



## Request for Proposal

RFP-4532-16-JE

### PARKING CITATION AND PERMIT DATABASE SYSTEM

Bid due: 10/6/16 before 3:00 PM

Proposal submitted by:



EDC Corporation

13 Dwight Park Drive

Syracuse, NY 13209

800-886-6316

[www.aimsparking.com](http://www.aimsparking.com)

Contact:

Kevin Fisher

[kevin@aimsparking.com](mailto:kevin@aimsparking.com)

315-727-3683



**EDC Corporation**  
**Proposal for the City of Hollywood, Florida**  
**Solicitation: #RFP-4532-16-JE**

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September 29, 2016

City of Hollywood, Florida  
c/o/ Office of City Clerk  
2600 Hollywood Blvd., Room 221  
Hollywood, FL 33020

Re: Solicitation: #RFP-4532-16-JE

Electronic Data Collection Corporation (EDC) hereby proposes our AIMS Parking Management System in response to the Parking Citation and Permit Database System needs identified by the City of Hollywood (City) in the above referenced solicitation. We have reviewed the requirements in the solicitation and AIMS fits extremely well with them. The AIMS system configuration we propose for the City is the same as the vast majority of our clients. EDC has a proven track record of successful implementations of our AIMS system, followed by our unparalleled service and support.

The primary contact in conjunction with this proposal is:

Kevin Fisher  
Sales Representative  
236 Canyon Valley Dr.  
Richardson, TX 75080-2029

315-727-3683  
[kevin@aimsparking.com](mailto:kevin@aimsparking.com)

Contractual or items requiring corporate officer authorization will be addressed by:

Ellen Genung  
Vice President  
13 Dwight Park Dr.  
Syracuse, NY 13209-1029

800-886-6316  
[ellen@aimsparking.com](mailto:ellen@aimsparking.com)

We look forward to our opportunity of working with the City on this project.

Regards,

Kevin Fisher  
EDC Corporation

EDC Profile

EDC was incorporated in 1995, with headquarters in Syracuse, NY where all development and support is provided. EDC services the United States and Canada and maintains remote sales offices in Dallas, Texas, Temecula, California and the Toronto, Ontario area. EDC has never been involved in any litigation.

The only business interest of EDC is the development and support of our AIMS Parking Management software system. This single focus for over 20 years has led to AIMS becoming a premier system with service and support that is second to none. All 15 employees at EDC are solely dedicated to making AIMS the best possible solution for our customers. There are three (3) major components to our AIMS System that are proposed for the City:

- AIMS – the main program and database for account, ticket and permit management and related processing.
- AIMS Web – the customer portal for online access to ticket payment, appeals, and permit purchase.
- AIMS Mobile – An Android based Enforcement App with integration to other parking technologies.

EDC Corporation is a PCI validated Level 1 Service provider for the proposed Hosted AIMS software system. A copy of our Certificate of Attestation from our annual audit is available upon request.

Municipal and University parking operations across North America select AIMS as it is the most user-friendly and comprehensive parking system on the market. AIMS displays much more information on one screen with complete integration of customer account, ticket & permit data as well as payment processing.

Many Information Technology departments prefer AIMS as it is easy to maintain and interfaces well with third-party systems. Interfaces to third-party systems are accomplished through your choice of automated batch file transfers or real-time interfaces. AIMS can utilize custom APIs, database views, and stored procedures. AIMS supports MS SQL and Oracle databases.

EDC does not provide the optional License Plate Recognition (LPR) system requested in the RFP. We do integrate directly with LPR systems through our proposed AIMS Enforcement API. We have identified the LPR vendors we have integrated with and we will format our API to any other systems the City may select. We have included a detailed description and illustration of our integration in response to your Part 1, Section 7 of your RFP.

AIMS is installed all across North America. We have included the requested Reference Questionnaires from a handful of customers. Please refer to the Table of Contents for the location of these documents.

Following are additional details for some of our clients:

**AIMS Clients**

Agency	Contact
City of Las Vegas, NV 500 South Main Street Las Vegas, NV 89101	Ms. Brandy Stanley 702-229-6863 <a href="mailto:bstanley@lasvegasnevada.gov">bstanley@lasvegasnevada.gov</a>
Live with AIMS 2014	AIMS for parking ticket and permit management, Event Management, AIMS Web+ for ticket payment and appeal.

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Scope of Work	NV and CA DMV interfaces, online payment gateway integration and other system interfaces. AIMS Mobile for parking enforcement and Event permit sales. Enforcement interface with Parkeon multi-space meters. Las Vegas is currently in a pilot program with Passport Parking mobile payment integrating through the Parkeon meters.
Town of Palm Beach, Florida 360 South County Rd Palm Beach, FL 33480	Jim Palmer 561-227-6311 <a href="mailto:jpalmer@townofpalmbeach.com">jpalmer@townofpalmbeach.com</a>
Live with AIMS 2014 Scope of work	AIMS for parking ticket and permit management, AIMS Web+ for ticket payment and permit purchase. FL DMV registered owner retrieval / registration hold, online payment gateway interface, General Ledger interface, Collection Agency interface. AIMS Mobile for parking enforcement. Integration with Parkmobile pay by phone. Planned implementation of AutoVu LPR integration.
City of Boise, ID 150 N. Capitol Blvd. Boise, ID 83701	Mr. Tyler Johnson 208-384-3773 <a href="mailto:tjohnson@cityofboise.org">tjohnson@cityofboise.org</a>
Live with AIMS 2006 Scope of work	AIMS for ticket management, AIMS Web for online ticket payments and appeals. ID DMV, Quadrant POS, Touchnet Credit card payment gateway, GovSolutions IVR, collection agency interfaces. AIMS Ticketers for enforcement.
City of Syracuse, NY Parking Violations Bureau 233 E. Washington St. Syracuse, NY 13202	Peggy Finch 315-479-5300 <a href="mailto:pfinch@syrgov.net">pfinch@syrgov.net</a>
Live with AIMS 2002 Scope of work	AIMS for parking ticket management. AIMS Web for online ticket payment and appeals. NY DMV, credit card payment gateway, collection agency, and PayLock boot system interface, Parkeon Whoosh pay by phone, AIMS Ticketers for enforcement.
City of Santa Cruz, CA 809 Center Street Santa Cruz, CA 95060	Karen Adams 831-420-5006 <a href="mailto:kadams@cityofsantacruz.com">kadams@cityofsantacruz.com</a>
Live with AIMS 2008 Scope of work	AIMS for ticket and permit management, AIMS Web+ for ticket payment and appeals, and permit sales. CA DMV, Touchnet Credit Card payment gateway, CORE POS system, Franchise Tax Board, collection agency interfaces. Interface to AutoCite handheld enforcement.

### Proposer’s Qualifications

EDC has extensive experience assisting our customers with the implementation of AIMS since that is the only software and aspect of parking systems we focus on. Everybody from EDC involved in the project with Hollywood has been involved in a number of other, similar projects.

Kevin Fisher will be the initial point of contact for Hollywood. Kevin will be the Account Manager that will manage the installation, training and ongoing user support if you select the AIMS products. Kevin has 35 years of experience providing application software solutions with a broad range of customers, with over 20 years dedicated to parking management software specifically. Kevin joined EDC in early 2013.

Torrance (Tor) Jones will be another EDC point of contact. Tor is our Systems Manager located in Syracuse, NY and is directly involved in every aspect of AIMS. Tor will be involved as the Project Manager. Tor is responsible for the customization and development of our Automated Issuance Management System. Tor and his team of IT support specialists are responsible for programming AIMS to its efficient design. Tor will be the Systems Analyst that will become an integral part of the technical portion of implementation. Tor will be the project manager involved with the AIMS installation, customizations, interfaces, data imports and will be the liaison between your IT department and EDC.

Resumes of key persons involved in the implementation and the nature of their participation:

Software Engineer	Project Responsibilities
Torrance Jones Systems Manager  Education State University of New York – Plattsburgh 2001, BS Computer Science  Bio Tor Jones has been a key member of our systems group since 2001 and was promoted to Systems Manager in 2003. Tor oversees development of the AIMS application, AIMS Web+ E-commerce module, handheld Ticketing programming and support for all applications.  Tor has vast experience managing AIMS implementations and will act as the liaison between IT, and Parking Staff for project updates and task coordination.	<ul style="list-style-type: none"> <li>• Project Manager</li> <li>• System Configuration/Testing</li> <li>• Data Migration Configuration/Testing</li> <li>• Third Party Interfaces Configuration/Testing</li> <li>• Participates in and Delegates Programming Tasks</li> </ul>

Scott Newton Software Engineer, Support Technician Education Roberts Wesleyan College 2004, BS Computer Science  Bio Scott has been a member of the EDC team since 2004. Scott will install and implement AIMS Web+ e-commerce, ensuring connectivity to your payment gateway and the AIMS application. Scott will configure your rules for online permit registration and will provide continued support for AIMS and AIMS Web+.	<ul style="list-style-type: none"> <li>• Software Engineer</li> <li>• Support Technician</li> <li>• AIMS Web+ Implementation</li> <li>• Payment Gateway configuration/Testing</li> <li>• Single Sign-On Portal Implementation and Testing</li> <li>• Programming (Supporting Role as needed)</li> <li>• Ongoing Software Support</li> </ul>
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<p>Tomasz Kuczynski Software Engineer, Support Technician Education Le Moyne College, 2012 BA Computer Science, Mathematics</p>	<ul style="list-style-type: none"> <li>• Programming - Supporting Role (as needed)</li> <li>• AIMS Mobile software development</li> <li>• AIMS Mobile Support</li> <li>• Systems Testing</li> <li>• Ongoing Software Support</li> </ul>
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**Bio**

Tomasz has been a member of the EDC team since 2012. Tomasz will provide a supporting role for programming, testing, managing interfaces, and software/hardware support. Tomasz provides ongoing technical support for AIMS and AIMS Mobile.

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<p>Mike Tyszka Software Engineer, Support Technician Education State University of New York – Buffalo 1999, BS Computer Science</p>	<ul style="list-style-type: none"> <li>• Programming - Supporting Role (as needed)</li> <li>• System Testing</li> <li>• Handheld Ticketer Support</li> <li>• Ongoing Software Support</li> </ul>
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**Bio**

Mike has been a member of the EDC team since 1999. Mike will provide a supporting role for programming, testing, managing interfaces, and software/hardware support. Mike will assist with ongoing technical support.

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The support provided by City of Hollywood personnel will include:

Parking Management – provide business rule, policy and other information to support configuration of your AIMS System; Identify interfacing needs, resolve questions that arise where only they can make determination.

Parking Supervision/Staff – review/verify data conversion, provide information regarding processes, notices/correspondence, and other routine activity in the department.

Information Technology personnel – provide data extract for conversion, assist with formatting requirements for interfaces with current third party systems (general ledger, court, etc.), support to ensure appropriate operating environment for the AIMS system.

### REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: EDC Corporation

Firm giving Reference: Town of Palm Beach, Florida

Address: 360 S. County Rd. Palm Beach, FL 33480

Phone: 561-838-5400

Fax: \_\_\_\_\_

Email: jpalmer@townofpalmbeach.com

1. Q: What was the dollar value of the contract?  
A: \$173,667.00
2. Have there been any change orders, and if so, how many?  
A: Customized reports - did not require change order to contract.
3. Q: Did they perform on a timely basis as required by the agreement?  
A: Yes
4. Q: Was the project manager easy to get in contact with?  
A: Yes
5. Q: Would you use them again?  
A: Yes
6. Q: Overall, what would you rate their performance? (Scale from 1-5)  
A:  5 Excellent  4 Good  3 Fair  2 Poor  1 Unacceptable
7. Q: Is there anything else we should know, that we have not asked?  
A: The EDC team was excellent through the entire project and their Tech Support team (post go live) is excellent also.

