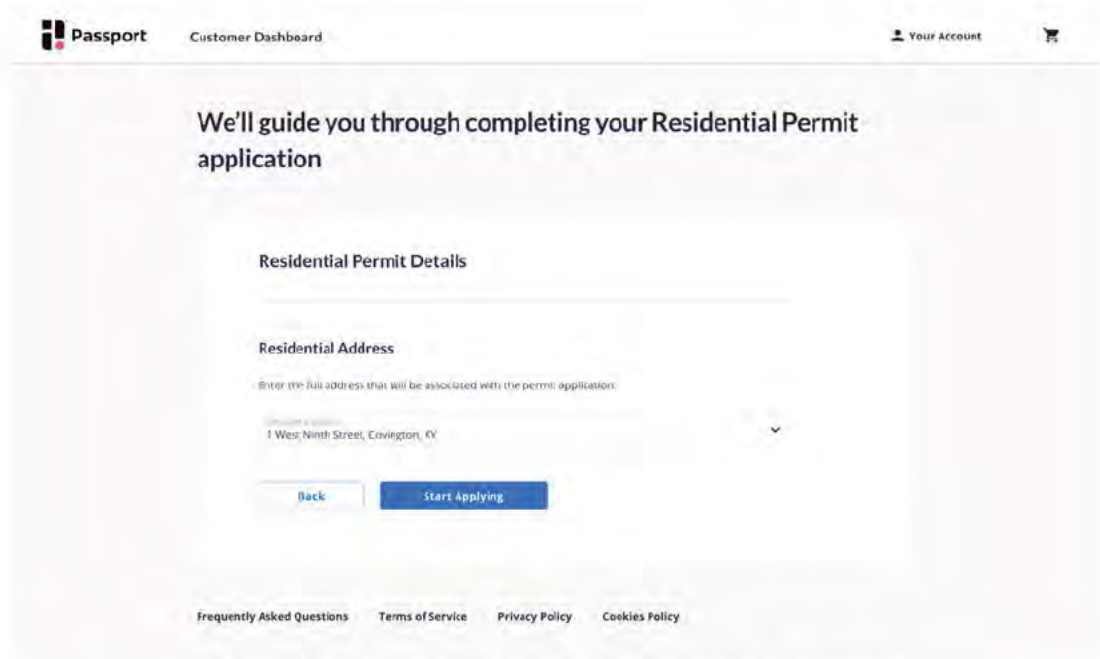
Please note: all example screenshots below are for a residential permit application. Each applicant will have the option to select their desired permit type as shown in the above *Figure 83*.

Step Three

Address verification is embedded in the application process, meaning that as applicants input their addresses, only permits for which they are eligible will be available for purchase. Eligible addresses can be added and maintained through "Address Management" via the "Permits" menu in Passport's portal.

Figure 84: Permit Application - Residential Permit Details

Step Four

Applicants will select the permit they need and proceed to provide Vehicle, Permit Holder, and Verification information.

Figure 85: Permit Application - Residential Permit

Figure 86: Provide Vehicle Info

Figure 87: Provide Permit Holder Details

Step Five

Customers will be able to attach documents in support of their application. These will feed into Passport's portal for review by an Administrator to verify the status and will remain tied to their permit record for future reference. The Entity can stipulate the specific types and number of documents that must be attached to their application (e.g., driver's license, lease agreement, utility bill, etc.). The Entity will use this documentation to confirm an applicant is a resident, older adult, or any other status that affords them a particular permit or price.

Figure 88: Permit Application - Verification Information

The Entity can customize the specific document(s) required for the type of permit each applicant is applying for. After inputting all required information, the customer will review their application, accept terms and conditions, and proceed to the payment screen.

128 S Tryon St., Suite 1000
Charlotte, NC 28202
Passportinc.com

Figure 89: Permit Application - Detail Summary

Step Six

At this point, a customer can add the permit to their cart and return to the home screen to purchase additional permits, or they can securely check out. The customer portal is PCI-DSS Level-1 certified, ensuring permit payments are processed with the utmost security.

Figure 90: Permit Application - Secure Checkout

Should the Applicant want to exit their application to finish later, the customer portal will save any progress. When revisiting the portal, the customer will select "Applications in Progress" and can resume their application right where they left off.

Once payment is submitted, all information will flow in real time to the Passport portal where Administrators can approve, deny, or request more information to process the application. The Applicant will receive a receipt to the email address they used to sign up, detailing permit information and any fees that will be charged upon approval.

Charging upon approval will eliminate an extra step of applicants needing to log back into their account to apply payment, which many applicants miss or forget to do. Once a permit is approved by Entity staff, that **permit is immediately live**, both in the back-end system and within the enforcement software.

In-Person Permit Purchase Workflow

Passport's digital parking permits system also supports walk-in or mail-in permit payments, allowing Entity staff to utilize Passport's portal to manually update a permit record for permits that were processed outside of the customer portal. Entity staff would navigate to the "Issue Permit" functionality, located within the "Manage Permits" section.

Entity staff would enter all Applicant information typically captured within the customer portal related to the Permit, Vehicle, and Customer. The same address restrictions in place to prevent purchases on the website will apply in over-the-counter transactions. The system will also prevent the manual issuance of a permit by parking staff, should the limit for permits at a given address already be met. Staff will review for eligibility, with the ability to scan and attach a document or image to the manual permit application.

After entering in all application details, the screen will display a cart summary of the permit(s) and their associated fees. There is an opportunity for staff to add permits to the cart by returning to the "Manage Permits" screen to issue additional permits. Otherwise, staff can then record the payment and issue the single permit.

Staff will select a payment method, input an optional reference number, confirm the amount tendered, and click submit. Following submission, the permit will register as "active," can be searched within "Manage Permits," and will be shared with enforcement software as a valid parking right (i.e., that vehicle has the "right" to park in a particular zone).

iii. **Integration with all major meter equipment, ticket software applications and sensor technology providers.**

Open APIs

Passport utilizes Application Programming Interfaces (APIs) to connect its platform with other systems in its clients' parking environments. An API is defined as a set of definitions and protocols for building and integrating application software with external, third-party systems. **Simply put, an API is a software intermediary that allows two separate systems to communicate with each other.**

As a company, Passport published its own set of APIs that an Entity's vendors can use to connect to Passport's platform. These APIs are publicly documented at https://developer.passportinc.com, for those vendors to use. Passport proactively developed these APIs to better connect the different systems operating within its clients' parking environments. Passport consistently takes feedback from its clients to adjust and sharpen the exchange of information between Passport and external technologies, to better serve the wants and needs of the cities that are using the data shared across these systems.

Passport's APIs are highly standardized and publicly documented to ensure that they provide the highest visibility possible into operations. This approach not only makes it simple for the Entity to connect different systems within its parking environment with minimal effort, but it also empowers the Entity to keep up with ever-evolving technology. Passport's initial development of these APIs have laid the groundwork that the Entity will be able to build off to connect the different technologies operating within its parking and transportation ecosystem. As new technologies are introduced and current systems evolve, the means by which to connect them will remain the same. Passport's open APIs put the framework in place for the Entity to adapt the mobility solutions it provides to citizens, while still securely sharing data across systems to understand the overall environment.

Depending on the type of data the Entity wishes to share with other systems, or the challenges for which it is trying to solve, the Entity can leverage multiple APIs that Passport has published to share information. Below are two of Passport's primary API setups that the Entity's vendors could integrate with to connect to Passport's enforcement and violation management system, provided they can conform to Passport's industry-standard authentication model.

Parking Rights API

This API supports monitoring integrations that allow enforcement officers to determine whether a vehicle has a "right" to be parked in a particular zone for a period of time. The concept of a parking right is the determination of whether a vehicle is eligible (or has the "right") to park in a given location. These rights can be granted through a variety of mechanisms, including payments via parking apps, meters/pay stations, parking permits, and more. When plugged into these APIs, enforcement officers can receive parking right data associated with either zones, vehicles, or space numbers. Passport utilizes these APIs to connect its enforcement solution with several of the vendors listed above (e.g., Flowbird pay stations, IPS meters, etc.) and these could be leveraged to connect with any other third-party mobile parking provider the Entity desires.

Immobilization API

After an LPN has received enough violations to warrant immobilization, this API provides a way to register an immobilization device (e.g., windshield clamp) that has been applied to a vehicle, which would ultimately require all outstanding violations to be paid in order to remove it. This API provides a standard interface to return back the total outstanding violation fees associated with an immobilized vehicle. Passport currently uses this API to integrate with Barnacle, Autura, and RISETEK — and the same API could be leveraged to support other smart boot immobilization technology the Entity is interested in using.

iv. **Ability to provide an administrator portal to manage user accounts and process payments.**

Permit Issuance & Management

After applicants submit permit applications, all information will flow into Passport's back-end portal for the Entity's review. Authorized users will approve or deny applications, and from there, will be able to monitor and perform processing functions on the active permits in its environment.

Approval Queue

All permits requiring verification by Entity staff will flow through a back-end "Approval Queue." Staff will access this by navigating to the "Permit" tab within Passport's portal. The "Approval Queue" functions as a first-in, first-out list with search capability. Basic information is displayed for each permit application in the queue including a unique permit ID, name, LPN, permit type, and request date.

The queue partitions the applications between a few categories (All Items, Information Requested, and New Permits) and always loads with 25 permits; the ability to display or load more applications is provided, if more exist. Additionally, a search bar and a group of filters are provided to assist in managing the queue. Users can drill-drown by permit type, cycle, permission, name, or LPN to see a particular subset of permit applications.


Users will select an individual application which will open a side screen, allowing the user to approve, reject, or take other actions on the permit. The user will be presented with all details related to the permit (permit type, cost, permissions) as well as the details submitted by the applicant including their name, address, email, LPN, and any supplemental documents submitted with their application. Users can also click on "Additional Permits" to see all other permits associated with that email address.

After reviewing the application, users will approve, deny or request more information. All actions will email the contact on the application informing the applicant of their permit status and next steps, as applicable. Any permits that require more information will be moved to the "Information Requested" queue until approved or denied by Entity staff. If approved, the credit card used on the application will be charged for the full amount and the permit will show an "Active" status in Passport's portal. Please see *Figure 93* below.
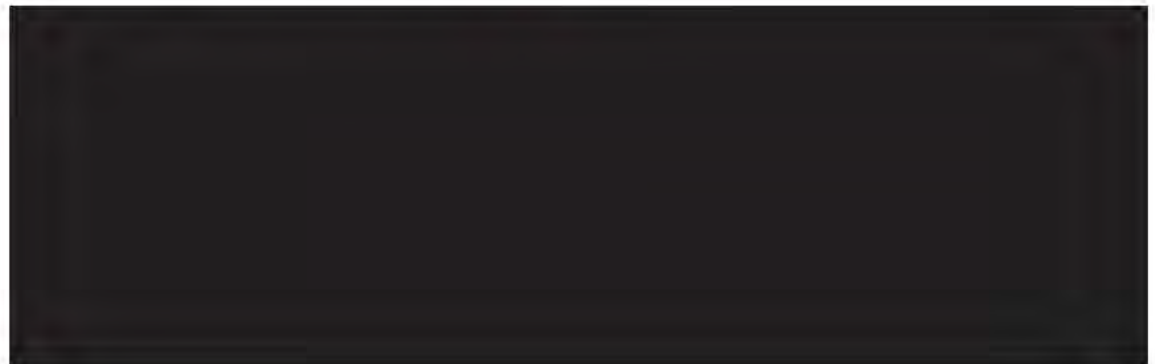
Manage Permits

After a permit application is submitted, this information will be available for review within Passport's portal. Entity staff will utilize the "Manage Permits" module to approve or deny applications as well as track and manage all issued permits. "Manage Permits" functions as a search-based user interface, enabling users to quickly search for a specific permit and take subsequent action. Users will search by Permit ID, Customer Name, Customer Address or LPN.