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Jim Palmer Title: Systems Analyst

Signature:  Date: 09/12/16



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REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: EDC Corporation

Firm giving Reference: City of Syracuse, New York

Address: 233 E. Washington St. , Syracuse, NY 13202

Phone: 315-479-5300

Fax: \_\_\_\_\_

Email: pfinch@syr.gov.net

1. Q: What was the dollar value of the contract?  
A: \$150,000

2. Have there been any change orders, and if so, how many?  
A: 2 TO 3

3. Q: Did they perform on a timely basis as required by the agreement?  
A: yes

4. Q: Was the project manager easy to get in contact with?  
A: yes

5. Q: Would you use them again?  
A: yes

6. Q: Overall, what would you rate their performance? (Scale from 1-5)  
A:  5 Excellent  4 Good  3 Fair  2 Poor  1 Unacceptable

7. Q: Is there anything else we should know, that we have not asked?  
A: see attached.

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Peggy Finch Title: Deputy Commissioner of Parking

Signature: Peggy A. Finch Date: 8/12/16

To whom it may concern,

I have worked with EDC since 2004. It has always been a good experience.

Any time I have needed to contact them for any issue, big or small, I get a timely response. Even if it is not a quick fix, they contact me and let me know that.

They have always been cooperative and pleasant to work with. I know for a fact I have contacted them more than once for the same thing, and never once did I feel like I was bothering them or that they had better things to do.

They also work well with my outside agencies, (Collection, Internet Payment). They are always willing to help in finding a problem, even if it is not with the Aims system.

I have called them and asked if it was possible to do things that we normally don't have and they have been very responsive. They have been more than willing to make it happen. If I need something that is not a standard part of the program, they have always been willing to at least discuss it.

I would highly recommend them for their professionalism, and the attitude in which they do the job.

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REFERENCE QUESTIONNAIRE

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Giving reference for: EDC Corporation

Firm giving Reference: City of Las Vegas, Nevada

Address: 495 South Main St. Las Vegas, NV 89101

Phone: 702-229-6863

Fax:

Email: bstanley@lasvegasnevada.gov

- 1. Q: What was the dollar value of the contract?  
A: Initial purchase & setup = 195,000
- 2. Have there been any change orders, and if so, how many?  
A: After initial purchase & install, we have added new features onto the contract, but no real change orders
- 3. Q: Did they perform on a timely basis as required by the agreement?  
A: Yes (delays were experienced due to NV DMV, but was not because of EDC)
- 4. Q: Was the project manager easy to get in contact with?  
A: Always, even weekends & late at night
- 5. Q: Would you use them again?  
A: Yes
- 6. Q: Overall, what would you rate their performance? (Scale from 1-5)  
A:  5 Excellent  4 Good  3 Fair  2 Poor  1 Unacceptable
- 7. Q: Is there anything else we should know, that we have not asked?  
A: We have a true partnership with EDC, which is much better than a vendor/purchaser relationship

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Brandy Stanley Title: Parking Services Manager

Signature: Brandy Stanley Date: 9/15/16

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REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: EDC Corporation

Firm giving Reference: City of Boise, Idaho

Address: 150 N. Capitol Blvd., Boise, ID 83701

Phone: ~~208-384-3773~~ 208-972-8150

Fax: 208-433-3711

Email: tjohnson@cityofboise.org

1. Q: What was the dollar value of the contract?

A: \$133,000.00

2. Have there been any change orders, and if so, how many?

A: Not that I am aware of. Boise has had AIMS For Approx. 10 years

3. Q: Did they perform on a timely basis as required by the agreement?

A: staff is Always very Responsive

4. Q: Was the project manager easy to get in contact with?

A: Yes

5. Q: Would you use them again?

A: Yes

6. Q: Overall, what would you rate their performance? (Scale from 1-5)

A:  5 Excellent  4 Good  3 Fair  2 Poor  1 Unacceptable

7. Q: Is there anything else we should know, that we have not asked?

A: We Request small software tweaks Frequently. AIMS Almost always implements changes we Requests and helps our operations tremendously!

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Tyler Johnson Title: Project Coordinator

Signature:  Date: 9/12/2016

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REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: EDC Corporation

Firm giving Reference: City of Reno, Nevada

Address: 1 E. First Street, 7th Fl, Reno, NV 89501

Phone: 775-657-4595

Fax:

Email: griffinl@reno.gov

1. Q: What was the dollar value of the contract?

A: \$ 131,650

2. Have there been any change orders, and if so, how many?

A: No Change orders

3. Q: Did they perform on a timely basis as required by the agreement?

A: Yes, absolutely

4. Q: Was the project manager easy to get in contact with?

A: Yes, always

5. Q: Would you use them again?

A: Yes, absolutely

6. Q: Overall, what would you rate their performance? (Scale from 1-5)

A: [X] 5 Excellent [ ] 4 Good [ ] 3 Fair [ ] 2 Poor [ ] 1 Unacceptable

7. Q: Is there anything else we should know, that we have not asked?

A: EDC Staff is very knowledgeable with excellent customer service.

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Leslie Griffin Title: Management Assistant

Signature: [Handwritten Signature] Date: 9/15/16

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REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: EDC Corporation

Firm giving Reference: City of Santa Cruz, CA

Address: 809 Center Street, Santa Cruz, CA 95060

Phone: 831-420-5006

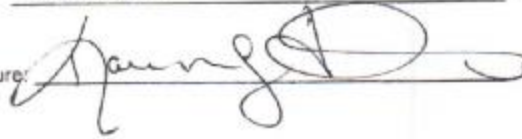
Fax: \_\_\_\_\_

Email: kadams@cityofsantacruz.com

- 1. Q: What was the dollar value of the contract?  
A: \$ 128,840
- 2. Q: Have there been any change orders, and if so, how many?  
A: None on original contract
- 3. Q: Did they perform on a timely basis as required by the agreement?  
A: On time/on budget
- 4. Q: Was the project manager easy to get in contact with? *Yes.*  
A: Stayed with the Plan, worked with us when we needed to adjust
- 5. Q: Would you use them again?  
A: Yes - we deployed Permits and added Handhelds
- 6. Q: Overall, what would you rate their performance? (Scale from 1-5)  
A:  5 Excellent  4 Good  3 Fair  2 Poor  1 Unacceptable
- 7. Q: Is there anything else we should know, that we have not asked?  
A: They have been an excellent vendor, support is knowledgeable

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Karen Adams Title: IT Project Mgr

Signature:  Date: Sept 20, 2016

**PART 1:**

**Section 1: Purpose and Project Summary**

1.1 This City of Hollywood, FL is seeking Request for Proposals (RFP) from qualified vendors to provide equipment and services to provide and maintain a complete parking citation issuance and collection processing program that supports the use of pay-by-plate multi-space parking meters and sale of residential parking permits. The City currently provides pay-by-cellphone services through Parkmobile, LLC.(The contract for that service is due to expire during this solicitations process, so vendors should be ready to provide a list of vendors they integrate with that provides similar services). The proposed system should support that technology as well. There is an option to provide a complete license plate recognition (LPR) system as part of this proposal.

*Our proposal of various AIMS system components meet the requirements of the City of Hollywood very well. Our proposal includes:*

*AIMS – Ticket and Permit processing system and related functions*

*AIMS Web – Customer portal for online payments, permit registration and account management*

*AIMS Mobile – Android based enforcement app*

*AIMS Enforcement API – provides integration with meter systems, pay by phone and LPR systems.*

**1.2 Parking Enforcement Information**

1.2.1 There are a total of eight (8) Parking Enforcement Officers (PEO) and three (3) Parking Enforcement Supervisors working for the City of Hollywood. The PEO’s perform overall parking enforcement, citing vehicles for expired meters, overtime violations in timed or residential permit zones and safety violations. PEO’s currently work twenty-four (24) hours a day seven (7) days a week. PEO’s install and remove immobilization devices (“boots”) from scofflaw vehicles. They also tow those vehicles if the scofflaw tickets remain unpaid.

*EDC Acknowledges*

1.2.2 Some parking tickets are issued by the Hollywood Police Department, Office of Code Enforcement, etc. These tickets have averaged 4-5% of overall tickets issued. Ticket totals are as shown below:

	TOTAL 2016 (YTD)	TOTAL 2015	TOTAL 2014
Citations Issued	16,445	39,076	40,211
Citation Issued Amount	\$504,890.00	\$1,182,710.00	\$1,212,860.00
Citation Revenues	\$488,650.00	\$754,232.00	\$782,317.00

*AIMS will easily accommodate the identified volumes along with several years of historical data.*

1.2.3 The fine structure is as follows:

CODE	VIOLATION	FINE	CODE	VIOLATION	FINE
72.002	No Parking, Stopping or Standing	\$45.00	72.026(G)	Misuse/Abuse of Permit	\$205.00
72.004	Backing into Parking Space	\$25.00	72.027	Parked Over Posted Time Limit	\$35.00
72.006	Parked facing oncoming/opposing traffic	\$45.00		2nd violation within 6 mos. of 1st violation	\$75.00
72.007	Parking, Stopping or Standing in Alley	\$45.00		3rd violation within 6 mos. of 1st violation	\$150.00
72.008	Restricted Night Parking	\$45.00	72.028	Parked Within 15' of Fire Hydrant	\$130.00
72.009	Storage/Junk.For Sale/Selling Goods	\$45.00	72.029	Safety Zone	\$130.00
72.010	Parking Adjacent to School	\$45.00	72.030	Fire Lane/Zone	\$130.00
72.011	Prohibited Parking on Narrow Street	\$45.00	72.031	Parked Within 20' of Crosswalk/Intersection	\$45.00
72.012	Parking or Standing on One-Way Street	\$45.00	72.032	Blocking Driveway	\$45.00
72.013	Parked Outside of Marked Space	\$45.00	72.033	Parked Within 30' of Stop/Yield Sign	\$45.00
72.014	Parked at Hazardous/Congested Places	\$45.00	72.034	Parked in Excavation/Construction Zone	\$45.00
72.015	Parked in Passenger Loading Zone	\$45.00	72.035	Parking, Stopping or Standing on Bridge/Causeway	\$45.00
72.016	Parked in Freight Loading Zone	\$205.00	72.051	Parked on Private Property	\$45.00
72.017	Parked in Restricted Parking Zone	\$45.00	72.052	Fire Lane/Zone (Private Property)	\$155.00
72.018	No Bus/Taxicab Parking	\$45.00	72.078	Parked Over Meter Time Limit	\$20.00
72.019	No Parking near Entrances	\$45.00	72.111	Restrictions On Parking Vehicles	\$105.00
72.020	Unattended Vehicle	\$45.00	72.111(E)	Unimproved Surface	\$105.00
72.021	Obstructing Traffic	\$45.00	72.112	Restrictions On Parking Commercial Vehicles	\$105.00
72.022	Parked on Sidewalk/Swale	\$45.00	72.121	Restrictions On Parking Recreational Vehicles	\$45.00
72.023	Parked over Stall Lines	\$25.00	72.131	Restrictions On Parking Trailers/Mobile Homes	\$45.00
72.024	Parked Against Diagonal/Parallel Parking Regs	\$45.00	72.140-72.141	Handicap Parking violation	\$255.00
72.025	Double Parking	\$45.00			
72.026	No Permit	\$45.00	FSS		
72.026(F)	Altered Permit	\$205.00	316.605	Unregistered Vehicle	\$30.00