The search bar will display a total number of returned results with bold font indicating the item that was matched to the search parameter.
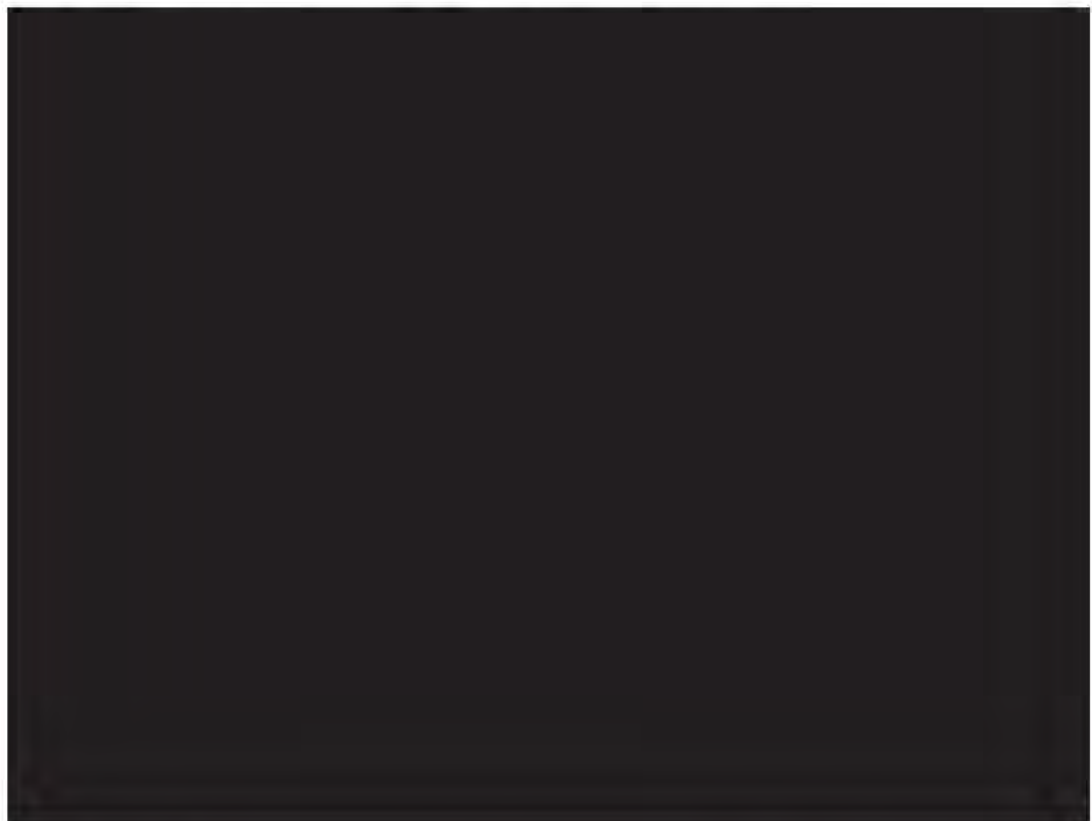
Permit Details

Selecting any one returned result will bring the user to a "Permit Detail" view. Here, users will have access to many core permit functionalities including:

- Permit status and general details
- Review and add notes to a permit
- Historical actions taken on a permit
- View user associated with a permit

- Payment history of a permit
- Email or print previous receipts
- Edit unrestricted permit details
- Update the status of a permit - suspend, unsuspend, or cancel (deactivate)
- Renew and apply payment(s) to permits

As Entity users scroll through the "Permit Detail" screen, there are a number of cards that provide specific, detailed information about that permit.

- **User Details Card --** This card provides all account-level information related to the online customer who owns the permit.

- **Payments Card --** This card illustrates all general payment information related to the permit, including if the permit is set up for auto-renew and the most recent payment(s) made.

- **Permit Details Card --** This card includes an overview of the configurations available for each permit - including type, cycle, group and permission. It also contains all custom-configured permit holder information recorded to the permit, such as a residential address.

- **Vehicles Card --** This card highlights information recorded for each vehicle registered to the permit, and supports the ability to edit each vehicle independently.

- **Documents Card --** This card contains a repository of all the documents submitted with a customer's application on the customer portal, including any documents attached to the permit application/record via Passport's portal (e.g., walk-in permit purchase).

- **History Card --** This card details an intensive chronology of all actions or events that have taken place on any given permit, including who performed the action (as applicable). Actions include the permit becoming active, an email notification sent to the permit holder, the permit expiring and more.

- **Notes Card --** This card contains a comprehensive look at all notes the Entity has made on the permit for operational purposes. Notes are only internally visible only to users of Passport's portal.

Permit Actions

Entity users can manage and perform additional actions on permits by clicking the "Actions" menu on the top right-hand corner of the permit detail screen. Based on the permit's status and prior activity, users will be able to:

- **Record payment** -- Allows users to log a manual payment on the permit record.
- **Refund payment** -- Allows users to correct a customer payment.
- **Suspend** -- Prevents a permit holder from renewing their existing permit.
- **Print** -- Generates a PDF that details the permit record.
- **Cancel** -- Allows users to cancel a permit, thereby updating the status to "canceled."
- **Delete** -- Allows users to delete a permit which permanently removes it from the system.
- **Reissue** -- Allows users to reissue a previously canceled permit.

Search & Filter

Users can search text or numbers in the search bar provided, and the system will look for complete or partial matches of all of the currently active groups' names. Additionally, the filter button at the right of the search input will allow users to refine the listed groups based on various filters.

Communication With Permit Holders

Passport's system can notify customers via mail or email of an impending renewal cycle. Based on the expiration date for a particular permit type, the system can automatically generate a notification a few weeks prior to expiration, encouraging customers to renew their permit online with instructions on how to do so. Please see *Figure 95* below.
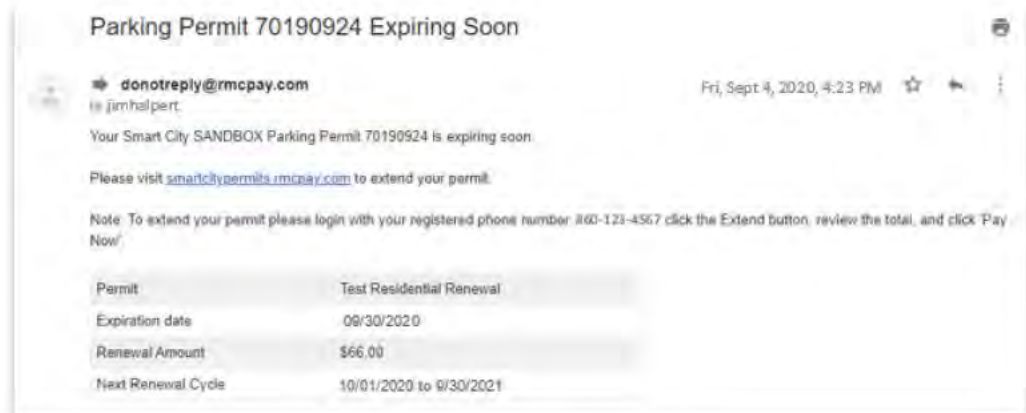
Figure 95: Permit Renewal Notification

The Entity will also be able to communicate with permit holders via the Passport's portal "Message Permit Holders" functionality. Here, users can search for a particular permit holder(s) based on filters for permit type, permissions, date, and status. Please see *Figure 96* below.

Results will be returned and users can select the users whom they wish to message, with an option to 'select all'. Once a permit population is selected, the user will select "Write Message" and will input a Subject and a Message that they wish to convey to that group. Please see *Figure 97* below.

User Activity & Permissions

The Entity will have complete control over who may access the back-end system and even control what functions and reports can be accessed based on an individual role. The Entity will have at least one main administrator, who will manage all other accounts including account creation, access control, and password resets. As the main administrator will have full access and control over the entire system, this designated person should hold a position of trust.

An administrator will navigate to the "Settings" menu of Passport's portal, where they can select "User Management" where they will be able to define and manage both "Users" and "Roles" for the system. Users are only accessible to a main administrator and will be used to create a user, edit access to the back office, reset a password, or delete an account. The main administrator can filter based on the role or search for an individual administrator. The Roles screen allows the main administrator to change back office access for an entire role. During implementation and thereafter in account creation, the main administrator will assign a role to each user, which will define their system access controls. Commonly defined roles include "Accounting/Finance," "Customer Support," and "Cashiering."

To monitor system changes and prevent impermissible access, access to the back office requires a valid username and password which enables an audit trail record of all processing actions within the system. Passport tracks all activity associated with a permit record within Passport's portal, across the entire permit lifecycle. This empowers Entity administrators to audit both the status of any permit record in real time and view its associated history. Permit activity will be attributed to the initiating User ID, and actions are recorded as "History" items on the permit record for transparency and accountability. Each History item is marked with the date and time of the processing action as well as which user performed the action. Please see *Figure 99* below.

History

14 **10/31/2021 at 12:16 AM - Permit Expired - System**
    Permit expired.

13 **09/02/2021 at 12:02 AM - Permit Email Sent - System**
    An email was sent to the permit holder. Subject: Your permit is expiring in 8 weeks.

12 **08/15/2021 at 08:11 AM - Permit Extended - System**
    Permit extended to Oct 31, 2021.

11 **08/15/2021 at 08:11 AM - Permit Activated - System**
    Permit is now active.

10 **06/29/2021 at 12:11 PM - Permit Extended - System**
    Permit extended to Dec 30, 2021.

9   **06/29/2021 at 12:11 PM - Permit Activated - System**
    Permit is now active.

Figure 99: Permit History

v. **Reporting functionality to track accounts, transactions, and performance metrics.**

Digital Parking Permits Reporting

Passport designed its digital parking permit reporting to address most permitting situations, enabling the Entity to accurately draw insights on its permitted parking environment. Entity users will be fully trained on Passport's reporting module to optimize existing reporting to pull the information needed. Should the Entity require a data view that is unavailable through the system, Passport's Product Support team will work with the Entity to build additional custom reports within reason. There are several reports that allow Entity staff to report on system data, with the option of applying additional filters to drill down on granular permit details.

PERMITTING REPORTS	
Report	**Description**
Permit Detail Report	This selection reports the most granular data of every individual permit managed by the Entity. This is the most manipulable report, with options to filter by permission, type, cycle, status, and source. This report also details nearly 20 data fields to gather information about all aspects of permits issued.

PERMITTING REPORTS

Report	Description
Permit Issuance Report	This selection reports data on every individual permit that has been issued by the Entity, with the option to filter on the specific permit type issued. Leaving the filter blank will result in a report of all individual permits, regardless of the permit type.
Trail Report	This selection reports data of actions and events recorded on every individual permit, with the option to filter on the specific permit type issued.
Permit Type Sales Total Report	This selection reports all payments processed through the online customer portal and any payments recorded manually within Passport's portal, including any refund information. Users can filter on permit type and date range to narrow down results. Data points include but are not limited to permit number, permit type, amount, payment type, and payment date.

Table 15: Permitting Reports

Passport's Permit Detail Report offers a wide variety of information about every individual permit offered by the Entity. Users can drill down by permission, type, cycle, status, and source. Data fields returned from this report include start/end date, source, name, address, email, LPN, and link code, among others. This report exports to CSV for further analysis or manipulation and can also be emailed to an external contact.

Passport's Permit Type Sales Total report details all financial and payment activity associated with permits across online payments and those manually posted through Passport's portal.

g. **Parking Access Revenue Control Systems (PARCS)**

Please see the above section, *Photo Enforcement*, for an alternative, gateless solution to traditional Parking Access Revenue Control Systems.

h. **Mobile and/or Web-based Payment Systems**

    i.   **Mobile Payment through an Interactive Voice Response (IVR) system. Describe how a user accesses the platform and the stepby-step process to secure parking and extend times, if needed.**

        Passport can provide an IVR solution to accept parking payments via phone call. The Entity, or Passport, will procure a toll-free phone number and Passport will program the phone line with its IVR call tree to prompt callers to register and/or pay for parking sessions. If an account has already been established for the incoming number, the IVR system will recognize and initiate a session using that account information. IVR is available in English and Spanish options.

    ii.   **Web-based Payment through a designated website. Describe how a user accesses the platform and the step-by-step process to secure parking and extend times, if needed.**

        Passport also provides a mobile-optimized companion website that will mimic the look and feel of the Passport mobile application for users with alternative platforms (e.g., Blackberry, Windows Mobile, etc.) or who do not wish to download an app. This website is accessible via all modern web browsers and will feature a slightly different UI experience than the app but will provide access to all the same core features and functionality, ensuring the same end-user experience. This enables customers to register for a Passport account via desktops, tablets, or other mobile devices.
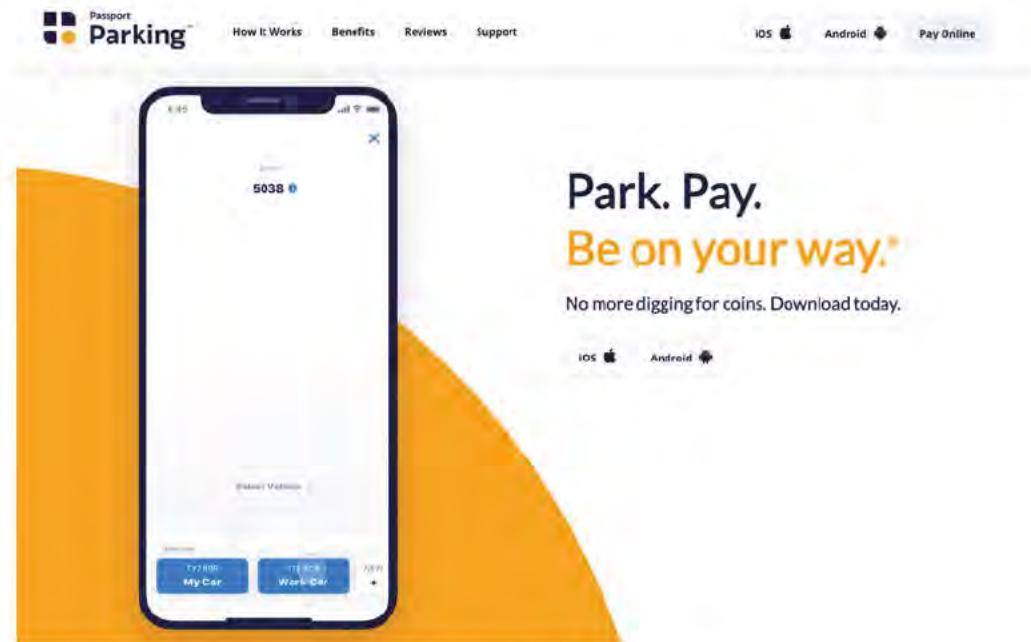
Figure 100: Passport Parking Landing Page

iii. **Describe how either payment system meets industry-level standards to encrypt and secure credit card and other personal data.**