*Note: Above fine amounts do not include a \$5.00 crossing guard surcharge.*

*AIMS supports an unlimited number of user-defined violations and corresponding fine amounts, along with the \$5.00 crossing guard surcharge.*

**1.3 Parking Permit Program Information**

1.3.1 The parking permit program currently covers approximately fourteen (14) different types of permits as noted in the following chart:

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Existing Permit Program		
Permits	Rates	Privileges
<b>City Wide Permit Resident (Annual)</b>	\$150	Beach metered spaces including beach city garage and downtown long-term permit areas
<b>City Wide Permit Non-Resident (Annual)</b>	\$300	Beach metered spaces including beach city garage and downtown long-term permit areas
<b>Guest Permits (Monthly)</b>	\$50	Beach metered spaces including Garfield garage and downtown long-term on-street permit areas
<b>Guest Permits (Weekly)</b>	\$20	
<b>Employee Beach Street Permit (Monthly)</b>	\$30	Employee on-street Downtown and metered Beach spaces
<b>Hotel/Motel Owner/Operator Permit (Annual)</b>	\$150	Equal to City-Wide (Annual) permit privileges
<b>Hotel/Motel Owner/Operator Permit (Monthly)</b>	\$25	Equal to City-Wide (Annual) permit privileges
<b>Prepaid Meter Permit</b>	\$20	May be restricted to specific areas
<b>Downtown Garage Permit Resident (Monthly/Annual) 24/7 Access Card</b>	\$55/mth \$600/yr	Downtown city garages
<b>Downtown Garage Non-Resident (Monthly) 24/7 Access Card</b>	\$80	Downtown city garages
<b>Downtown Garage Employee (Monthly) 24/7 Access Card</b>	\$80	Downtown city garages
<b>Downtown Garage Employee (Monthly) 12 Hour Access Card</b>	\$25	Downtown city garages
<b>Lakes Community Resident Permit (Annual)</b>	\$25	700 & 800 Blocks of Tyler, Hollywood & Harrison

*AIMS can easily accommodate the identified types of permits and more. Each permit type can be identified with eligibility requirements, required attachments, and other parameters.*

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Permits Sold				Permit Type	
Permit	2014	2015	2016		
				CWA	City Wide Annual
					City Wide Annual/Non Res Online
CWA	1,726	1,812	928	CWNR	City Wide Resident Online
CWNR	34	47	9	CWR	Employee Permit
CWR	139	170	55	ET	Guest Permit
ET	1,903	3,029	2,205	G	Guest Monthly Online
G	2,280	3,416	1,558	GM	Guest Weekly Online
GM	90	173	54	GW	Hotel/Motel
GW	25	42	59	H/M	Hollywood Employee Permit
H/M	533	546	281	HE	Prepaid
HE	81	101	150	PP	Temp
PP	219	223	0	T	V.I.P Permit
T	196			VIP	Lakes Residential Annual
VIP	25	7	2	LA	Lakes Residential Guest
LA		75	37	LG	
LG		84	50		
Total Number of Permits	7,251	9,725	5,388		

- 1.3.2 Reduction of the number of parking permit and increases in cost were recommended by a recent Desman Associates study and are being considered at this time.  
*AIMS will accommodate any adjustments made to your current structure of permits and fees.*
- 1.3.3 No permit shall be issued to anyone who has outstanding parking tickets issued by the City, unless such violation is under appeal.  
*AIMS complies*
- 1.3.4 The permit program is primarily enforced using stickers and/or hang tags. The City would like to utilize a license plate recognition (LPR) system purchased as part of this procurement. The selected vendor shall need to interface with a LPR system to provide lists of vehicles with valid residential permits, scofflaws and other lists as may be provided by police agencies.  
*AIMS complies. Our proposed AIMS Enforcement API provides this integration.*

#### 1.4 Parking Citation Processing Information

- 1.4.1 The City's Office of Parking Customer Service Unit handles all disputes as requested by those who have received parking citations.  
*Acknowledged. The AIMS Adjudication function supports this, with applicable correspondence automatically generated.*
- 1.4.2 The City wishes to have at least one (1) notice sent out for any unpaid citation. The City also wishes to utilize the State of Florida's Department of Highway Safety and Motor Vehicles ("DMV") program that uses a registration "hold" for three (3) or more unpaid citations. Florida law specifically states that hold requests can be submitted after the third unpaid parking violation, with no other criteria or thresholds. The DMV is sent an electronic batch file with the plates to be put on or released from hold. The DMV does not have a real-time method to release holds at this time.  
*AIMS complies. Any number of notices can be sent by AIMS. AIMS interfaces with the Florida DMV to request registered owner information and also to send registration Hold/Release information for qualifying vehicles.*
- 1.4.3 Appeals are normally filed in person at the Office of Parking at Hollywood City Hall Annex. The average number of appeals taken by the Customer Service Unit each year is approximately four thousand (4,000).  
*Acknowledged, AIMS complies. The proposed AIMS Web component also includes the ability for submission of Appeals online.*
- 1.4.4 The average number of citations set for Court each year is approximately one to two hundred (100-200).  
*Acknowledged, this would likely be a second level appeal. AIMS includes the ability to schedule the hearing, if applicable and record docket information.*

## 1.5 Immobilization Processing Information

- 1.5.1 The immobilization (booting) system works in conjunction with the handheld devices used by the PEO's. The booting program currently immobilizes approximately 40-50 vehicles annually.

*AIMS complies. The AIMS Boot/Tow module is included in our proposal.*

- 1.5.2 All units scan any data entered against the latest version of the scofflaw database for matches. If a match is found, the data is verified by a manager or other staff member with access to the citation processing program. Once verified, the boot is installed.

*AIMS Mobile checks real-time against the AIMS data base to get up to the minute information regarding scofflaw / hot list information. A static list on the handheld is checked in the event communications with the host system are not possible.*

- 1.5.3 The selected vendor shall provide a list of "scofflaw" vehicles compatible with the proposed LPR system to support the City's booting program.

*AIMS sends scofflaw / hot list information to the LPR system.*

- 1.5.4 Payment can be made in person, by phone or online. All methods provide contact to the City for boot release. If payment for the boot and citations is not received within twenty-four (24) hours, the vehicle is then towed.

*AIMS complies. AIMS also offers integration with the Paylock self-removal boot system.*

- 1.5.5 The proposed system shall provide:

- a. The correct number of boot-eligible tickets (not including tickets under appeal or otherwise in dispute) that shall be paid prior to release;

*AIMS complies*

- b. The ability to enter an administrative fee for booting

*AIMS complies*

- c. Notification to any cashiering station that a vehicle is booted and **all** boot eligible tickets shall be paid or administratively handled prior to release

*AIMS complies*

- d. Setup of tables to allow the City to designate final disposition of vehicle if tickets remain unpaid, e.g. towed to (specified vendor), still held for payment, auctioned, scrapped, etc.

*AIMS complies – boot/tow status(es) are user defined.*

- e. The ability to accurately determine how many vehicles are boot-eligible at any time

*AIMS complies*

- f. Reports on boot-eligible tickets searchable by address **and** street to increase possibility to locate scofflaw vehicles, i.e. where does license plate ABC123 receive the bulk of their tickets

*EDC will provide this report with the implementation of AIMS.*

## Section 2: Scope of Work

The selected vendor shall provide a fully tested, functioning comprehensive parking violation processing service and parking permit sales system, along with an optional mobile license plate recognition (LPR) package if available. The mobile license plate recognition (LPR) package is preferred. The vendor shall be required to provide a solution that includes the following:

*The AIMS system provided by EDC complies. AIMS integrates with different LPR systems, however EDC does not directly supply the LPR system.*

### Technical Requirements

#### 2.1 General Specifications

- 2.1.1 Provision, operation and maintenance of a Windows based automated ticket management and permit processing system delivered to existing City desktop PC's via the Internet. The City's preference is for a system hosted by the Vendor. If additional PC's are needed to support the system, other than those currently in use by City staff, those shall be provided as part of the proposal.

*AIMS complies. No additional PC requirements exist for the use of AIMS.*

- 2.1.2 All hardware, software and related equipment/services shall be compatible with the City's existing network infrastructure for complete ticket processing/management activity. The City's Information Technology Standards are shown in Section 6.

*Acknowledged*

As technology advances are made or if the City's IT infrastructure is upgraded, the vendor must be able to modify their services to comply with the latest technology. The cost for those modifications can be negotiated at a then current rate approved by the City.

*EDC keeps AIMS current with infrastructure version updates (operating system, browsers, database system, etc.) This is included with the annual support, no additional charges would apply to these updates.*

- 2.1.3 The Vendor shall note any photo and citation record storage limitations. Vendor's Cost Proposal should note additional costs if storage needs to be increased to meet the City's requirements.

*Acknowledged, no additional storage charges will apply.*

- 2.1.4 Conversion of existing data to the new ticket management and permit processing system.

*Data conversion is included in our proposal.*

- 2.1.5 All necessary interaction with the Florida Department of Highway Safety and Motor Vehicles (DMV) (vehicle registration information and registration holds), municipal court (hearings and decisions), registered owner information retrieval from nationwide (United States & Canadian Bureau of Motor Vehicles interfaces) Department of Motor Vehicles and all other agencies (vehicle rental car/leasing agencies) necessary to complete the intent of this RFP.

*Our proposal includes interfacing formatted as required by the respective systems.*

*This interfacing includes:*

- Florida DMV for registered owner requests/updates, and registration holds/releases.*
- Court system to send appealed ticket information and import decisions.*
- Third party DMV services for out of state registered owner retrieval (City responsible for fees charged by third party for providing information).*

*Retrieval of responsible party information from rental and leasing agencies is typically obtained as a result of the standard AIMS notification process. The standard DMV inquiries will identify the leasing/rental agencies for initial notification in order to identify the responsible parties.*

*Additional interfacing provided with the license of AIMS includes General Ledger transactions, Collection Agency interface (2 way), and standard import and export routines that may be used for other interfacing requirements.*

- 2.1.6 Provision of an automated customer service toll free number that can use Interactive Voice Response (IVR) technology for payments after-hours, weekends and holidays including a dedicated extension to leave a voice mail or call back number that would be retrieved by City staff.  
*EDC has developed interfaces with IVR systems, however we do not provide this functionality directly. Our proposal includes integration with the IVR system of the City's choice.*
- 2.1.7 Procurement of all paper goods as they relate to the operation (i.e., electronic ticket stock, return payment envelopes, etc.).  
*Pre-printed ticket stock is available from EDC. Payment envelopes can be obtained from the vendor of your choice.*
- 2.1.8 Data acquisition and mail address error correction, document storage, IVR payment processing, web payment processing, report generation and distribution, audit and control processes, quality assurance and telephone processing.  
*AIM complies with these items, with the exception that IRV payment processing is not provided directly by EDC.*
- 2.1.9 The vendor shall provide procedures for regular back up of all City data files.  
*EDC will provide all backups with the AIMS Hosted solution. Please refer to the AIMS Hosted description for details.*
- 2.1.10 The vendor shall provide a Disaster Recovery Plan should a disaster occur (e.g. fire, flood, hurricane, hardware/software or communication failure, etc.). The plan will encompass all components of the system including parking tickets and reports. The City shall be assured that all aspects of the plan are performed in a timely manner. The City of Hollywood shall have a complete and uninterrupted flow of services at all times.  
*EDC/AIMS complies. Please refer to the AIMS Hosted description for details.*

## 2.2 Handheld System Requirements

2.2.1 The handheld equipment used to issue parking citations shall use an online real-time processing system utilizing the following technologies:

*EDC does not provide the Android device to be utilized with our AIMS Mobile app. The city may select the phone or tablet device best suited for their needs. Therefore we are unable to comment specifically on certain equipment characteristics that can vary by device. This is indicated by n/a in the response.*

a. Physical/Environmental Characteristics

i. The unit shall be capable of being used and stored without damage in extreme heat and humidity.