Passport maintains Level 1 PCI-DSS (v. 3.2.1) compliance, meaning it processes more than six million credit/debit card transactions annually. This is the highest and most stringent of the PCI DSS levels and requires undergoing an internal audit once a year, as well as quarterly PCI scans to remain compliant. This ensures the utmost security for payments processed via the customer portal and the mobile payment application. Credit card numbers are encrypted with AES-256 on a rotating encryption key, which reduces the amount of content that is encrypted with a single key, minimizing exposure. All information is stored in an isolated card storage database, per best practices. All transactions are tokenized at the point of transaction, meaning that credit card information is encrypted from the moment an end user inputs data into the portal. Passport's server then reads the tokenized information and sends the proper data to the merchant processor. Tokenization reduces the risk of credit card fraud in the event of a breach since there are no actual credit card numbers ever stored or transferred in the system.

i. **Parking and Mobility Consulting**

    i. **Describe consulting expertise such as: urban planning, technology, policy audit and creation, financial analysis, audits, adaptive reuse plans, green planning, ADA compliance, curb management, parking case studies, and various parking methods (on-street, garages, surface lots, etc.).**

    The average sales cycle at Passport can last over a year. Our Sales team uses this time frame to take a consultative approach and offer expertise to help potential clients use our solutions to address their most pressing issues. Passport has developed an effective system for transitioning new clients from Sales to our Client Success team, which has extensive experience working with cities of all sizes to solve complex problems using our software solutions.

j. **Parking Management Services**

    Passport provides cloud-based software-as-a-service (SaaS) solutions to its clients; therefore, Parking Management Services will not be provided.

k. **Mobility and Transportation Services**

    Passport provides cloud-based software-as-a-service (SaaS) solutions to its clients; therefore, Mobility and Transportation Services will not be provided.

l. **Vehicle Sensing Solutions**

    i. **Describe vehicle sensing services, such as License Plate Recognition, Electronic chalking, etc.**

LPR Hardware & Software (Genetec)

As a value added service to support the most efficient and streamlined enforcement, Passport's enforcement solution includes an integration with leading License Plate Recognition (LPR) technology. This technology provides the Entity with a highly effective way to obtain real-time verification of valid parking permits, confirm mobile and/or meter-based paid parking sessions, issue citations, identify scofflaws, and more. Seamlessly integrated with the OpsMan Mobile handheld enforcement software and backend system, enforcing with LPR has never been easier.

The system holds true to the highest industry standard read rate for mobile LPR at 98%, even in darkness and adverse weather. Passport enforcement software can interface directly with LPR technology, including Genetec SharpZ3 LPR cameras, AutoVu Patroller, and Security Center software. This direct integration reduces system complexity, increases functionality, and improves officer usability, as it allows officers to automate identifying non-compliant vehicles with LPR technology and easily enforce those same vehicles with Passport's integrated software.

To understand why LPR technology is so vital to a modern healthy parking ecosystem, it's important to first understand the technology itself. The core functionality is the system's ability to capture an image and translate characters from that image into readable information by the software system via Optical Character Recognition (OCR) technology. OCR analyzes the structure of an image captured by the system's cameras and is able to single out characters and then compare those characters to designated patterns (i.e., license plate templates). The system processes through an extensive number of probable matches and makes the final decision, populating the recognized text in the correct data fields on the enforcement software. Utilizing LPR technology creates an incredible opportunity for operational efficiencies within parking organizations, enabling a single officer to scan 4,000+ plates during a single eight hour shift. It is an absolute necessity for modern operations.

System Overview

AutoVu™ automatic license plate recognition (ALPR) system automates license plate reading and identification, making it easier for law enforcement and for municipal and commercial organizations to locate vehicles of interest and enforce parking restrictions. Designed for both fixed and mobile installations, the AutoVu system offers features that heighten accuracy and increase operator efficiency. In addition, ALPR reads are augmented with context images, time stamps, and GPS coordinates and can include wheel images for strict, time-limited parking enforcement. By automating license plate reading and identification, the Entity can help its parking enforcement officers complete their patrols faster and enforce multiple parking rules simultaneously. The Entity can use the data captured by the ALPR system to define routes based on peak occupancy, target areas with low compliance, reduce ticketing disputes, and automatically identify scofflaws.

The following software makes up the license plate recognition platform:

- Security Center with AutoVu makes up the back office for processing all the data, hotlists, and reporting.
- Patroller is the software in the vehicle for mobile LPR with the Entity platform to allow for permit and time zone management.
- Pay by Plate software allows for the connectivity to pay stations and pay-by-cell providers in real time.
- PlateLink software allows for all mobile vehicles to communicate as one, regarding permits and time zones.

System Benefits

AutoVu is a platform designed specifically for parking with complete integration in almost every third-party company within parking management. In a parking environment, it is critical to read every single plate with excellent accuracy to insure ROI. Per its prequalification test, Minuteman and Genetec scored a 97.18% accuracy on both on-street and off-street parking. This is a significant increase in enforcement efficiency and will improve real world revenues and compliance. The system can manage permit and time-limit enforcement simultaneously, auto-select lots or zones based on GPS, provide zone-based occupancy reports, third-party ticketing integration, pay-by-plate sync, use the license plate as a credential to schedule access rights, and improve parking revenue by +35%.

Exclusive System Features

AutoVu PlateLink is a product that is currently under patent law. Managing shared parking permits (where several vehicles share a single permit) can be a complex and time-consuming task. To identify a shared permit violation, a single parking enforcement vehicle would typically need to see both cars sharing a permit to detect that they were both in the lot at the same time. This can prove challenging, if not impossible, for large facilities that employ multiple enforcement vehicles. With AutoVu Plate Link, any patrol vehicle can detect violations using license plate data collected by other connected vehicles. This helps increase the rate of detection and simplifies the assignment of patrol routes.

AutoVu Plate Link provides similar benefits to officers enforcing time-limited parking bylaws. It allows two separate patrol vehicles to be assigned to a zone and work in unison, as if they were a single vehicle. Each license plate scanned by a vehicle is automatically transferred to the next vehicle that enters the zone.

By working together, the first patrol vehicle captures the license plate information initially, and should a violation occur, it will be detected by the second patrol vehicle making a subsequent pass. The first patrol vehicle does not have to circle back after the time limit has elapsed. Using the same vehicle data eliminates the need to circle back to an assigned zone, and boosts capture rates. Another exclusive feature is the parking management dashboard which allows real-time data to be compressed from all mobile vehicles and garages into a simple visual layout. The below layout easily notifies the end user of garage activity, occupancy, parking violations by certain criteria (by vehicle, garage, day, hour), and more.

Lastly, Security Center is a unified platform that blends IP video surveillance, access control, and license plate recognition systems within one intuitive solution. This allows the Entity to simplify operations, achieve greater situational awareness, and take advantage of a highly flexible platform that evolves alongside the organization. With the ability to unify third-party security and business systems with Security Center, the Entity can seamlessly control all operations while providing users with the power to rapidly respond to emerging situations. A unified system not only provides greater control but can also help avoid the pitfalls of traditional security systems, such as limited connectivity between various applications, compatibility issues, and complicated and costly maintenance.

LPR Primary Equipment Components

Two (2) Genetec SharpZ3 Cameras

The AutoVu™ SharpZ3 is powered by the Intel® Movidius™ Myriad™ X VPU. Designed to deliver high-performance processing at the edge, it takes advantage of the latest machine learning technologies to redefine what mobile ALPR can do. With its third optical sensor, it can precisely position objects and vehicles around the license plate to understand the context of each read. With its modular design, the SharpZ3 gives users the flexibility to add new functionalities over time. The Sharp Z3 camera specifications include a capture range of up 63-feet (19-meters) with retro-reflective license plates, enabling enforcement officers to capture the full picture when scanning vehicles. The third sensor embedded in the SharpZ3 also allows stereoscopic distance determination of objects detected and helps accurately capture multiple plate designs in complex urban environments -- including flat, embossed, reflective and non-reflective license plates. All of the Sharp units are equipped with integrated illumination, including a night mode with 940nm illuminator, ensuring consistency of performance during both day and night.

One (1) Panasonic FZ-G1 Tablet

The in-vehicle Panasonic tablet is so durable it has earned the title of "toughpad." The unit is usually mounted to the interior dashboard area of the vehicle. When the vehicle is started and the officer is ready to begin enforcement, the UI is extremely user-friendly and easy to turn on and launch. The system is streamlined and can be launched and ready to go as soon as the officer is ready.

One (1) Industrial PC Controller (Black Box)

The LPR Processing Unit, the AutoVu LPR Processing Unit (Black Box), comes with four camera ports. In mobile installations, the LPR Processing Unit is sometimes referred to as the "trunk unit" because it is typically installed in the vehicle's trunk.

Expansive Integrations

Genetec has integrated with virtually every pay by plate, parking management and pay station company involved with parking in today's market. Below is just a few of the complete integrations available from Genetec:

Figure 101: Genetec Integration Partners

Furthermore, Genetec is very receptive to working with other companies, making integrations with other hardware or software exceedingly simple. Genetec has a team of engineers who are constantly working to improve or integrate with the latest technologies within the parking/law enforcement markets.

Genetec's LPR is so widely used within parking that third-party vendors contact them directly to ensure their products will be part of a new release. Genetec also offers an SDK and has a full open API allowing for ease of integration.

Enforcing with LPR Technology

Passport's enforcement solution improves the efficiency of municipal parking operations from issuance to appeals. Each feature of the solution is aimed towards either increasing the speed of the activity or providing more convenient options to accomplish that action. Leveraging License Plate Recognition (LPR) technology serves both purposes: issuance is streamlined with pre-populated fields, and optionality is increased by allowing cities to issue from the vehicle or by deploying targeted routes.

With open API architecture in place, Passport is integrated with industry-leading Genetec technology. Genetec's SharpZ3 ALPR Camera is an IP-based automatic LPR camera designed for mobile applications. It boasts high resolution and integrated illumination in a very compact form, allowing the SharpZ3 to capture more license plates in a variety of conditions and at high speeds. Each processing unit can support up to four cameras, providing maximum coverage and high accuracy in parking applications. Genetec's processing unit (AutoVu) manages all key software, translating plate images into digital plate reads. The processor uses 1 or 2 Intel Atom processors per processing unit. Each processor is compact, ruggedized, shock resistant, and mounted on the trunk of each vehicle so as not to take up space in the vehicle. Each scanned LPN is compared to lists of paid parking sessions and permit holders provided by Passport and operators are notified when their intervention is required.

Passport expanded upon its integration to not only notify an operator when a ticket should be issued, but also to pull data from the AutoVu system to pre-populate tickets for even faster issuance. When a vehicle outfitted with Genetec LPR cameras passes through a parking lot or drives down a street, Genetec's system collects an image of each license plate, each vehicle, and records the time of capture and location of the vehicle. The data is processed and relayed to the driver of the enforcement vehicle through a laptop fixed in the vehicle. The driver will continue to patrol the area until the LPR software determines that a vehicle is in violation. The LPR technology monitors for violations related to nonpayment, invalid permits, and overstaying a free time limit on a parking space. When the LPR technology determines that a vehicle is in violation, the officer must verify the plate number that was scanned by the LPR system. If the LPNs match, then the officer will hit "Enforce" from the laptop.

Passport's integration with this LPR technology implements the use of APIs to retrieve all violation data (including images) from the LPR software. This information is parsed and stored within Passport's cloud and broadcasted to all OpsMan Mobile users via the "Violations from LPR" menu (see example images on previous page). The nearest officer to the violative vehicle will be dispatched to issue the citation picked up by the LPR vehicle. When the issuing officer reaches the vehicle, they will select the correct LPN from a list of scanned LPR violations. Once selected, OpsMan Mobile will automatically redirect the officer to the "Issue Ticket" page, where all available information has been pre-populated. When a violation is selected from the list, the enforcement officer will then verify information, attach notes and images (the images taken directly from the LPR camera), and print and place the ticket. Once issued, that violation will be removed from the universal Violations from LPR list. Additionally, if no officer issues a ticket eligible under LPR Violations, those violations will be removed from the list after 12 hours.

Digital Chalking

OpsMan Mobile has an electronic chalking feature, making it much easier for officers to mark, track, and issue timed-parking violations than traditional chalking methods. This feature allows officers to mark the vehicle LPN, location, stem valve position, and time limit. One of the key differentiators of Passport's system is that chalking session **marks are stored from each officer and are preserved and shared across shifts and devices,** meaning when any enforcement officer using OpsMan Mobile marks that vehicle again, the information from the previous chalk (location and the stem valve position) regardless of shift, is readily available. There are currently three modes of location marking to choose from, depending on Entity regulations (*see Image 1, below*).

- **Street Based --** Uses street and cross street of the vehicle's location to track the exact block.

- **Address Based --** Uses a combination of cardinal direction, a cross indicator, address number, and street name. Officers can drill down to the specific physical address to know exactly where the vehicle was parked.

- **Zone Based --** Passport can either designate new zones or use existing zones for ticket issuance specifically for chalking.

After the location is inputted, the officer will mark the location of the wheel's stem valve on an image within OpsMan Mobile (see Image 2, below). The process is optimized for efficiency to improve the Entity's parking management operations, even notifying the officer when to issue a ticket based on overstaying (see Images 3 & 4, below). In addition to system-wide access to chalking data, Passport has designed the user interface to allow officers to switch back and forth between chalking and issuance modules easily. Once an officer is prompted to issue a ticket due to previous chalking, the issuance screen will be pre-populated for an overstay violation, including specific data about that vehicle. Finally, each LPN is checked against an imported list of LPNs with outstanding tickets, scofflaw status, or other Entity -defined enforcement databases. The software aggregates this data in real time and does not require the officer to run separate checks to verify the LPN status of non-compliance. These automated checks and alerts allow for higher accuracy when ticketing and save considerable time.
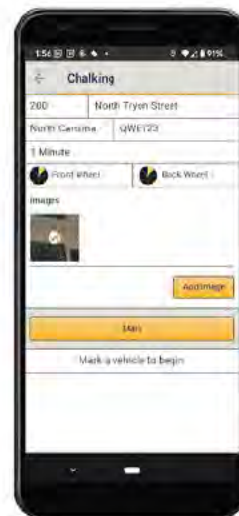
| Image 1 | Image 2 | Image 3 | Image 4 |

Figure 102: OpsMan Mobile Images

In summary, the process is simple:

- The license plate number, location, tire stem position, and parking time limit are recorded and shared system-wide for all parking enforcement officers to access.
- As officers or LPR vehicles retrace their route, the vehicle information is recorded again.

- If the vehicle matches the configured business rules for overtime parking, the officer is alerted to issue a ticket and the chalking information will also be printed on the issued ticket, strengthening the Entity's argument on appeal.

The feature will be configured during implementation to meet the needs of the Entity's current rules and regulations related to parking stay time limits.

m. **Staffing Services**

Passport provides cloud-based software-as-a-service (SaaS) solutions to its clients; therefore, Staffing Services will not be provided.

14. Provide any additional information relevant to this section.

SpotBlock Solution Overview

Passport's latest addition to long-term parking options is SpotBlock, Passport's digital meter bagging and curb/space reservation system. Accessible on any device, this system allows the Entity to create reservation types, manage meter/space inventory and issue temporary blocks/reservations for special events, construction projects, moving vehicles, etc. SpotBlock aids cities in enhancing the management of parking reservations, enhancing traffic flow, and generating revenue for the Entity , all contributing to a well-functioning urban environment.

SpotBlock also simplifies tracking which spaces are reserved for specific dates. The system employs a first-come, first-served approach to ensure that spaces are not allocated to another party after they've been requested. The Entity can manage their inventory, ensuring that only the spaces they want to reserve are available for booking. Operators can easily upload all the spaces they wish to monitor within our system. Additionally, meters can be individually blocked off or disabled citywide for specific dates such as holidays, and temporarily taken offline for maintenance. Please see *Figure 103* below for additional details.

CMRPAY Self Serve

Facilitating Self-Service Efficiency & Entity Resource Optimization

Customers will be able to make reservations or purchase meter bags through multiple channels, including online (CMRPay), in-person transactions, or by telephone. The Entity will offer support through an alternate back-office system, which mirrors the functionality of CMRPay. The overarching aim is to empower individuals to independently manage their meter bag reservation process, thus reducing the necessity for direct involvement in the creation phase, while the Entity's focus remains on efficiently overseeing the approval queue. This strategic approach is anticipated to yield significant time and labor savings for the Entity, courtesy of the convenience provided to customers in reserving meter bags online.

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Workqueue

Passport offers a daily report that displays all the spaces (meters) that need to be bagged each day, along with the customizable insert or signage needed for each space.

Payment

The Entity can customize the specific document(s) required for reserving a parking spot. After inputting all required information, the customer can review their application, accept terms and conditions, and proceed to the payment screen via Passport's portal. At this point, a customer can add the reservation to their cart and return to the home screen to purchase additional parking spots, or they can securely check out. The customer portal is PCI-DSS Level-1 certified, ensuring payments are processed with the utmost security.

Once payment is submitted, all information will flow in real time to the Passport portal, where administrators can approve, deny, or request more information to process the reservation. The applicant will receive a receipt to the email address they used to sign up, detailing reservation information and any fees that will be charged upon approval.

Charging upon approval will eliminate an extra step of applicants needing to log back into their account to apply payment, which many applicants miss or forget to do. Once a reservation is approved by Entity staff, that reservation is immediately live, both in the back-end system and within the enforcement software.

Customer Experience

To accommodate any established nomenclature, SpotBlock can be white labeled to ensure adoption and eliminate potential confusion among residents as well. Creating a reservation is as simple as selecting the dates in which you want, what spaces you would like, and entering payment information. Upon approval, the applicant's card is charged and the reservation is confirmed. Please see *Figure 104* below.

Performance Benchmarking

Passport also offers a Performance Benchmarking solution that enables cities to leverage data from other cities and compare their outcomes to make better-informed decisions that can influence policy. It also provides cities with data-driven points of reference to compare its operations and outcomes against other cities, and apply those insights to make more informed decisions that help achieve their goals and objectives.

With our Performance Benchmarking solution, Passport's City Profiles help capture the information needed from cities to aid in like-for-like comparisons between municipalities. Without this information, municipalities struggle to determine who their peers are. The City Profiles product lives in Passport's portal and relies on data-sharing to influence behavior and outcomes.

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Passport's Payments Solution

Passport's platform comes integrated with payment services, **Passport's payments solution**, which eliminates the need for third-party gateways and processors. In choosing Passport for both Full Parking Integration (CMP/MPP/DPP) and payment needs, the Entity will have the benefit of one partner for cohesion across its parking environment and end-to-end service connecting the Passport system to all the major card networks. Passport's payments solution also provides an online portal for program reporting, maintenance, and managing cardholder chargeback requests.

With this payment processing method, Passport can provide all the benefits of a vertically integrated small ticket processing solution to the Entity, while also remaining in compliance with Federal and State money transmission regulations. Passport has executed Parking Small Ticket Incentive Agreements with Visa and Mastercard, which reduces the interchange rates on most credit and debit cards that are processed through Passport. Only dedicated parking segment solutions, like Passport, qualify for the card brands' Small Ticket Incentive Agreements because of specific quarterly parking location growth requirements. Passport's direct relationships with the card networks and the scale of its small ticket volume allows Passport to pass on cost savings to the Entity.

Passport's payments solutions will offer the Entity several payment-related benefits as transactions are initiated, including:

Lowering Processing Costs

As a parking and transportation expert, Passport has negotiated discounted credit and debit card rates that apply to small-transaction-size Full Parking Integration (CMP/MPP/DPP) payments. With daily settlements to improve cash flow and flexible pricing options, Passport Payments offers the most competitive tools to meet the demands of the Entity's parking operation.

Reliability

With Passport's payments solution as the Entity's processor, it allows for tighter control over the entire Full Parking Integration (CMP/MPP/DPP) ecosystem. This creates a more reliable solution versus managing separate gateways and processors. Passport operates the mobile app, mobile solution, payment gateway, merchant account, settlement, and reporting on an integrated platform, providing enhanced visibility and control across parking and enforcement programs.

Streamlined Operations

Passport's payments solution is integrated across the entire operating system — including connected partners — making it simple to manage and collect daily credit and debit card funds. Choosing Passport to support both Full Parking Integration (CMP/MPP/DPP) and payment needs helps reduce the number of handoffs and touch points that are needed with third-party processors and gateways ultimately improving the speed, security, stability, and accountability of your operation.

Support

The Full Parking Integration (CMP/MPP/DPP) will have access to dedicated support that will assist with any payment inquiries or concerns. This includes assisting with common payment-related inquiries such as reversing, voiding, and refunding transactions, or providing refresher training on running financial reports or navigating chargeback processes.

System Security

As with all Passport offerings, security is paramount in providing the highest level of service to clients. Passport uses an advanced token system that removes sensitive card details from the environment. Tokenization converts a credit card number to a random strand of characters, rendering the data useless to criminals or hackers. Passport's payments solution is PCI-certified as a Level 1 service provider by all major card networks/brands and undergoes annual certification to maintain this compliance. Also, through a partnership with Amazon Web Services (AWS), Passport can obtain government-compliant security, such as AWS Government Cloud, to which other processors might not have access, as they are not specialized in this industry.

Finally, Passport is committed to maintaining strict compliance with regulatory requirements in the payments space. Since 2015, Passport has provided integrated merchant processing services nationwide and has now upgraded its infrastructure and registered as a full service merchant services provider. With this new status, Passport has an obligation to meet certain regulatory requirements defined by the federal government, financial institutions, and card networks. Compliance with these requirements helps ensure Passport is safely and securely processing funds for its clients. Passport is dedicated to ensuring the highest levels of security for clients and adapting quickly to new regulations.

Card Present

Passport's payment processing solution, powered by Worldpay from FIS, also provides the scale and stability of the industry-leading processor. Through its platform integration with Worldpay's processing and merchant settlement services, Passport can streamline the Entity's reporting and reconciliation process, providing tremendous data, efficiency and value to the Entity and its stakeholders. For Passport's mobile pay parking application, on-street parking meters and other point-of-sale environments, Passport will support both EMV and card swipe authorization methods, providing connectivity to the Entity's existing meter providers. For all the methods listed above, Passport supports processing on Worldpay's Core platform.

- **Card not present transactions** — Passport connects to the Worldpay platform via Cybersource.
- **Card present transactions** — Passport connects to the Worldpay platform via Tender Retail or TSYS.

Passport's Client Implementation team has a defined training methodology to ensure that the Entity is fully enabled to utilize Passport's parking management system. Passport will assist the Entity in determining which individuals/departments should attend training sessions and scheduling those sessions regarding the expected launch date. The training delivery methods, approach, and roles can always be adjusted based upon the Entity's guidance and Passport will work with the Entity to set up a training plan that best suits the Entity's needs.

Training Approach

Passport takes a proactive, role-based training approach with client staff to ensure their overall readiness to effectively and efficiently use Passport's mobility solutions. Passport's aim for all learning approaches is to provide the most useful and streamlined learning experience so learners master the skill/behavior in the least amount of time. Learning solutions are delivered in a few methods:

In-person Sessions provide instructor led, in-person and/or onsite training

Virtual Sessions provide instructor led, webinar based training via Entity classrooms or multiple PCs

Help Hub provides context-sensitive, guided walkthroughs for self-study or self-service

Passport will implement a combination of the above delivery methods to properly train Entity staff based upon the functional roles within the Entity's organization. All will be discussed and refined with the Entity in order to create the best learning experience for all staff.

Passport will train Entity staff using realistic data to ensure that Entity staff is receiving comprehensive instruction for how to utilize the system. This can include initiating session monitoring, ticket voids, permit waitlisting, and approval queues as well as how to utilize Passport's portal dashboards and and reporting. This will ensure that each department that interacts with Passport's system is receiving "hands on" training and instruction on how to optimize the system.

In-Person Training

Passport provides in-person and/or onsite instructor led training to ensure the following:

- Those testing Passport's system have the skills to navigate the solution and provide testing feedback.
- Key staff are trained to be the internal experts of Passport solutions, supporting teams leading up to and post launch.

Virtual Training

Passport provides virtual instructor led training (aka: webinar) as an alternative to in-person instructor led training. In some cases, virtual instructor led training is also leveraged to provide follow-up training to the initial session, and for any continuing education. This will ensure the Entity can successfully be trained from anywhere, which is extremely valuable as communities and places of work continue to work remotely.