*n/a Typically, yes*

ii. Hand-held device shall be lightweight (including batteries) to avoid user fatigue. It shall be possible for the average person to hold the unit easily in one hand for extended periods of time.

*n/a Devices typically support this*

iii. The hand-held device shall be waterproof and dustproof. Vendor should note the IP rating of any device in their proposal.

*n/a Waterproof devices are available*

iv. Vendor's proposal should note the communications protocol used for real-time processing. Real-time communication is critical between the handheld device, the pay-by-phone system and the pay-by-plate meter equipment.

*AIMS Mobile communicates wirelessly with the AIMS database through either a cellular network or 802.11 / Wi-Fi.*

v. Vendor's proposal should note the end-of-shift communications and charging protocols and equipment required.

*All updates from the AIMS Mobile handheld system to the database are done wirelessly. Enforcement activity is transmitted to the database real-time and synchronization of batch file information is also facilitated wirelessly. This sync process will update the handhelds with any configuration updates (violations/fines, locations, etc.) and also lookup files with scofflaw, vehicle and permit information which is used in the event real-time communications with the database cannot be established. This sync process should be executed at least once a day (typically before the start of a shift).*

b. Processor & Memory

i. The hand-held device at a minimum shall have sufficient memory to operate at least three (3) days without downloading data to the system. Vendor's proposal should describe the processor offered.

*n/a The data is transmitted real-time, but regardless most new equipment will have sufficient data storage to accommodate this.*

ii. Unit shall have the ability to be upgradeable.

*n/a Many devices provide ability to add capacity via micro memory cards.*

iii. The system processor shall function with sufficient MHz.

*n/a We have not experienced any problems with equipment currently used by our customers.*

c. Operating System



- i. Standard operating system such as WINDOWS, Win CE, Windows Mobile or other acceptable mobile operating system.  
*AIMS Mobile requires an Android based device.*

## d. Keyboard/Screen

- i. Proposed machines will be evaluated for interface quality. While it is not possible at present to define quantitative specifications for these characteristics, they are of substantial importance to the usability of the product. In particular, the interface shall encourage efficient navigation within the citation process.

*AIMS Mobile displays a "Next" button to navigate to the next entry item during citation issuance (a "Back" button is also displayed to return to a previous item). Alternatively the user can swipe the screen from left to right to go to the next screen, or from right to left to return to previous screens.*

- ii. Interface shall offer tactile and/or audible feedback.

*Feedback provided in AIMS Mobile requires user acknowledgement in order to proceed to the next item.*

- iii. The display screen shall be shock-resistant and support a backlit display. Displays should provide crisp characters that are easy to read. Display should not reflect glare from overhead lighting or other light sources. The display shall be non-fatiguing so that it can be used for an extended period of time without eye discomfort to the operator.

*n/a Most all devices will have a shock resistant, backlight display. We have had customers experience display issues (glare) with "bargain" priced devices. We recommend the use of quality devices, such as Samsung, for the use with AIMS.*

## e. Printer

- i. Unit shall permit the use of an integrated printer that physically is part of a one piece device.

*AIMS utilizes a separate, Bluetooth printer*

- ii. The printer shall be fully compatible with the hand-held device and the parking enforcement software.

*AIMS complies*

- iii. The unit shall be capable of being stored without damage in extreme heat and humidity.

*AIMS complies*

- iv. The print head, connectors, and electronics shall be sealed to protect against moisture.

*AIMS complies*

- v. The printer shall be unaffected by humidity. Printer shall be capable of printing in the rain.

*AIMS complies*

- vi. The field printer shall be capable of printing an official looking foarm.

*AIMS complies*

- vii. The printer shall be capable of printing enlarged, emphasized, and condensed characters and programmable graphics including signatures.

*AIMS complies*

- viii. The printer shall be able to print machine-readable bar codes and other characters, such as OCR, on the ticket.

*AIMS complies. A barcode and QR code optionally print on the ticket*

- ix. The print layout shall be adjustable for changes in the ticket design.

*AIMS complies*

- x. The print speed shall be such that a ticket can be printed in 20 seconds or less.

*AIMS complies*

- xi. The information printed onto the form shall remain legible and not smear when the form becomes wet.

*AIMS complies. This is a function of the paper used for the ticket rolls, and the ticket stock provided by EDC is waterproof and tear resistant.*

- f. Additional equipment

- i. **Digital imaging:** Provision of at least a five (5) megapixel or higher quality camera with flash capability that can provide up to four (4) images per citation. The preference is for real-time transmission of images. Citation data **shall be transmitted** to the server in real time. However, consideration will be given to images being downloaded from the handheld equipment at the end of each shift as part of a charging/data transmission scenario. All images shall be date and time stamped by the handheld without interaction by the user. Image quality as finally received by the system will be judged as part of RFP evaluation criteria.

*The City will be responsible for selecting the device, but most new equipment will have camera that meet or exceed 5 megapixel. AIMS Mobile supports capturing an unlimited number of images per citation. The citation data, captured images, and recorded audio are all transmitted real-time to the AIMS database. An option is available to include a date/time stamp on captured images.*

- ii. **GPS:** Each handheld shall have built-in GPS so user locations can be tracked, routes can be displayed over a number of hours and “stop” and/or “gap” reports can be created. If possible, the GPS system should also notify the officer if they are trying to write a ticket on an incorrect location. Example: the officer is writing a ticket on 2<sup>nd</sup> Street but enters 2<sup>nd</sup> Avenue on the ticket. The location is far enough from the GPS location of the handheld that the unit notifies the user and asks for verification.

*AIMS Captures GPS coordinates for every issued ticket, plus period pings to capture the location of the device. The AIMS ticket record includes an option to display a map display of the violation location. AIMS also displays the route of the device travel over a user defined period of time. This route display may be selected for a single device or any combination of devices if desired. AIMS does not currently verify the location entry on a citation against GPS data, and we are looking into possibilities of additional use of GPS data in our applications.*

- 2.2.2 The handheld equipment used to issue parking citations shall be able to provide the following processes:

- a. **Notifications:** The handheld should be able to notify the user of various issues that can arise in the field, e.g. vehicle is boot-eligible, stolen, has expired registration, etc. These notifications should be definable by the user.

*Aims complies*

- b. **Reporting issues in the field:** The handheld shall be able to be used for realtime reporting of malfunctioning or missing parking equipment, e.g. signs or meters. Reports shall be able to be directed to specific email addresses so repair staff can be dispatched quickly to repair equipment.  
*AIMS Mobile includes a field reporting function to send notifications back to the database.*
- c. **Repetition of Data:** The handheld software will allow certain user-defined fields to be loaded with information from the previous citation.  
*AIMS Complies Location, violation, public comments can all independently be repeated onto subsequent citations.*
- d. **Comments:** The handheld print file shall be adaptable so the user may be able to enter up to three (3) lines of printable comments per citation. Any additional line of comments can be added but not printed on the citation. This additional line can be used as “private” comments by the issuing officer. The Comment file for the handheld should be definable by the City so specific comments can be found by typing only a few keys. Example: NPD would equal “No Permit Displayed”, SP would equal “Signs Posted”, etc. All shortcuts and long form comments would be definable by the City. Timed violations require the original time the vehicle was “chalked” and that information should show up separately on the printed ticket.  
*Printed comments will automatically wrap to additional lines when necessary. Comments are limited to 40 characters. Private comments are also provided that do not print on the ticket. Public and Private comments may be entered manually, selected from a list of predefined comments, or by voice entry with conversion to text. The officer may also record an unlimited amount of comments that are saved in an audio file attached to the ticket in the database. Original vehicle chalk time is printed onto tickets using chalk times and is also downloaded with the ticket record to the database (along with valve position displays if recorded).*
- e. **Violation requirements:** Certain violations should have requirements that the officer shall follow in order to issue a citation. Examples:
- i. All violations require at least one comment in the Comment field.  
*This is presently not required.*
  - ii. Timed violations require the original time the vehicle was “chalked” if the original timing was not performed using the handheld device  
*If the chalk time was not recorded with the vehicle on the handheld before the handheld ticket was issued, the ticket data would have already been updated into the AIMS database.*
  - iii. Permit parking violations require the user to verify the citation issuance if a valid permit is noted and that verification shall be recorded  
*AIMS automatically displays permit information associated with the vehicle that must be acknowledged by the user before proceeding with ticket issuance. The permit information displayed in the handheld includes: permit type, active and expiration dates, status, vehicle(s) license associated with permit, and valid location to park.*

- iv. Handicap parking violations require at least two images. Fire hydrant, crosswalk and double parking violations require at least one image. The handheld should require the necessary number of images for violations that require them as evidence.

*This would be a training issue for officers.*

f. **Timing:**

- i. The handheld should allow the user to enter data relevant to the location of a specific vehicle for the purpose of timed enforcement. Example: The vehicle is parked at 167 Lancaster Street at 8:35 A.M. and the driver side front tire valve stem is located at 1:00 on an analog clock face. The handheld should allow the user to input the street and stay on that street until otherwise noted. The address for each entry shall be entered by the user. After the first use of an address, it shall be verified before it is used again so the same address is not entered multiple times unless that is noted as correct by the user. Time entry should be performed by the handheld. If the vehicle is found to have a valid permit, the handheld should notify the user immediately at that time so no further action is taken if needed. The valve stem location shall be noted by the user. The handheld shall inquire if the data is to be saved and a response required. Prior to the next entry, the handheld should use the same street and address but require verification of both street and address.

*Timing information may be recorded a couple different ways. AIMS Mobile is designed to allow recording of the block and street information. This is typically used to record all vehicles within that block i.e the 100 block of Main St. The actual address can be entered as the block and street i.e. 121 Main St. This creates a unique entry that can be verified since each "block" is different. Alternatively, an entry is available for meter number which could be used to record the address information. This would list the different addresses (meters) added for the street (or block of the street). We will review the available options for recording this to determine the most appropriate method for your use. The valve stem position can also be recorded (an option to record 2 valve stems is also available) to detect vehicle movement.*

*Whenever the license is recorded in time parking enforcement, it is immediately checked for scofflaw/boot eligibility, and for any permits associated with the vehicle. The existence of either provides a display of related information requiring officer acknowledgement.*

- ii. If proposing a LPR system as part of the proposal, the Vendor should discuss how data used for electronic tire chalking will be communicated between the LPR systems.

*An "Overtime" hit is one of the type of Hits AIMS Mobile receives from the LPR system. Explanation of the different type hits is provide in the LPR section.*

*Hits are sent to AIMS Mobile, organized by Locations established with geo fencing. Enforcement officers can view hits by these locations. The Overtime Hit sends the date, time and location of the hit, along with the date and time of read 1 and date and time of read 2 and images captured with*

*each read, which identified the violation of the time limit. AIMS Mobile also displays an exact map location of the reads from the LPR GPS data for the enforcement officer to locate the violating vehicle.*

*Please see the LPR section for additional details of the integration between AIMS Mobile and the LPR system.*

## 2.3 Parking Citation Processing Requirements

2.3.1 The parking citation processing system shall include, but not be limited to, the following:

- a. All necessary interaction with the Florida Department of Highway Safety and Motor Vehicles (DMV) (vehicle registration information and registration holds), municipal court (hearings and decisions), registered owner information retrieval from nationwide (United States & Canadian Bureau of Motor Vehicles interfaces) Department of Motor Vehicles and all other agencies (vehicle rental car/leasing agencies) necessary for citation processing.