Help Hub

For back-end software assistance, Passport's portal includes a self-service "Help Hub" feature that guides users through the system. The Help Hub provides context-sensitive, guided walkthroughs to ensure that the information displayed will dynamically adjust depending on the module in use. These walkthroughs will guide the user through the completion of a certain task so the user will perform the task while learning it (rather than simply reading about it in a training manual). This will be vital for onboarding any new Entity staff members as they will have hands-on experience and can train using actual data. Additionally, administrators can assign tasks to certain users to ensure they are fully trained on the functions related to their role.
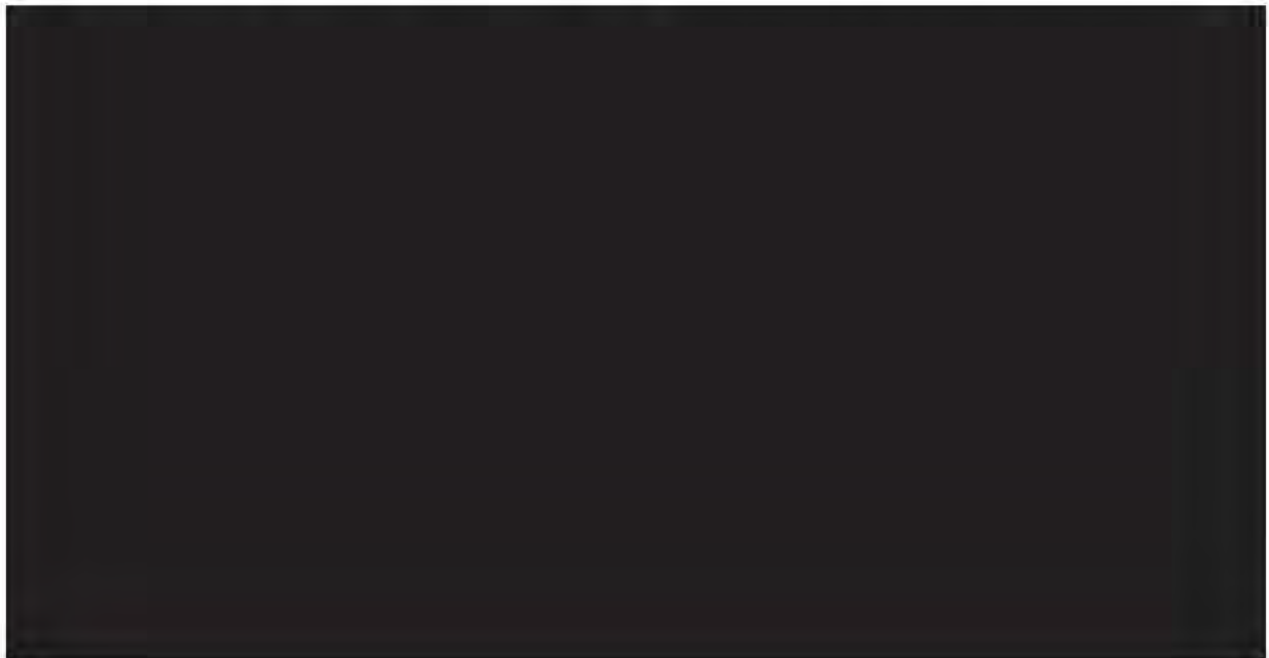
To complete their assigned tasks, users will select the blue checklist icon located at the bottom of the screen to expand the list of all assigned modules that the user must complete for training.
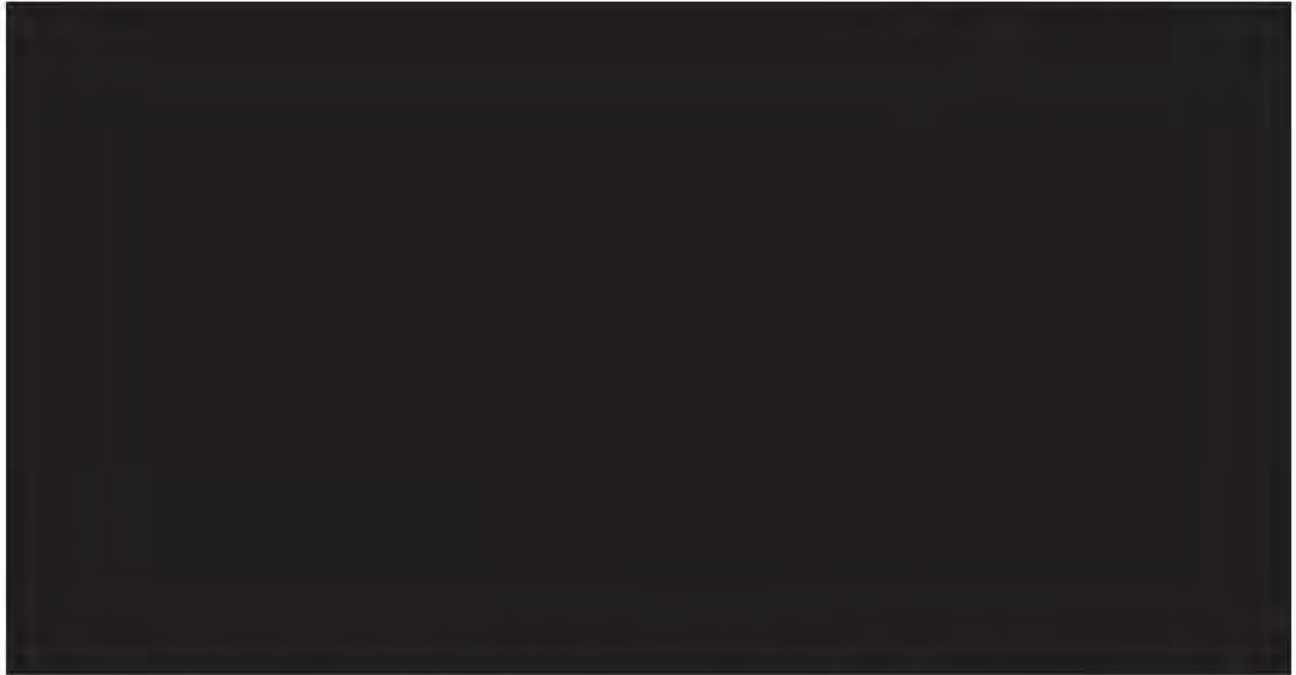
When a user selects a task from the Task List, that walkthrough launches immediately.
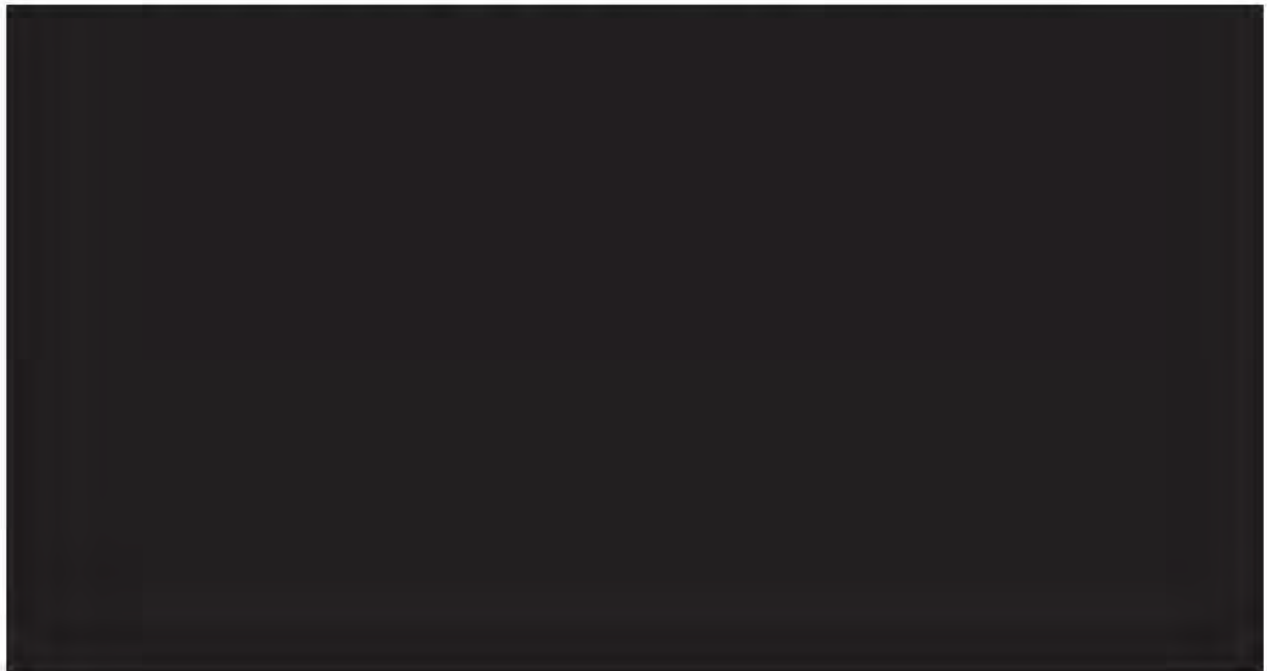
Users can click the Help Hub icon to display a library of relevant content based on the page they are currently viewing. In *Figure 110* above, the user is training on the "Write Citation" module; therefore, the Help Hub displays related content, including: Edit a Citation Note, Delete a Citation, and Search for a Citation.

Role-Based Training

Passport provides a comprehensive learning program that focuses on how each functional role utilizes the Passport solution(s). The goal is to increase the overall speed-to-proficiency of learners for the benefit of the Entity overall productivity as an organization.

Passport will work directly with the Entity to refine and personalize Passport's current training curriculum to create the best learning experience for Entity staff.

To do this, Passport's training approach addresses three key knowledge inflection points for the Entity:

- A. Knowledge Readiness to perform User Acceptance Testing (UAT)
- B. Knowledge Readiness to Launch
- C. Knowledge Readiness to support Business as Usual (BAU) operations anticipating new hires, functional role changes and/or promotions

A. USER ACCEPTANCE TESTING (UAT)	B. LAUNCH	C. BUSINESS AS USUAL
Virtual training led by Passport instructors to ensure Entity staff are able to test and execute the solution's functionality across the Entity's environment.	**Virtual training** led by Passport focusing on specialty roles (i.e., management) to support key staff who will be the internal experts in the use of Passport solutions.	**Help Hub** will provide context-sensitive, guided walkthroughs for self-study or self-service.

Note: Roles and approaches can be adjusted based upon the Entity's guidance.

Training Programs

Passport divides its training program into key areas based upon the mobility solutions being utilized.

FUNCTION	PROGRAM DESCRIPTION	DELIVERY METHODS
Enforcement Officers (EO)	Provides officers with the knowledge and skills to issue citations and maintain their equipment.	Virtual instructor led and in-person delivery
EO Leads & Supervisors	Provides supervisors with the knowledge and tools within Passport's system to improve daily operations.	Virtual instructor led and in-person delivery
Daily Operations	Provides all Entity staff (Management, Finance, Administrative Professionals, Customer Service, etc.) with the skill and knowledge to use the Passport system. Trainings include a range of topics including how to: • Improve operations. • Effectively and efficiently utilize Passport's system to support daily, weekly, monthly, and annual accounting routines. • Accurately and efficiently support ticketing and permitting questions from Entity constituents. • Issue refunds, verify permit documentation, and approve appeals.	Virtual instructor led delivery with self-study

Program Framework

Management Example – Mobile Pay Parking		
Tell Me	**Show Me**	**Do It**
- End-to-end overview of mobile pay parking app, Passport Parking - Deep dive into Passport's Portal features to support Entity's parking environment - Deep dive into the data analytics, dashboards, and reporting options to support the Entity's information needs	- Demo of Passport Parking - Demo of Passport's Portal features to manage the environment - Demo and tour of all dashboard and reporting options	- Practice with notifications and restrictions - Submitting rate change requests - Practice pulling reports and understanding the information
Business as Usual:	*Help Hub* for context-sensitive, guided walkthroughs for self-study or self-service.	
Continued Education:	For application enhancements that require in-person or virtual training, Passport will work with Entity management.	

Management Example – Digital Parking Permits		
Tell Me	**Show Me**	**Do It**
- End-to-end overview of customer portal - Deep dive into Passport's portal features to support the Entity's permit environment - Deep dive into the data analytics, dashboards, and reporting options to support the Entity's information needs	- Demo of customer portal - Demo of Passport's Portal features to manage the environment - Demo and tour of all dashboard and reporting options	- Practice with waitlists and approval queues - Submitting weekly/monthly permit rate change requests - Practice pulling reports and understanding the information
Business as Usual:	*Help Hub* for context-sensitive, guided walkthroughs for self-study or self-service.	
Continued Education:	For application enhancements that require in-person or virtual training, Passport will work with Entity management.	

Enforcement Officers Example - Parking Enforcement		
Tell Me	**Show Me**	**Do It**
• End-to-end overview of enforcement process with violator payment portals • Defining OpsMan Mobile features • Hardware operation • Explaining how the issuance process impacts other teams and Entity processes *(optional-delivered in partnership with Entity)*	• Demo OpsMan Mobile software with multiple scenarios for each feature • Hardware operation & maintenance	• Write citations with scenarios for each feature • Demonstrate hardware operation and maintenance
Business as Usual:	*Help Hub* for context-sensitive, guided walkthroughs for self-study or self-service.	
Continued Education:	For application enhancements that require in-person or virtual training, Passport will work with Entity management.	

Appendix 1 - Marketing Plan/Samples

Email Marketing

Passport employs email marketing campaigns to our database of more than 12,000 marketable contacts, delivering personalized and informative content directly to decision-makers and influencers within cities. Email marketing ensures that each city, across our existing customer base as well as prospective clients, understands how our solutions can meet their unique needs.

Do you have Flowbird meters or pay stations? Now you can see **digital** and **physical** transactions in a single, unified view.

Introducing our latest Passport Payments feature: **Card Present Processing**

Use the same system to manage, view and reconcile transactions made at certified physical point-of-sale devices, including meters, pay stations and more.

Discover More Benefits

Interested in turning this feature on? Click below 👇

Get in touch with an expert

Don't miss a single email - confirm or update your communication preferences.

Webinars and Workshops

Passport hosts webinars and workshops aimed at educating cities and providing a platform for interactive discussions. Promotion of these events will be executed through email marketing, social media and Passport's website.

Social media graphic promoting registration for the webinar
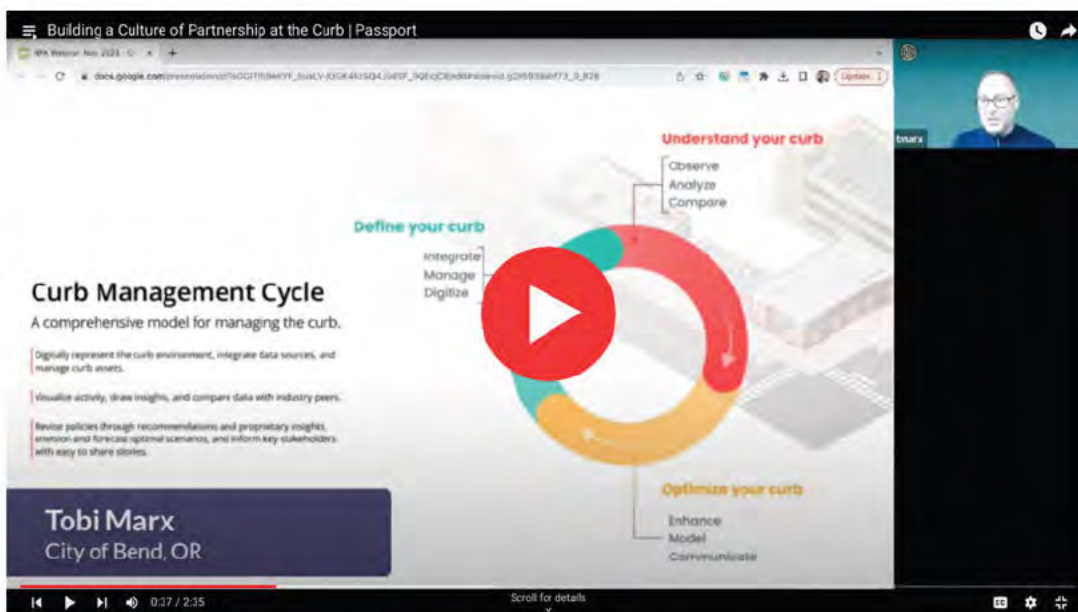
Highlight clip from the webinar

Social Media Engagement

We maintain an active presence on various social media platforms to engage with our audience, share informative content and participate in relevant discussions.

Digital ads for LinkedIn promoting Passport's enforcement solution.

Content Marketing

Passport creates high-quality, informative content such as blog posts, eGuides, whitepapers, case studies and success stories that address the pain points and challenges faced by cities. This content lives on Passport's website and is designed to position us as thought leaders in the curb management sector.

Written case study: Austin, TX

Video case study: *How the City of Bend is using Passport's platform as the foundation for building its future*

Blog: *Cities Are Unlocking Crucial Insights with Passport's Performance Benchmarking Solution*

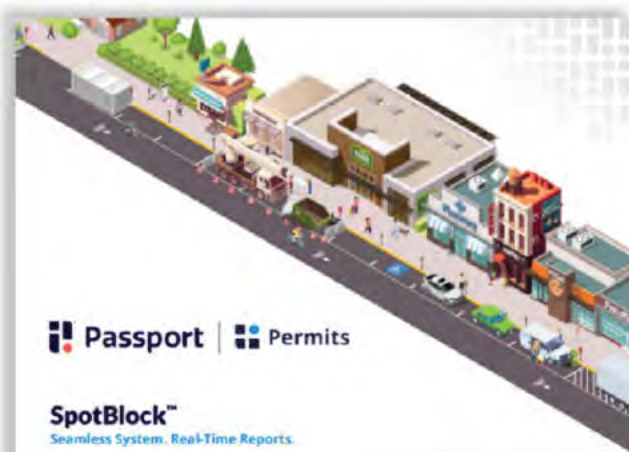eGuide: *The Power of Centralized Data and Insights*

Content for Sales Team

Passport curates a variety of sales enablement content, including cut sheets and one pagers, to educate, drive awareness and to empower our sales team.

Cut sheet: *Performance Benchmarking*

Cut sheet: *SpotBlock*

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Appendix 2 - EEO/AA Evidence

Passport's Equal Opportunity Policy

Please reference the below document for Passport's Equal Opportunity Policy.

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EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION STATEMENT OF POLICY
41 C.F.R. 60-741.44(a)

It is the policy of Passport Labs, Inc. not to discriminate or allow the harassment of employees or applicants on the basis of sex, gender identity, sexual orientation, race, color, religious creed, national origin, physical or mental disability, protected veteran status, or any other characteristic protected by law with regard to any employment practices, including recruitment, advertising, job application procedures, hiring, upgrading, training, promotion, transfer, compensation, job assignments, benefits and/or other terms, conditions, or privileges of employment, provided the individual is qualified, with or without reasonable accommodations, to perform the essential functions of the job. This policy applies to all jobs at the Company. The Company will continue to take affirmative action to ensure that individuals are employed, and that employees are treated during employment, without regard to their sex, gender identity, sexual orientation, race, physical or mental disability, protected veteran status, or any other characteristic protected by law in all employment practices as follows:

Employment decisions at the Company are based on legitimate job related criteria. All personnel actions or programs that affect qualified individuals, such as employment, upgrading, demotion, transfer, recruitment, advertising, termination, rate of pay or other forms of compensation, and selection for training, are made without discrimination because of any basis protected by law. Employees may choose to voluntarily disclose their sex, race, national origin, disability and protected veteran status at any time by contacting Human Resources. Such information will be maintained in a confidential manner and will not be used against an individual when making any employment decisions. Employees and applicants with disabilities and disabled veterans are encouraged to inform Human Resources if they need a reasonable accommodation to perform a job for which they are otherwise qualified. The Company makes, and will continue to make, reasonable accommodations to the known physical or mental limitations of an otherwise qualified applicant or employee to promote the employment of qualified individuals with disabilities and disabled veterans, unless such accommodations would impose an undue hardship on the operations of the Company's business.

Passport Labs, Inc. is fully committed to principals of equal employment opportunity and affirmative action. As President I support the successful implementation of the Company's Affirmative Action Programs. I have appointed Karin Davies, Affirmative Action Officer for the Company, with responsibility for implementation of the Company's affirmative action activities. The Affirmative Action Officer has the full support of top management and the staff necessary to fully implement this Program. All managers and supervisors will take an active part in the Company's AAP to ensure all qualified employees and prospective employees are treated in a non-discriminatory manner with respect to all employment decisions. Furthermore, Passport Labs, Inc. will solicit the cooperation and support of all employees for the Company's Equal Employment Opportunity and Affirmative Action Policy.

Our Affirmative Action Programs include an audit and reporting system, which, among other things, uses metrics and other information to measure the effectiveness of our Program. The Affirmative Action Officer has been assigned responsibility for periodically reviewing progress in the compliance and implementation of our policy of affirmative action. In accordance with public law, the Company's program of affirmative action for qualified individuals with disabilities and the program of affirmative action for protected veterans are available for inspection in the Human Resources Department, Monday through Friday, from 9:00 a.m. to 5:00 p.m. upon request.

In addition, employees and applicants will not be subjected to harassment, intimidation, threats, coercion, or discrimination because they have engaged in, or may have engaged in, filing a complaint, assisting or participating in an investigation, compliance review hearing, or other activity related to the administration of Section 503 of the Rehabilitation Act of 1973, as amended, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, Executive Order 11246, and/or any other federal, state or local law or regulation regarding Equal Employment Opportunity, opposing any act or practice made unlawful, or exercising any other right protected by such laws or regulations or exercising any other right protected by such laws or regulations. Passport Labs, Inc. will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information.

Jim Parks	Karin Davies
James M. Parks	Karin Davies
President	Chief People Officer
October 1, 2023	October 1, 2023

Section 4 - References and Experience

1. Provide a brief history of the supplier, including year it was established and corporate office location.

Passport, headquartered in Charlotte, NC, has over 150 employees and was founded in 2010. As a mobility software and payments company, Passport is transforming mobility management for cities and empowering them to create more livable and equitable communities. The Passport team enables its clients to manage parking payments, citation processing, permitting and a variety of mobility services from one digital platform. With Passport, entity leaders can increase convenience, efficiency, and compliance, all while providing a simplified parking experience. Cities, universities, and agencies all across North America trust in Passport's streamlined and innovative software-as-a-service (SaaS) solutions and management expertise. Passport currently serves over 700 clients, is implemented in more than 5,000 locations, supports over 14.3 million end users, has processed over 2 billion transactions to date between mobile parking sessions and citation payments, and brings over 30 years of experience in parking technology.

2. Describe supplier's reputation in the marketplace.

Passport has built its reputation on being among the most trusted, intuitive and innovative parking management solution providers in the United States. Passport is committed to providing clients with superior products and customer service through ongoing technological and administrative process iteration. Passport is committed to employing industry -leading best practices to achieve operational excellence. We amplify a business philosophy and culture built on our three principles:

- **People First --** In all decisions and interactions, whether face-to-face or through our technology, people are our priority. It's not about checking boxes - it's about the meaningful relationships we build and maintain.

- **Think Simple and Scale --** We take the biggest, most complicated problems facing entities and solve them with straightforward and scalable solutions.

- **Be An Owner --** All employees are invested in the future of our business, and we all have a stake in our wins and our teachable moments. Collectively, we drive the progress of Passport and our clients.

3. Describe supplier's reputation of products and services in the marketplace.

Passport, a unified parking management company, builds solutions to centrally manage complexities at the curb, transforming mobility management for entities while empowering them to create more livable and equitable communities.

Since its inception in 2010, Passport has applied its extensive mobile pay parking experience to push the pace of innovation and challenge traditional solutions in ways that simplify experiences and create value for our clients and customers. Passport's acquisition of Complus Data Solutions in 2013 brings us over 30 years of parking technology and management experience. Additionally, Passport has completed hundreds of custom development scopes of work and pilot projects with entities of all sizes. We have partnered, integrated or subcontracted with many hardware, software and service vendors to offer a single point of contact for an entity to ensure fast implementation and post-planning analysis.

4. Describe the experience and qualification of key employees.

Pre-Implementation

Sales

Passport's Sales team believes in helping clients achieve their goals. Passport understands that Entities need a partner who can support a user-friendly system that will help to improve its program performance and seamlessly integrate with the vendors across its environment. Our Sales team will be able to support Entity leaders in understanding how best to leverage the value of Passport's digital platform to support every component of the parking management process. Following award, Passport's Sales team will work with our other internal departments (e.g., Legal, Product, Support, etc.) to ensure proper communication is in place leading up to kick off and throughout implementation.

Product Strategy

Post-award, and prior to implementation, the team will coordinate with the Entity to outline in detail the configurations needed and any custom development beyond configuration. They focus on the "why" and take the time to devise the best solution to meet the Entity's needs. This process is a dynamic back-and-forth between Passport and the Entity to fully scope environmental complexities. Throughout this process, the Product Strategy team will build the Solutions Design Workbook (SDW) and the Scope of Work (SOW). This allows for more scalable solutions with realistic timelines and expectations across all stakeholders.

Product Strategy will also collaborate with Passport's other internal departments (e.g., Client Success, Support, etc.) to understand the Entity's needs to scope desired solutions that are outside of Passport's standard offering. This team will be available as a resource to the Entity to ensure Passport and the Entity are aligned on the technical factors and key components of the system.

Implementation
Client Implementations
Passport's Client Implementations team has implemented over 700 clients onto Passport's suite of mobility solutions. This team will work directly with the Entity and its stakeholders to ensure a smooth delivery of even the most intricate and complex solution. They will develop a tailored Project Plan outlining milestones, deliverables, roles, and responsibilities of key internal and external stakeholders as well as manage the technical aspects of the project. Through configuration, testing, training, and launch, Client Implementations will ensure that the Entity's solution not only meets expectations but can be properly supported and scaled by Passport.

Post-Implementation
The Entity will be provided with professional services and support across Passport's Client Success and Support Services departments just as it is today. These teams will continue to support the Entity both operationally and strategically for the life of the contract to ensure the Entity extracts maximum value from its relationship with Passport.

Client Success
In choosing Passport, the Entity will not only be choosing an integrated parking management provider, but a partner fully invested in the Entity's success. The Client Success team will make certain that the Entity is satisfied with Passport's solution and will be afforded strategic recommendations on system adjustments and add-ons for greater efficiency and higher revenue.