*Our proposal includes interfacing formatted as required by the respective systems. This interfacing includes:*

- *Florida DMV for registered owner requests/updates, and registration holds/releases.*
- *Court system to send appealed ticket information and import decisions.*
- *Third party DMV services for out of state registered owner retrieval (City is responsible for fees charged by third party for providing information).*

*Retrieval of responsible party information from rental and leasing agencies is typically obtained as a result of the standard AIMS notification process. The standard DMV inquiries will identify the leasing/rental agencies for initial notification in order to identify the responsible parties. AIMS includes a simplified process to reassign responsibility for tickets to coincide with vehicle rental or lease periods.*

- i. The system will regularly generate an exception report of license plates that do not have registered owner information. This report will be sent electronically in an Excel format so the data can be manipulated by various departments to analyze why no data is found.

*AIMS complies*

- b. Provision of an automated customer service toll free number that can use Interactive Voice Response (IVR) technology for calls received after-hours, weekends and holidays including a dedicated extension to leave a voice mail or call back number that would be retrieved by City staff.

*EDC has developed interfaces with IVR systems, however we do not provide this functionality directly. Our proposal includes integration with the IVR system of the City's choice.*

- c. Data acquisition and mail address error correction, document storage, IVR payment processing, web payment processing, report generation and distribution, audit and control processes, quality assurance and telephone processing necessary for citation processing.

*AIM complies. IVR support is via integration with a third party system.*

- d. The system shall support an online appeals process where parkers can file the necessary documents and any additional evidence, notes or photos for their appeal. The information shall be scanned for viruses and malware before being allowed to be accessed by City staff. Once scanned, the documents can be forwarded to the Office of Parking Customer Service Unit (CSU) for action. The appeals process will allow CSU staff to set denied appeals for court.

*AIMS complies. AIMS Web limits files attached to appeals to image (.jpg, .gif, .png, .bmp) or .pdf files to guard against viruses and malware. Denied appeals can be set for court by CSU staff as appropriate.*

- e. The system shall provide a method that allows scheduling and tracking for the appeals or City Court processes. CSU staff shall be able to access a listing of all open or closed appeals or hearings requests showing the current status of each request. The system shall provide processes or documents so CSU staff will be able to schedule hearings if needed. The system shall have the ability to update the pay status of any citation where a court decision is entered that would affect the status of any citation involved.

*AIMS complies. An Adjudication Package is available in the Adjudication process that is a report of the Account, and ticket / appeal history that is beneficial for judges or other adjudication review authorities.*

## **2.4 Payment Processing System Requirements**

- 2.4.1 The payment processing system for parking citations and parking permits shall include, but not be limited to, the following:

- a. Payments shall be recorded and updated in real time.

*AIMS complies*

- b. Vendor systems shall be compliant with all current PCI-DSS requirements.

*AIMS complies*

- c. Vendor shall provide all necessary equipment and/or software as agreed to by the City to support processing of payments, such as:

- i. Cash drawers as needed:

*EDC has included Cash drawers in our proposed system. Should the equipment currently operated by the City be compatible with AIMS, the City can use those and EDC will remove the item from our proposal.*

- ii. Bar code scanners as needed to scan bar codes from citations issued from handheld equipment and from handwritten citations issued by HPD officers. A sample citation is included in Appendix "A".

*Available from EDC*

- iii. Imaging scanners to add images or received documents to the system for tracking complaints, appeals, court hearings, NSF checks, etc.

*EDC typically does not provide imaging scanners. Any scanner supported by your PC equipment would be compatible with AIMS.*

- d. Reporting capabilities to provide the following:

- i. Citation payments and cash drawer reconciliation on a daily basis;

*AIMS complies*

- ii. Payments received by mail, phone and Internet;

*AIMS complies*

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- iii. Partial payments received and processed:  
*AIMS complies*
- iv. NSF payments returned and actions taken;  
*AIMS complies*
- v. Credit chargebacks and actions taken;  
*AIMS complies*
- vi. Bank deposits;  
*AIMS complies*
- vii. Citations forwarded to collections;  
*AIMS complies*
- viii. Payments directly related to booting, DMV hold or other actions  
*AIMS complies*
- ix. Lockbox processing;  
*AIMS complies*
- x. Reconciliation of Florida/City of Hollywood surcharges  
*AIMS complies*

2.4.2 The vendor shall provide examples/samples of all standard and electronic online reports in their proposal, including, but not limited to :

*AIMS includes over 240 standard reports and inclusion of an example of all of these would make our proposal too voluminous in our opinion. A listing of the reports is provided in the AIMS system description included with this proposal, and examples of some of the reports as identified below are also included. EDC is glad to provide examples of any of the other standard reports as requested by the City.*

- a. A full complement of monthly and annual management reports for the City. The annual report is to be reported in a fiscal year format beginning with October 1<sup>st</sup> as the start of the fiscal year;  
*AIMS complies*
- b. Report of revenue collected for month;  
*AIMS complies. In addition to reporting this can also be provided in the form of our General Ledger interface that is included.*
- c. Report of citations issued for month with violation code and fine, plus penalty amounts added to delinquent citations during the reporting month;  
*AIMS complies*
- d. Monthly status reports on all parking violations processed; including up to date collection percentage rate;  
*EDC will provide this report*
- e. Monthly payment report identifying collection results by month, to also include delinquent notices and DMV holds;  
*AIMS complies. This would be likely be provided in multiple reports unless only reporting ticket statuses.*

- f. Monthly status report of open and closed parking violations;  
*AIMS complies*
- g. Aged Accounts Receivable Report with status of any collection activity if applicable;  
*AIMS complies*
- h. Any additional reports as described in Sections 2 or 3.  
*Please refer to the list of reports provided in the AIMS System Description*
- i. Monthly Summary Management Report showing:
  - i. Monthly and year-to-date number of citations issued;  
*AIMS complies*
  - ii. Monthly and year-to-date number of payments and revenue received, including current collection rate;  
*AIMS complies*
  - iii. Comparison of citation issuance and revenues year-over-year for same month over previous two years;  
*AIMS complies – may require multiple reports and export to Excel to support desired comparisons*
  - iv. Number of voids/adjustments for the current month and year-to-date, summarized by void/adjustment type;  
*AIMS complies*
  - v. Number of appeals received for the current month and year-to-date;  
*EDC will provide this report*
  - vi. Monthly and year-to-date appeal dismissals and court decisions suspensions, summarized by decision where possible.  
*EDC will provide this report*
- j. **Ad-Hoc Reporting Requirements:** The system shall possess a user-friendly report writer feature to allow the City to query and generate ad hoc reports on-line. Vendor shall provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool shall directly access data in the master database to provide accurate real-time information. The proposal should explain how reports are generated, if the report data can be exported to Excel or other programs, how the City can generate specific reports based on business needs and a list of other types of reports available.

*All AIMS reports are built with the report writing tool included in AIMS. Any of these reports can be cloned to adjust to user needs.*

## 2.5 Parking Permit Processing System Requirements

- 2.5.1 The processing system for parking permits shall include, but not be limited to, the following:
  - a. Issuance and payments shall be recorded and updated in real time.  
*AIMS complies*
  - b. Full integration with the ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders or the withholding of permit sales due to outstanding parking tickets  
*AIMS complies*
  - c. Financial controls for the tracking and reconciliation of fees collected  
*AIMS complies*

- d. Ability to inquire online using a variety of search parameters  
*AIMS complies*
- e. Ability to generate notices for use in renewal or informational mailings  
*AIMS complies – flexible selection criteria allows you to target the mailings/email to the applicable recipients.*
- f. Integration with the ticket processing system cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction  
*AIMS complies*
- g. Configurable to match existing permit data entry flow, for easy transition  
*Permit entry in AIMS provides for entry (addition) of the permit, vehicle(s), account (name, address, etc.) and payment within a single display. Entry of information may be in any order as desired by the user.*
- h. Ability to utilize assign/allocate multiple permits to a single address  
*AIMS complies. Residential permits are issued by address controls. Other permits are issued by account controls.*
- i. Ability to assign multiple vehicles to a single permit (carpools, multi-vehicle families)  
*AIMS complies*
- j. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules.  
*AIMS complies*
- k. Allows a review and approval process for pending applications for permits  
*AIMS complies*

## 2.6 Additional Functions/Capabilities

2.6.1 In addition, consideration should be given to provision of the following functions and capabilities identified below. **Additional pricing for these additional functions and capabilities should only be provided in the Cost Proposal under Price List – Additions/Exceptions/ Alternatives so as not to affect any baseline product evaluations:**

- a. **Parking Citation Processing**
  - i. The City will give strong preference to an account-based system. The ability to connect multiple license plates owing for parking citations, permits and other municipal obligations is significant to the City. The vendor should explain how the system works in their program, if the account number is assignable (can a number be used from another program, i.e. MUNIS) and the process for combining multiple accounts when duplicate accounts are found in the system.  
*AIMS is account based by design. Multiple vehicles and multiple permits may be associated with a single account. The Account consolidates all outstanding amounts for tickets, permits, and other fees assigned to the account. Payment processing is provided directly on the account display to select any combination or all of the items for payment.*

*The Account number can be manually assigned by the user, imported from a third party system (along with any other address and demographic information) or AIMS can automatically assign the account number. AIMS*

*includes an “account correction” function to merge multiple accounts (and related contents) into a single account when duplication occurs.*

**b. Handheld System Requirements**

- i. **Notifications:** Preference shall be given to any vendor that can provide some assignable notifications go directly to the supervisor without notification to the user. Example: Vehicle is stolen, previous complaint by owner, permit abuser, etc.

*Handheld notifications are sent to the individual handhelds based on the entry of the license or permit information. They are not segregated by type of handheld user.*

- ii. **One-button audio recording:** It is preferred the handheld unit has a recording feature accessed by pressing a single button.

*The recording function in AIMS is activated by selecting “Audio Note” from a drop down option available anywhere in ticket issuance and starting the recording.*

- iii. **Hot-swap batteries:** The preferred handheld (and printer, if provided separately) shall have hot-swap batteries so units that have data needed over multiple shifts, i.e. timed parking information, can be used by the following shift without the loss of data crucial to enforcement. If hot-swap batteries are unavailable, the vendor shall describe any process used to lengthen the hours of use of any particular handheld device.

*The Zebra printer used by AIMS Mobile has a hot-swap battery, however our experience is that a fully charged battery can operate over multiple shifts. The majority of our clients use Samsung phone and Note devices which have hot-swap batteries; however this feature is dependent on the device selected by the City.*

- iv. **Timing:** It is preferred all data used for electronic tire chalking be communicated to all powered devices in the field so the data is usable by all enforcement staff over multiple shifts.

*Timing information recorded in AIMS Mobile is stored on the database and sent to all AIMS Mobile devices currently logged in for enforcement across zones or shifts.*

- v. **Digital imaging:** The preference is for real-time transmission of images. Image quality as finally received by the system will be judged as part of RFP evaluation criteria.

*AIMS Mobile sends images associated with tickets to the database real-time with the ticket data (along with the audio file, if recorded). AIMS also supports the subsequent “editing” of tickets at any time which includes reprinting the ticket, adding images, adding recording, or voiding the ticket (if allowed). No original ticket data can actually be edited in the field. These images that may be subsequently captured are also sent to the database real-time and attached to the corresponding ticket record.*

**d. Immobilization Processing**

- i. The preferred system will allow an officer to enter information in the field via a handheld device to record when a vehicle is released or, if it is towed, to what vendor and the incident or record number for the tow so other departments can access the information if needed.