Support Services
In conjunction with the Client Success team, the Entity will also continue to work closely with Support Services who will be responsible for all the Entity's technical support issues. The Support Services team will determine root-cause software flaws through case intake and research and develop technical solutions to improve product functionality for client operations.

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5. Describe supplier's experience working with the government sector.

Passport, established in 2010, has significant experience providing parking management services to cities and entities of variable size and complexity. At Passport, we are dedicated technology partners committed to helping government entities achieve their strategic goals toward improving ease of use for customers and the Entity, increasing customer satisfaction and maintaining compliance of parking rules throughout the implementation of innovative technology. Passport's seasoned and knowledgeable teams in enforcement, digital parking permits, mobile pay parking and payments, coupled with one of the largest software development departments in the industry, will work in concert to guide the Entity through the implementation, launch and support phases of this project.

6. Describe any social diversity initiatives.

Passport is committed to maintaining a fair and competitive business environment. As part of this commitment, Passport adheres to a comprehensive non-discrimination policy and works to develop procedures and initiatives that will help ensure that all suppliers in its procurement programs receive fair consideration. Passport firmly believes that Minority and Women-Owned Business Enterprises (M/WBEs) and Small Business partnerships are essential to providing and delivering excellent technology and service for its clients. Passport's local business partners are truly experts in their craft, and Passport places a high value on its relationships with them. Beyond service delivery, Passport seeks partners that have relationships and credibility in their communities.

To ensure that Passport's M/WBE partners receive equal investment across contracts, Passport's Government Relations team maintains regular communication with partners to ensure utilization of their services, performance, and timely payment. The commitment to Diversity & Inclusion is embedded within the culture of Passport. In addition to the Government Relations management and onboarding of M/WBE partners, there is an official council within Passport that reviews all business practices to ensure that Passport's commitment to Diversity, Equity, & Inclusion is upheld in employee conduct, business partners, and all business operations. Passport gives all M/WBE partners its full commitment to maintain open communication, collaboration, and engagement across all account partnerships.

Passport's policy also reflects the critical importance of women, minority, and veteran-owned businesses to economic and community development. Passport seeks to create a climate that encourages women, minority and veteran-owned businesses to compete for Passport's business, and it strives to eliminate potential obstacles to these businesses' participation in Passport's purchasing activities.

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The Passport procurement department is committed to identifying diversity suppliers and monitoring progress in developing relationships and providing procurement opportunities for these suppliers.

Passport incorporates the following initiatives to assist in these efforts:

- Including minority, women, and veteran-owned business enterprises status considerations in sourcing templates.
- Including a nondiscrimination clause in all competitive solicitations and RFPs.
- Maintaining via Passport's purchasing department a directory of lists of minority, female, and veteran-owned small businesses that are available to all Passport employees. With consultants and professional services, Passport encourages the applicable departments to consider minority, female, and veteran-owned small businesses capable of providing the required services.
- Using the U.S. Department of Commerce's Small Business Administration and Minority Business Development Agency as resources for services and assistance in using minority, women, and veteran-owned small businesses.

7. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.
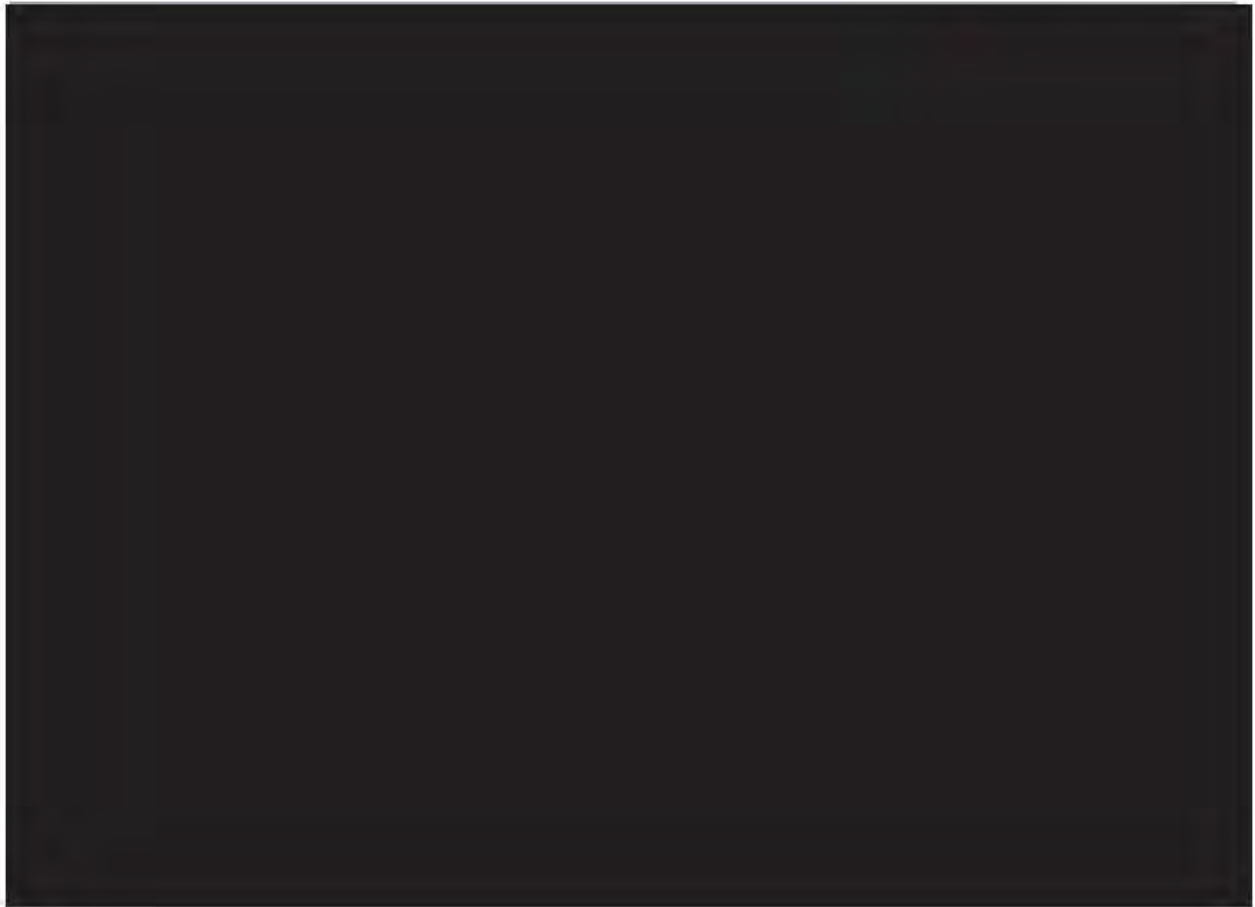
8. Provide a minimum of 5 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

9. Provide any additional information relevant to this section.

Industry Awards

- **Inc. Power Partner --** recognizes providers that accelerate the success of other enterprises/organizations
- **Fast Company Most Innovative Company (No. 7 in Transportation category) --** Honors the businesses making the most profound impact on both industry and culture, showcasing a variety of ways to thrive in today's fast-changing world
- **Inc. 5000 --** showcases the fastest-growing private companies in North America NC Tech Award (Fintech Category Winner) - recognizes a technology company that has developed a software and/or hardware solution that is disrupting the field of financial services, such as payments
- **GovTech 100 --** List of 100 companies focused on, making a difference in, and selling to state and local government agencies across the United States.
- **Other awards include --** Deloitte Technology Fast 500, Charlotte Business Journal Fast 50, Charlotte Inno On Fire (Fintech category winner), Silicon Review: Most Innovative Brands

Section 5 - Value Added Products and Services

1. Provide any additional information related to products and services supplier proposes to enhance and add value to the contract.
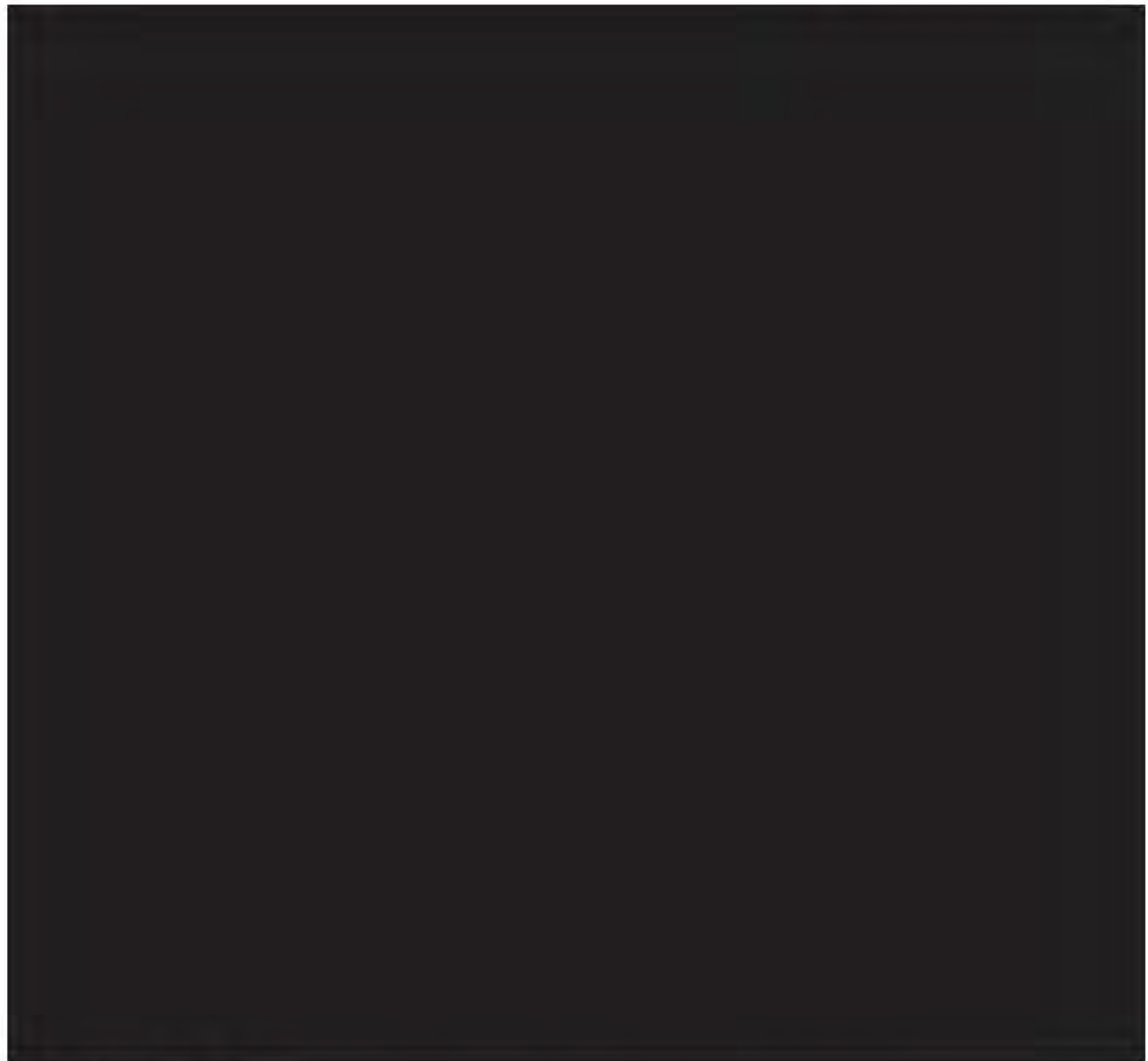
SpotBlock Solution Overview

Passport's latest addition to long-term parking options is SpotBlock, Passport's digital meter bagging and curb/space reservation system. Accessible on any device, this system allows the Entity to create reservation types, manage meter/space inventory and issue temporary blocks/reservations for special events, construction projects, moving vehicles, etc. SpotBlock aids cities in enhancing the management of parking reservations, enhancing traffic flow, and generating revenue for the Entity , all contributing to a well-functioning urban environment.

SpotBlock also simplifies tracking which spaces are reserved for specific dates. The system employs a first-come, first-served approach to ensure that spaces are not allocated to another party after they've been requested. The Entity can manage their inventory, ensuring that only the spaces they want to reserve are available for booking. Operators can easily upload all the spaces they wish to monitor within our system. Additionally, meters can be individually blocked off or disabled citywide for specific dates such as holidays, and temporarily taken offline for maintenance. Please see *Figure 111* below for additional details.

CMRPAY Self Serve

Facilitating Self-Service Efficiency & Entity Resource Optimization

Customers will be able to make reservations or purchase meter bags through multiple channels, including online (CMRPay), in-person transactions, or by telephone. The Entity will offer support through an alternate back-office system, which mirrors the functionality of CMRPay. The overarching aim is to empower individuals to independently manage their meter bag reservation process, thus reducing the necessity for direct involvement in the creation phase, while the Entity's focus remains on efficiently overseeing the approval queue. This strategic approach is anticipated to yield significant time and labor savings for the Entity, courtesy of the convenience provided to customers in reserving meter bags online.

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Workqueue

Passport offers a daily report that displays all the spaces (meters) that need to be bagged each day, along with the customizable insert or signage needed for each space.

Payment

The Entity can customize the specific document(s) required for reserving a parking spot. After inputting all required information, the customer can review their application, accept terms and conditions, and proceed to the payment screen via Passport's portal. At this point, a customer can add the reservation to their cart and return to the home screen to purchase additional parking spots, or they can securely check out. The customer portal is PCI-DSS Level-1 certified, ensuring payments are processed with the utmost security.

Once payment is submitted, all information will flow in real time to the Passport portal, where administrators can approve, deny, or request more information to process the reservation. The applicant will receive a receipt to the email address they used to sign up, detailing reservation information and any fees that will be charged upon approval.

Charging upon approval will eliminate an extra step of applicants needing to log back into their account to apply payment, which many applicants miss or forget to do. Once a reservation is approved by Entity staff, that reservation is immediately live, both in the back-end system and within the enforcement software.

Customer Experience

To accommodate any established nomenclature, SpotBlock can be white-labeled to ensure adoption and eliminate potential confusion among residents as well. Creating a reservation is as simple as selecting the dates in which you want, what spaces you would like, and entering payment information. Upon approval, the applicant's card is charged and the reservation is confirmed.
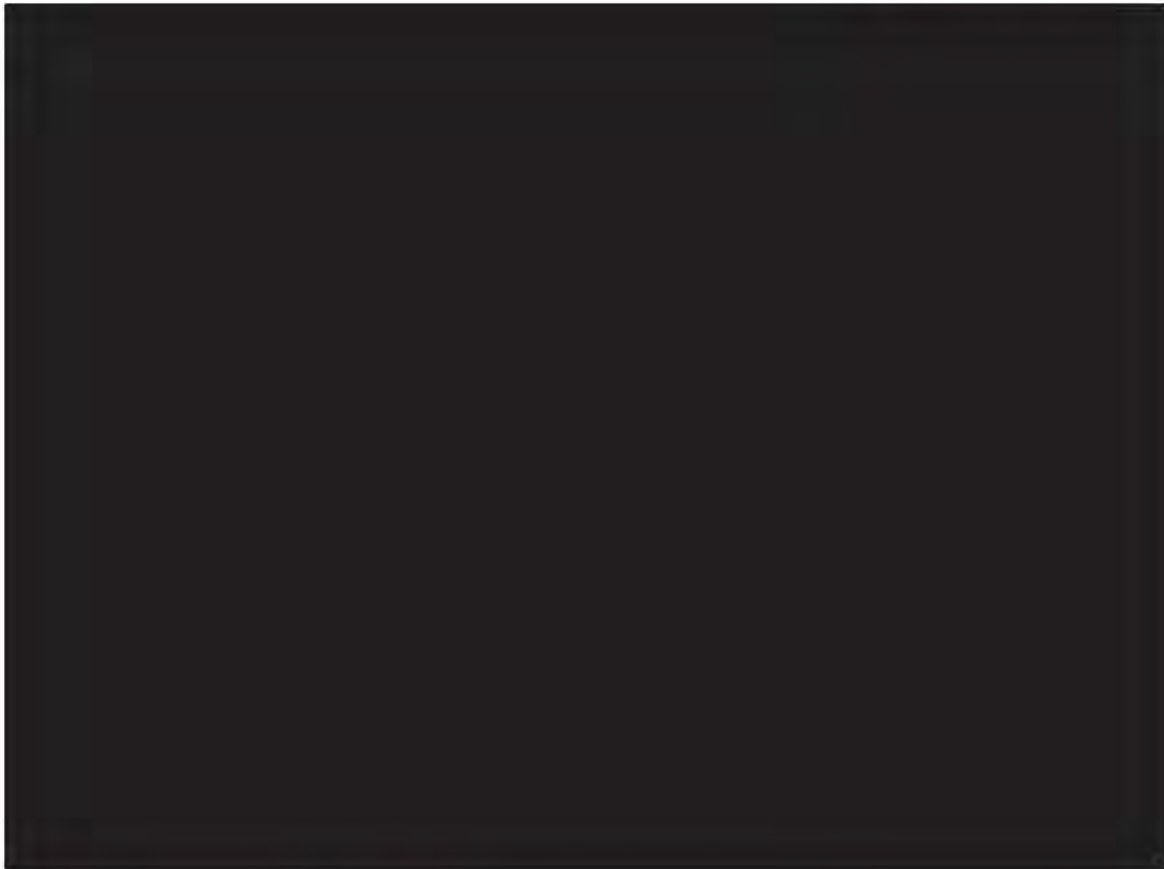
Performance Benchmarking

Passport also offers a Performance Benchmarking solution that enables cities to leverage data from other cities and compare their outcomes to make better-informed decisions that can influence policy. It also provides cities with data-driven points of reference to compare its operations and outcomes against other cities, and apply those insights to make more informed decisions that help achieve their goals and objectives.

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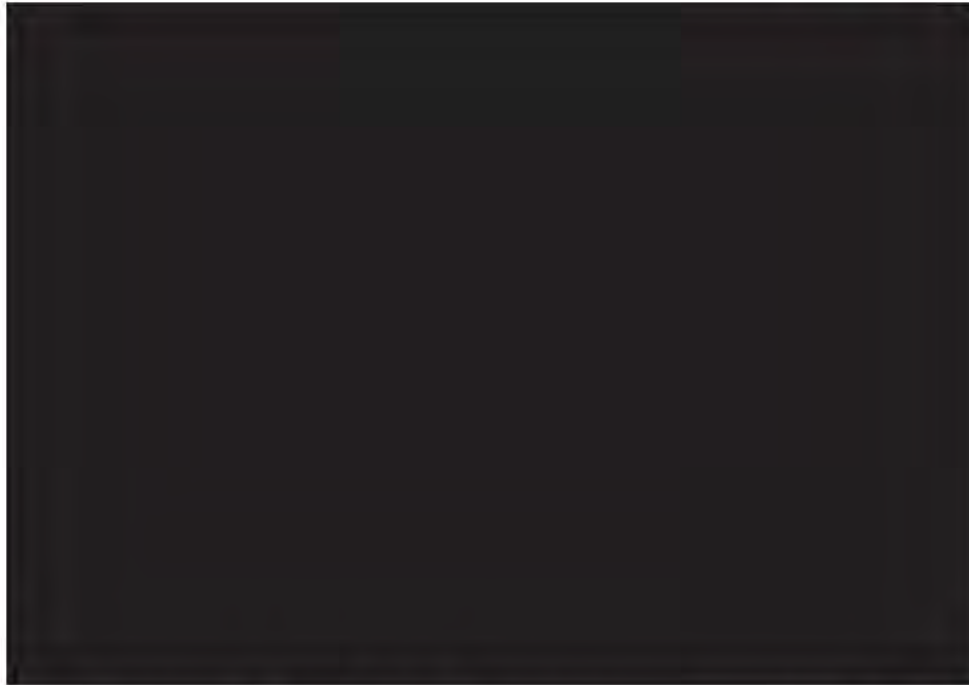**Charlotte, NC 28202**
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With our Performance Benchmarking solution, Passport's City Profiles help capture the information needed from cities to aid in like-for-like comparisons between municipalities. Without this information, municipalities struggle to determine who their peers are. The City Profiles product lives in Passport's portal and relies on data-sharing to influence behavior and outcomes.

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Passport's Payments Solution

Passport's platform comes integrated with payment services, **Passport's payments solution**, which eliminates the need for third-party gateways and processors. In choosing Passport for both Full Parking Integration (CMP/MPP/DPP) and payment needs, the Entity will have the benefit of one partner for cohesion across its parking environment and end-to-end service connecting the Passport system to all the major card networks. Passport's payments solution also provides an online portal for program reporting, maintenance, and managing cardholder chargeback requests.

With this payment processing method, Passport can provide all the benefits of a vertically integrated small ticket processing solution to the Entity, while also remaining in compliance with Federal and State money transmission regulations. Passport has executed Parking Small Ticket Incentive Agreements with Visa and Mastercard, which reduces the interchange rates on most credit and debit cards that are processed through Passport. Only dedicated parking segment solutions, like Passport, qualify for the card brands' Small Ticket Incentive Agreements because of specific quarterly parking location growth requirements. Passport's direct relationships with the card networks and the scale of its small ticket volume allows Passport to pass on cost savings to the Entity.

Passport's payments solutions will offer the Entity several payment-related benefits as transactions are initiated, including:

Lowering Processing Costs

As a parking and transportation expert, Passport has negotiated discounted credit and debit card rates that apply to small-transaction-size Full Parking Integration (CMP/MPP/DPP) payments. With daily settlements to improve cash flow and flexible pricing options, Passport Payments offers the most competitive tools to meet the demands of the Entity's parking operation.

Reliability

With Passport's payments solution as the Entity's processor, it allows for tighter control over the entire Full Parking Integration (CMP/MPP/DPP) ecosystem. This creates a more reliable solution versus managing separate gateways and processors. Passport operates the mobile app, mobile solution, payment gateway, merchant account, settlement, and reporting on an integrated platform, providing enhanced visibility and control across parking and enforcement programs.

Streamlined Operations

Passport's payments solution is integrated across the entire operating system — including connected partners — making it simple to manage and collect daily credit and debit card funds. Choosing Passport to support both Full Parking Integration (CMP/MPP/DPP) and payment needs helps reduce the number of handoffs and touch points that are needed with third-party processors and gateways ultimately improving the speed, security, stability, and accountability of your operation.

Support

The Full Parking Integration (CMP/MPP/DPP) will have access to dedicated support that will assist with any payment inquiries or concerns. This includes assisting with common payment-related inquiries such as reversing, voiding, and refunding transactions, or providing refresher training on running financial reports or navigating chargeback processes.

System Security

As with all Passport offerings, security is paramount in providing the highest level of service to clients. Passport uses an advanced token system that removes sensitive card details from the environment. Tokenization converts a credit card number to a random strand of characters, rendering the data useless to criminals or hackers. Passport's payments solution is PCI-certified as a Level 1 service provider by all major card networks/brands and undergoes annual certification to maintain this compliance. Also, through a partnership with Amazon Web Services (AWS), Passport can obtain government-compliant security, such as AWS Government Cloud, to which other processors might not have access, as they are not specialized in this industry.

Finally, Passport is committed to maintaining strict compliance with regulatory requirements in the payments space. Since 2015, Passport has provided integrated merchant processing services nationwide and has now upgraded its infrastructure and registered as a full service merchant services provider. With this new status, Passport has an obligation to meet certain regulatory requirements defined by the federal government, financial institutions, and card networks. Compliance with these requirements helps ensure Passport is safely and securely processing funds for its clients. Passport is dedicated to ensuring the highest levels of security for clients and adapting quickly to new regulations.

Card Present

Passport's payment processing solution, powered by Worldpay from FIS, also provides the scale and stability of the industry-leading processor. Through its platform integration with Worldpay's processing and merchant settlement services, Passport can streamline the Entity's reporting and reconciliation process, providing tremendous data, efficiency and value to the Entity and its stakeholders. For Passport's mobile pay parking application, on-street parking meters and other point-of-sale environments, Passport will support both EMV and card swipe authorization methods, providing connectivity to the Entity's existing meter providers. For all the methods listed above, Passport supports processing on Worldpay's Core platform.

- **Card not present transactions** — Passport connects to the Worldpay platform via Cybersource.
- **Card present transactions** — Passport connects to the Worldpay platform via Tender Retail or TSYS.

2. Provide any additional equipment offerings: Used, Parts, Accessories, Service and Repair, Trade-Ins, may be included by providing a pricing structure for each of these items.

This is not applicable to Passport's business.

3. Describe any equipment reconditioning and recertification offerings.

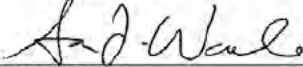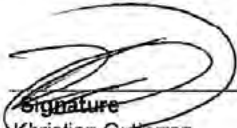This is not applicable to Passport's business.

Section 6 - Required Documents

Antitrust Certification Statements

Appendix A, Doc #1

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company   Passport Labs, Inc.

Address   128 S Tryon St, Suite 1000

Charlotte, NC 28202

Phone   (704) 837-8066

Fax   (888) 804-1783

Contact

Signature
Sam Warnecke
Printed Name
Vice President, Sales
Position with Company

Official Authorizing Proposal

Signature
Khristian Gutierrez
Printed Name
Chief Executive Officer
Position with Company

Version April 10, 2024

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Implementation of House Bill 1295

As a current contract holder with OMNIA Partners and Region 14 ESC, Passport is in compliance with House Bill 1295.

Texas Government Code 2270 Verification Form

Appendix A, DOC # 3

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, __Khristian Gutierrez__, as an authorized representative of

__Passport Labs, Inc.__, a contractor engaged by
      Insert Name of Company

Region 14 Education Service Center, 1850 Highway 351, Abilene, Texas 79601, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

_____   July 18, 2024
Signature of Named Authorized Company Representative   Date

Version April 10, 2024