*The AIMS Boot/Tow module records information relative to the towed or booted vehicle including the tow company (or internal boot attachment), contents of the vehicle, any existing damage to the vehicle via notated images or vehicle graphics displayed, and additional notations.*

**e. Parking Citation Processing**

- i. The preferred system shall provide a system that facilitates scheduling, tracking and support for the appeals or court processes. CSU staff shall be able to access a listing of all open or closed appeals or hearings requests showing the current status of each request. The system shall have a court calendar so CSU staff will be able to schedule hearings for court. The system shall have the ability to prepare dockets for court.

*AIMS supports complete Appeals / Court processing. Pending appeals are easily listed. Multiple tickets may be associated with an appeal if desired. An Appeals Packet that includes information about the account their ticket and appeal history and details of current appeal is an ideal report for appeals review boards or courts to help them with their determination.*

*Court calendars/schedules are maintained by AIMS and can be established with a maximum number of hearings per court session increment (by hour, by day, etc.) A graphical presentation of the court calendar identifies sessions color coded to indicate the availability for a hearing, or at capacity. Hearing schedules, Docket report and the Appeal Packet are some of the standard reporting included.*

**Section 3: Additional Information Required**

**3.1 Equipment**

Proposals shall include a detailed description of all proposed equipment. Equipment lists should list all required hardware by model numbers and software by name and version. Manufacturer(s), if different from the Vendor's company, should also be listed on the breakdown.

*The equipment included with this proposal is:*

*Zebra model ZQ510 Bluetooth printer.*

**3.2 Installation**

Proposals shall include a detailed description of the proposed installation process, including the services that will be performed as part of the installation.

*Please refer to the AIMS System Implementation section of our proposal*

### **3.3 Software Upgrades**

Upgrades necessary to correct problems or deficiencies shall be provided to the City at **no charge** for the life of the contract.

*All software updates and upgrades, including new version releases are included at no additional charge, as long as the annual service agreement is in effect.*

### **3.4 Documentation, Operating Guidelines, and Manuals**

Vendor shall provide copies of all operating manuals and standard operating procedures and/or guidelines.

*All AIMS Documentation and training information is provided to the customer. Documentation is provided online. AIMS Training Guides, along with a variety of specific topic write-ups are available for download on the AIMS Support Suite Knowledgebase. The Knowledge base also includes a number of tutorials on the most common function in AIMS. All documents and training tutorials are provided at no additional charge.*

### **3.5 Training**

Vendor shall train City personnel and management staff in the use of the system, including proper use of all equipment, database management and report generation software, supervisor functions and capabilities and the use of audit functions. Vendor shall submit a schedule for training, along with training manuals, to the City for approval one month prior to system start. The selected Vendor will be required to provide up to thirty (30) hours of training time over a one-month period to be scheduled within 30 days of system start. Proposals shall also include per day pricing for additional training. Proposals shall include a training syllabus and standard operating procedure/guidelines.

*AIMS new user training is designed as on-site, hands-on sessions using the AIMS system configured to the City's business rules with your converted data. This training is normally scheduled to take place very shortly before the City's go-live date. Additional training in a more informal, as needed basis to address various aspects of the implementation. These are normally remote sessions using Webex or a similar tool to allow viewing of our screens to discuss the topics at hand. These may be reviewing AIMS configuration documents/settings, interfacing or custom program items, data conversion review, etc.*

*EDC will work with the City to develop the most appropriate training for their needs.*

### **3.6 Warranty**

Vendors shall provide a minimum of a one (1)-year warranty for software and hardware. The warranty period will start once the equipment is operational and is approved in writing by the City. Vendor shall note in their proposal the length of their warranty for software and hardware.

*EDC software warranty is for one year. The equipment warranty is provided by the manufacturers outside of our control. The Zebra printer proposed includes a one year warranty that starts when the equipment is purchased. We will delay the actual purchase of the equipment until closer to your planned go live date, but early enough for setup and testing.*

### **3.7 Maintenance Agreement**

Each Proposal shall include a detailed outline for equipment and system maintenance. Maintenance shall be performed under the warranty for at least the first year. Any other software and/or hardware maintenance program or requirement shall be outlined in the Vendor's proposal.

*Any required Warranty service for the proposed Zebra ZQ510 is provided by the manufacturer. The warranty period is 1 year, and maintenance agreements are extended annually. The printer warranty / maintenance service is provided via depot service at their designated repair facility. EDC will provide initial troubleshooting with any printer issued to see if it is a software or setting issue. If repairs are necessary, EDC will coordinate and monitor the services with the repair facility.*

### **3.8 Service**

As part of the warranty process, Vendor shall provide timely same day response for any service calls placed between 8:00 AM to 5:00 PM, Monday through Friday (excluding major holidays) regarding technical services and support for the citation issuance system. (All times listed are Eastern Time.) Service calls placed after 5:00 PM or during weekends or holidays shall be answered by 10:00 AM the following business day. Proposals shall define normal business hours, days, as well as holiday schedule. Vendor's proposal shall illustrate how they will provide service and support on both hardware and software. If Vendors propose to use a sub-vendor or distributor, such sub-vendor/distributor shall be presented in the Proposal and is subject to approval by the City.

*EDC provides all software support directly. Our normal business hours are M-F, 8 AM – 6 PM Eastern time, except holidays. Calls placed during these normal business hours are answered by a person to immediately address or direct your call. EDC extends support services to 24 x 7 at no additional charge. Equipment repairs are performed via depot maintenance services.*

*Please refer to the Support Services document included in this proposal for details.*

### **3.9 Responses to Exhibits A through E:**

The Vendor shall complete the Exhibits and include in each section any additional information that the Vendor wishes to bring to the attention of the City that is relevant to the specific line item in the Exhibit.

## Section 4: Cost Proposal

*Please refer to Tab 4 of this proposal for details of the pricing, including the cost proposal form. All of the items in this section are addressed in the pricing. The sample agreements are provided in Tab 6.*

- 4.1 Terms: The City wishes to look at options for both lease and purchase for the software and hardware. Vendors should propose for both options. In addition, the City will look at a per ticket fee as an option. Proposals shall include all hardware and software contents, hosting fees, installation and ongoing operating costs, such as warranty, maintenance, upgrades, and software license and upgrades, if any. Vendor shall ensure the City receives the newest functional products and without any obsolescence issues during the entire term at no extra cost. Software upgrades shall also be included in the proposed price without extra cost.
- 4.2 If software access is provided through a licensing arrangement, pricing should be broken out in the Cost Proposal for each license proposed and the total number of licenses needed with the system operating at maximum.
- 4.3 If software is provided as Software as a Service (SaaS), all pricing should be broken out as a monthly fee in the Cost Proposal and be provided for five (5) years in consideration of the procurement lifespan. If fees are required for additional levels of service, provide pricing for each service level and the total number of fees needed for the system to provide all services listed in the RFP. If other items in the proposal are provided as a service, all fees should be broken out in the Cost Proposal to meet all levels of service and the proposed five (5) year lifespan of the procurement in the requirements of the RFP.
- 4.4 Vendors should complete the **Cost Proposal Form**, included with **Exhibits A through E**, in accordance with the requirements given. Vendors shall provide pricing and installation cost breakdown with pricing summary. Pricing shall include all hardware, software, peripherals, installation, training and all other contents listed in this RFP.
- 4.5 Proposers shall also provide pricing of extended warranties and/or maintenance agreement costs for software and hardware for a total of five (5) years. Any anticipated upgrades within the lifespan of the equipment will also need to be proposed.
- 4.6 Freight: Proposal shall include all freight charges to deliver the new system on site.
- 4.7 Provide for each set of terms and conditions the following:
  - a. Schedule for lease or purchase, including length of term, payment date and amount, early termination/purchase options and grand total.
  - b. Additional Costs: Disclose any additional out of pocket costs the City may incur. Also include information on prepayment penalties if applicable.



- c. Sample Agreement: Provide a sample agreement for review.

## Section 5: Termination

- 5.1 The City of Hollywood reserves the right to terminate this agreement with or without cause effective thirty (30) days from date of written notice. In the event that any of the provisions of the agreement are violated by the successful Proposer, the City of Hollywood may serve written notice upon such Proposer of its intention to immediately terminate the agreement. Such notice will state the reason(s) for termination of the agreement.

*Acknowledged*

- 5.2 In the event that the City exercises its right to terminate this Agreement, Vendor's proposal should discuss the City's options if software is provided as Software as a Service (SaaS) and settlement of ownership if other items in the proposal are provided as a service.

*EDC provides our software via a perpetual license agreement; it is not a Software as a Service or Leased product. We have identified the standard one-time license fee for this perpetual software license in the Cost Proposal, as requested. We have also identified an option for five (5) year term payments of the License. We acknowledge and accept standard municipal non-funding terms.*

- 5.3 Vendor's proposal should discuss the City's options if software is provided as Software as a Service (SaaS) and Vendor fails or is unable to perform its obligations under the resulting contract, concluding in the City losing the ability to use the software, its hosted applications and potentially access to its data stored on the cloud.

*AIMS software is not provided as Software as a Service.*

- 5.4 It is the intent of the City to continue to use the data comprising the system after the contract is terminated. The Vendor agrees that the City and its client agencies will own all data comprising the system and shall agree to provide data upon termination of the contract to the City and its client agencies in a readable electronic format agreed upon by both parties. The Vendor shall provide documentation to the City that provides the detailed understanding of the data elements and historical data for use in any future data conversion and replacement system configuration.

*The City owns their own data, and EDC will provide the data to the City in a standard file format. The AIMS Data Dictionary is also provided.*

### 5.5 Term Period

This contract will be for an initial term of five (5) years with an option to renew for three (3) additional one (1) year periods subject to vendor acceptance, satisfactory performance, and determination that renewal will be in the best interest of the City.

*The City will own the perpetual license to use AIMS with payment of the software license, either with a 1 time payment or the offered term payments. Upon payment of the license fee, subsequent year fees will only be for support and the hosting fees.*

**Section 6: City of Hollywood Information Technology Standards**

Item	Technical Standard
Business application environment	Microsoft Office
Desktop hardware	Lenovo
Desktop operating system	Windows 7
Email system	Exchange 2010
Network	CISCO
Internet browser Internet	Explorer/Chrome
Server hardware	IBM/Lenovo
Server operating system	Windows 2012
User authentication	Active Directory

*Acknowledged. Please refer to the AIMS Operating Specifications for details. Please note that this includes different server requirements that do not apply to an AIMS Hosted environment.*

**Section 7: OPTIONAL BID FOR LICENSE PLATE RECOGNITION (LPR) SYSTEM**

*EDC does not offer LPR systems directly, and our proposed AIMS system integrates directly with the LPR system via our AIMS Enforcement API.*

*EDC currently integrates with the Genetec AutoVu system, and the Tannery Creek autoChalk system. EDC will configure our API for any other LPR system the City may select through this RFP process, or subsequent acquisition. Data communications are real-time ensuring accuracy of information. Following is a description of our integration.*

- *AIMS sends information to the LPR system for enforcement:*
  - *Vehicles eligible for Boot / Tow / other hot sheet conditions*
  - *Permit information for validation and enforcement*
  
- *AIMS receives “hit” information from the LPR system indicating violations:*
  - *Boot / Tow / other condition hit (Scofflaw)*
  - *Overtime parking violation hit (timed parking or pay by plate time limit)*
  - *Permit violation hit – validity of permit for vehicle/location*
  - *Shared Permit hit – multiple vehicles associated with a permit parked at the same time*

*This “Hit” information is sent to the AIMS Mobile devices, grouped by geographic zones that you identify. The enforcement personnel can view all of the Hits for any geographic zone, directly in AIMS Mobile. The individual Hit information displayed by AIMS Mobile includes:*

- *Plate*
- *Type of Hit (Overtime, Scofflaw, Permit, Shared Permit)*
- *Data and time of the hit*
- *Location name of the hit*
- *Map presentation of the hit location*
- *Plate, date and time of the read(s) – multiple reads recorded for overtime and shared permit violations.*
- *Images (2) from each read.*

*This information allows the enforcement officer to efficiently and accurately enforce the violations. This approach also provides maximum use/benefit of the LPR vehicle(s) and improves safety. The LPR vehicles may just continue to patrol without having to stop for enforcement. Enforcement may be performed from the vehicle if that is your preference.*

*The following are screen displays from AIMS Mobile and the AIMS system that illustrate this integration.*

**All screen presentations are considered EDC Proprietary Information**

AIMS communicates with the LPR system to send data and receive hits.

Hits are received real-time from the LPR system. The information is viewable in the AIMS system. In this example both reads for an Overtime hit are listed.

Vehicle Hits Listing							
Show 10 entries							Filter :
	Badge	Hit Date	Type	Geofence	Street Address	Custom 1	Custom 2
+		09/27/2016 04:18 PM	Permit Hit	Demo Lot 04			
+		09/27/2016 04:10 PM	Permit Hit	Demo Lot 01			
+		09/27/2016 03:55 PM	Shared Permit Hit	Demo Lot 05			
+		09/27/2016 03:54 PM	Hotlist Hit	Demo Lot 03			
-		09/27/2016 03:43 PM	Overtime Hit	Demo Lot 02			
Read Date				Plate Number		State	
09/27/2016 03:31 PM				F63BE4			
09/27/2016 03:43 PM				F63BE4			

Clicking the hit record displays the details of the individual reads, including the images sent from the LPR system (Read Attachments).

**Vehicle Hit Detail** X

**Hit Date: 09/27/2016 03:43 PM**

Type: Overtime Hit  
Geofence: Demo Lot 02

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**Read #1**

Read Date: **09/27/2016 03:31 PM**  
Plate Number: **F63BE4**  
GPS Coordinates: -76.086300, 43.049470

**Read Attachments:**

Type	Creation Date
Image	09/27/2016
Image	09/27/2016

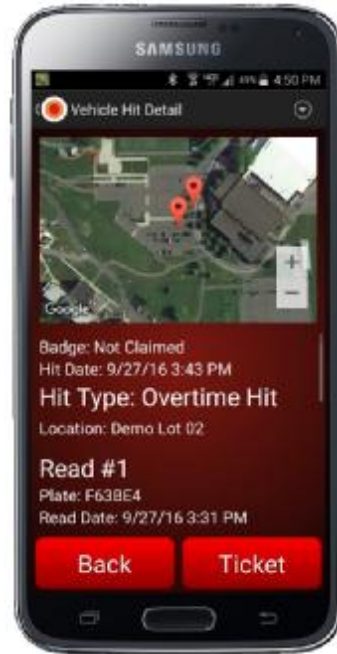
---

**Read #2**

Read Date: **09/27/2016 03:43 PM**  
Plate Number: **F63BE4**  
GPS Coordinates: -76.086100, 43.049670

**Read Attachments:**

Type	Creation Date
Image	09/27/2016
Image	09/27/2016



*When the AIMS Database receives a Hit from the LPR, it sends the information real-time to all connected AIMS Mobile devices, organized by zones/areas (Demo Lot 02).*

*AIMS Mobile displays the details of the hit. The location of the hit is identified in a map display, with zoom capabilities. Press the Ticket button to proceed with the*



*The list of hits may be filtered by type, if desired. You can use a standard finger swipe to scroll to the individual read data if desired.*

*Ticket issuance. From this point the standard Ticket Issuance process is completed.*

***All screen presentations are considered EDC Proprietary Information***

**SECTIONS 7 through 12 are removed since EDC does not propose LPR systems directly**

**SECTION 13: ADMINISTRATIVE ACCESS/SYSTEM MANAGEMENT REQUIREMENTS:**

- 13.1 Proposed system shall be able to interface in real-time  
*AIMS interfaces real-time with the AIMS database and with other parking technologies.*
- 13.2 Proposed system shall have a real-time interface with Luke II multi-space parking meters or pay-by-phone vendor Parkmobile for pay-by-plate paid parking.  
*The proposed AIMS Enforcement API provides integration with Multi-space meters and pay by cellphone systems, in addition to LPR. AIMS integrates directly with these systems. We have already integrated with the Luke II machines and the Parkmobile system. Please refer to the response below and in Exhibit C for the list of vendors we currently integrate with. EDC will configure the integration with the IPS meters upon award of contract, providing they support the functionality. While no meter or pay-by-cellphone vendor has charged any fees for integration, EDC must reserve the right to potentially add an additional fee for integration development should the third party assess any development fees.*
- 13.3 Vendor shall have proven experience enforcing pay-by-plate parking systems in real time. Please provide list of vendors.  
*EDC has proven experience integrating with, and enforcing pay-by-plate systems. Vendors currently supported include:*
- *Cale*
  - *Digital Luke II*
  - *Mackay*
  - *Metric*
  - *Parkeon*
  - *RTB*
- 13.4 The proposed pay-by-plate web office component shall maintain ongoing communication, which verifies connectivity with the pay-by-plate systems on an ongoing basis.  
*The AIMS system is set to poll the pay-by-plate system on a set frequency. This frequency is user defined, and defaulted to every 15 minutes. AIMS Mobile reads this data from the AIMS database real-time. When a ticket is initiated in AIMS Mobile, a real-time query of that plate is made to the pay-by plate system (meter and/or pay by phone) to retrieve current data before the ticket is issued.*

- 13.5 If the communication fails for any reason, the proposed system shall inform the enforcement officer that the system is down and cannot enforce pay-by-plate meter payments at that time.  
*EDC Corporation can provide a log and alert function for verifying pay-by-plate connectivity and sending an alert when communication failure is detected.*
- 13.6 The communication failure alarm shall alert a designated system administrator of the failure.  
*AIMS Complies*
- 13.7 If the pay-by-plate communication alarm is active, and although the enforcement officer is blocked from ticketing for pay-by-plate parking meter payments violations, the software shall still allow the issuance of tickets for other types of violations.  
*AIMS Complies*
- 13.8 The system shall have a proven method of identifying enforcement officer input errors when the mobile device is used in handheld mode.  
*AIMS Complies*
- 13.9 To prevent the issuance of a ticket to a paid parker, the LPR software ticket issuance component shall make a final real-time verification of paid parking rights prior to the printing of the ticket.  
*AIMS Mobile performs this real-time check for payment information via the meter or pay by phone system*
- 13.10 The selected vendor shall have a common API so that pay-by-phone and parking meter companies can push their real time transactions.  
*The AIMS Enforcement API provides this.*
- 13.11 The back office component shall have statistical reporting on pay-by-plate related alerts and ticketing activity.  
*AIMS Complies*

Number	Exhibit A – Parking Citation & Permit Database System	Available (Yes or No)	Vendor Comments
	<b>Application Requirements</b>		
	Objective: The City is seeking a Parking Citation & Permit Database System	Permit Yes	AIMS is a complete Parking Management database system
	<b>General System Requirements</b>		
1	Capability to function over a secured connection via the Internet	Yes	
2	Employ a fully relational database that allows data to be manipulated, linked, and	Yes	AIMS operates on either a MS SQL Server or Oracle database
3	Ability to disable fields, define fields as required titles, and associate default values by user ID.	Yes	AIMS allows you to add user defined fields to focus on the user defined titles. Individual fields are not able to be disabled and default values are not used.
4	Shall allow the creation of a profile for each individual user. Profiles shall specify access rights and security privileges as defined by the system.	Yes	
5	Shall allow a user to view access logs for any user by module and security level from read only to complete insert/edit/delete capability anywhere in the system.	Yes	Security is extremely detailed allowing you to fine tune access specific user needs.
6	System shall provide a tracking/auditing trail of modifications/transactions executed by a user if any) of each user accessing any record.	Yes	A detailed audit record is created for any action impacting a record (including an inquiry or report) is not audited. The audit record identifies the date, time, user ID, device ID, and nature of the change to the record.
7	Shall provide a tracking/auditing trail of modifications/transactions executed by a user	Yes	See explanation above. This audit trail is viewable from the individual record.
8	Shall allow for the revocation of user access without affecting history of records.	Yes	
9	Shall be fully functional with little downtime - Vendor shall note proposed amount of uptime.	Yes	Our standards service level agreement provides for a minimum of 95% uptime. Actual uptime for the period from March 1, 2015 to March 1, 2016 was 99.9997% and the actual uptime for the period from March 1, 2016 to September 1, 2016 was 99.9997%.
10	Shall include 24/7 technical support	Yes	Provided standard, at no additional cost.
11	Facility where equipment & data is stored shall be of high security	Yes	



12	Shall have backup procedure/Disaster Recovery plan for systems regarding AI MS hosted Environment	Yes	AI MS hosted Environment
13	Hosted servers shall support the current versions of any industry standard Internet Browser - list specific requirements.	Yes	
14	Shall be able to securely encrypt data during the transmission process and provide protection to prevent unauthorized access.	Yes	
15	System maintenance shall not be scheduled during normal working hours Monday-Friday; 00AM - 6:00PM Eastern Time.	Yes	
16	The hosted services shall allow for the City to extract data in CSV, XML format for import or integr.	Yes	
17	The City shall have the ability and right to access the data in the hosted solution for the purposes of data extraction and export.	Yes	EDC can provide a read-only view into the database for the purpose of reporting, extraction, and data analysis.
18	Vendors shall not have data storage limitations or provide additional format or expanded data storage any records will be.	Yes	There are not any limitations on data storage
19	Provide for return of data at end of contract in usable format to the City.	Yes	
20	<b>Citation Management</b> The software shall have the ability to provide direct citation information	Yes	
21	Shall allow the user manual citation of the system via keyboard and/or automatically upload via handheld.	Yes	
22	Handwritten tickets shall be scanned into the record. Original tickets shall be scanned into the record.	Yes	AI MS supports this as an attachment with the ticket record. Photo images that may have been captured may also be attached. These attachments may be opened directly from the citation record in AI MS at any time.
23	Shall display detailed information including fine structure (original fine, late fees, amount paid)	Yes	
24	Shall provide extensive notes field including date	Yes	Unlimited notes may be recorded with each note entry with the user id and date

25	Ability to create various statuses of a citation to include transfer, uncollectible, reduction, etc.	Standard statuses are identified, and additional statuses are identified. All statuses are user definable, all are frozen from added fees,	Yes
26	Ability to change the status of a citation to include transfer, uncollectible, red	Yes	Yes
27	Ability to create a user-defined status of a citation to include transfer, uncollectible, red	Yes	Yes
28	Ability to track all changes and adjustments made to a specific individual, date and time.	Yes	Yes
29	Ability to support the attachment of scanned documents, images, or electronic items to the citation	Yes	Yes
30	Ability to directly access receipt (payment) information from the citation	Yes	Yes
31	Ability to generate a printout of a citation for individual use	Yes	Yes
32	Ability to generate a printout of a citation for individual use and copies of each letter shall be retained.	Yes	Yes
33	Ability to generate a notification to each account holder to direct access to each email sent attached to each record.	Yes	Yes
34	Ability to define one violation per	Yes	Yes
35	Ability to assign one unique account number per	Yes	Yes
36	Ability to generate a user-defined status of a citation to include transfer, uncollectible, reduction, etc.	Yes	Yes
37	Ability to include a detailed list of the history of a customer association with a ci	Yes	Yes

38	Should the detail of the history of a license plate and association with various cars via plate transfer termination.	Yes	AIMS maintains a history of ownership Respon sibility of vehicles (plates) with the time frames of each owner. The controls financial responsibility and billing for out of state tickets. This also manages the individual responsibility of rental cars during various rentals.
39	Direct cost of financing information at the citation including payments, adjustments, late fees	Yes	This information is displayed directly in the ticket display
40	Automatic escalation of a user-defined ticket that meet predetermined criteria without further user interaction	Yes	Any number of escalation/late fee levels can be defined
41	Automatic generation of a citation without the use of a process (start the process with a simple command).	Yes	Ticket Billing is one of the standard application functions added to the AIMS scheduler for automatic creation. This requires abs of user intervention, however the process can be manually initiated if n
42	Ability to provide summaries of payments paid and amounts due per owner.	Yes	The amount due on the account along with the details is displayed on the account screen, and the total amount due for account is also displayed with any ticket or permit record associated with the account
43	Ability to generate receipt copies showing amount paid and amount due.	Yes	Receipts can be printed at the time of payment, or reprinted at any later time. AIMS also includes a simple process to mail receipt copy
44	Ability to categorize registration information: Owner, leasing company, lessor, rental company, renter, etc.	Yes	AIMS includes a user-defined Account Type classification, of the other user-defined fields could be used to capture this information
45	Ability to create categories/subcategories for a rental under one vehicle. Examples: Rental company, renter, etc.	Yes	This example would be reflected in the vehicle ownership/responsibility information. AIMS will display different time slices when the vehicle was the responsibility of different parties. The individual accounts may have different categories and the vehicle is merely assigned
46	Ability to reassign citations to a different customer from vehicle leasing company to lessor or from rental company to renter	Yes	Please refer to previous comments regarding assigning vehicle responsibility. AIMS will invoice/bill the appropriate responsibility at the time the ticket is created
47	Ability to identify potential duplicate records with the hope to merge the duplicated record into one.	Yes	This most frequently applies to multiple accounts created for same person and the AIMS Account merge function combines the records into one

48	Ability to import and export text (.txt or .csv) files.	Yes	AIMS has an extensive library of data extracts and imports that are available at no additional cost.
49	<b>Boot &amp; Tow Management</b> The software shall generate Boot & Tow lists automatically based on business rules set forth.	Yes	Multiple "lists" - referred to as Warnings in AIMS, may be defined for each unique criticality.
50	The software shall allow entry of boot fees and other administrative	Yes	
51	Ability to generate Boot & Tow notice for mailing and violations as received	Yes	
52	Ability to send Boot & Tow list information to handheld LPRs of tow company.	Yes	The information is sent to the handheld, but only to be used as a backup. The AIMS Mobile handheld program queries the database real-time to identify Boot/Tow eligibility. This provides up to the minute information in case payment has been received since the static list.
53	The software shall provide a module for vehicle boot and tow notification/disposition.	Yes	
54	Officer can enter boot/tow information directly into the handheld to create record including tow company and/or tow company (if used).	Yes	
55	Officer can enter boot/tow information directly into the handheld to update record, including tow company (if used).	Yes	AIMS Mobile records the details of the boot/tow, including tow company, reason for tow, vehicle condition, images and other details. The boot/tow release is identified through the AIMS program where the payment is recorded. We will research the possibility of adding this function.
56	Generate and print notification letters for dispossessed vehicles to the appropriate agency.	Yes	
57	Generate monthly copy of all reports showing tow company revenue and how many vehicles were released and how many vehicles were in other positions (Towed, sold, scrapped, etc.)	Yes	
58	System shall provide notification as to when boot fees are being paid. It shall be generated if you have a ticket that is not being paid until all eligible tickets are paid.	Yes	The Account payment screen displays all outstanding boot fees to ensure the appropriate payment is received for the boot.

	Citation Appeals & Court Management		
59	Shall track the citation appeal and court process when a citation is placed on appeal / court date, the information related to the citation shall be linked copied into the appeal record or court module	Yes	
60	Shall provide extensive notes field including date	Yes	
61	Shall support the attachment of scanned documentation, digital images, or electronic	Yes	
62	Ability to place/flag citations that are being appealed	Yes	
63	Ability to temporarily stop fines calculations on citations being appealed	Yes	
64	Ability to flag files to not accept payment at City citation is placed in appeal	Yes	
65	Ability to modify the citation to reflect the court decision and keep a history of these modifications	Yes	
66	Ability to create notification findings, decisions and order reflecting court decision and keep a history of these notifications and create notification of citation or yard closure if each letter shall be retained.	Yes	AIMS uniquely categorizes comment types for (1) the original appellant plea / explanation; (2) the Recommendation (and review board comments, Court Findings; (3) Decision/Order Final Determination. All of these comment types support predefined standard language that can be selected (and augmented) or they can be completely manually recorded with unlimited text. Any and all of these comment types can be included in correspondence that is sent to the violator along with other variables from the appeal / ticket record. A history of the appeal and the related correspondence is maintained for future viewing and report
67	Inclusion of a judgment decision note field that can be incorporated into the print findings, decisions and order. The field shall be able to be populated from a user-defined menu or by free form comment	Yes	Please refer to the comments above to item 66.
68	Ability to change payment status of citation upon completion of notification of the appeal	Yes	
69	Ability to restart fines calculations on citations that have been appealed and uple	Yes	

70	Display a visual alert to those citations that are included in listing and amount	on appeal, Yes	Appeals and court actions are recorded at the citation level, and areas associated with a customer record. When a customer record, ticket categorized by their status (appeal, court, paid, voided, etc.) can be viewed. The AI MS Web portal provides access by the customer to tickets under appeal with their current status.
71	Preference of tracking the citation appeal and processing the customer reveal the modules should provide the customer the ability to view activities associated with an appeal and track on a citation format to a customer including multiple addresses, phone numbers, and e-mail addresses.	Yes	All information associated with an account is displayed in a summary with amounts and details are viewed from the screen with a mouse click. This ability to view all related information is actually provided from any account, permit, ticket or vehicle.
72	Ability to view summary of tickets with direct access to all information and invoices with customer's screen.	Yes	AI MS can maintain an unlimited number of addresses (physical and e-mail) for any account. User-defined physical and e-mail address types are identified in the system. While the number of mailing or e-mail addresses identified for any account is only 1 mailing address and 1 e-mail address may be assigned, a "Primary" indicating its use for correct.
73	Vendors should be able to enter address and phone number for each customer, their system can record in history for each customer.	Yes	
74	<b>Parking Permit Management</b> The systems shall provide the capability to set up, manage parking permits	Yes	
75	When a permit is issued, relations should be established between a customer, a vehicle, and the permit	Yes	Multiple vehicles may be assigned to any permit, if you allow
76	Record a permit effective date, its issuance date, and expiration date	Yes	All three (3) dates are uniquely identified.
77	Ability to register more than one vehicle	Yes	
78	Ability to inventory and track permits as they are issued	Yes	This is synced with the handhelds as a static backup file, but the handheld will connect to the database real-time to retrieve permit data, allowing verification of permits that may have been purchased after the static file was
79	Ability to download permit information to handheld ticket writers.	Yes	
80	Restrict the number of permits a customer can have	Yes	

81	Res tri ct the number of permits that can be associated with a specific address .	ed with a Yes	The Res idential Permit function manages limits and of permits by the address , rather than the account. All permits are issued to an account for financial
82	Ability to set permit fees and generate bills	Yes	
83	Ability to handle a prioritized or non-prioritized	Yes	
84	Automatic update of the wait list position number when records are inserted or edited	Yes	Temporary tags (or plain paper permits ), or window permits can be printed
85	Ability to print permits .	Yes	
86	Support attachments of scanned documents , digital or other electronic	Yes	
87	Capable of e-permitting.	Yes	AI MS Web s supports two (2) types of on-line permit purchase: On-line and Non-Authenticated. The Authenticated permits would be your residential, employee or other types of permits that require verification of eligibility for the selected permit type. Authenticated permit types are updated in real time as a Permit Request to allow for verification before the permit is actually assigned. Non-Authenticated permits would be for visitors for the immediate purchase of the permit. This allows the customer to select the visitor permit type (if available), identify the duration (with limits you can set), record vehicle information, etc. Once the payment is processed, the receipt is displayed (and also emailed to the customer) and you can print the permit to print the permit for use. AI MS Mobile identifies the permit with the license, as would the optional LPR system. The printed permit may be beneficial if there are enforcement by other than a handheld user or LPR.
88	Ability for customers to make online payments and pay via credit card (MasterCard)	Yes	
89	Ability to generate a receipt to the customer automatically	Yes	
90	Ability to add permits, update permits, generate lists of permits and other pertinent reports	Yes	
91	Ability to sell permits in bulk	Yes	

92	Ability to create permits for specific	Yes	
93	Ability to notify customers on payment plans that payments are late or cards dec	Yes	
94	Ability for customers to pay with cash as hand c	Yes	
	<b>Payment and Cash Management</b>		
95	The cas managements of two all of the receipt printer and electronic drawer attached to a standard PC works thus creating true, fully functional cas managements system. All of the receipt printing to the proper financial accounting system. It is convenient to virtualize information in the system without having to have a management screen	Yes	
96	Ability to work without a cash	Yes	
97	Ability to track all transactions by cashier regardless of PC used.	Yes	
98	Posting of payments for citations, permits, access cards, and fees	Yes	
99	Ability to accept and post both full and partial payments before citation information has been imported from the ticket writer's kel et al citation and have that information automatically updated when the citation is later uploaded from the han	Yes	
100	Ability to display all of the accepted payment (example: cash, checks) on specific accounts, license plate	Yes	This should be limited to hand written tickets since it will update tickets into the database as a real-time.
101	Print receipt that clearly identifies individual actions of items purchased, including citation permit paid access cards paid	Yes	A warning message can automatically display any time an account is displayed, including the payment process
102	Complete close out process with detailed daily reconciliation reports	Yes	
103	Ability to restrict a permit sale until all citations are printed	Yes	AIMS Web includes this control panel
104	Ability to print receipts online	Yes	As implied process to email receipts is
105	Ability to establish payment	Yes	
106	Capability to back out payment from returned checks mark returned receipt and as a result of the end user to mean defined standard return check not i	Yes	



108	Ability to adjust or reduce the amount of any citation. This ability shall be set only to high security access levels.	Yes	This may be processed as part of an Appeal Adjustment ticket may be identified as an adjustment to the original amount or any subsequent fees. Either method has specific security rights associated.
109	Ability to change payments status of any citation. Void, uncollectible, etc. This ability shall be set only to high security access	Yes	Security controlled
110	Ability to void a payment after receipt is processed or repayment once voided. (This can be used to adjust errors in reversing payments and re-applying them). This ability shall be set only to high security access	Yes	Security controlled
<b>Notice and Letter Generation</b>			
111	The software shall provide a module to allow for the overdues, voids, or payment renewal, return check or non-sufficient funds, plans, vehicle boot and tow notification/disposal, citation, etc. Second notice and third and final and customer balance state	Yes	All MS includes a variety of notifications that include all those mentioned here. Various notification levels may be used with corresponding text. Many of these would be as scheduled processing to automatically generate on the frequency. Others are sent individually as a pre-defined "Quick Letter", such as the NSF notification.
112	Send notice and retain a copy of the citation record. Note/record if messages returned undeliverable.	Yes	Correspondence may be sent first by email if an address present, or otherwise create a hardcopy for mailing. Different variations of this control are provided. Regardless of how correspondence is sent, a copy is saved as an attachment to the appropriate account or ticket(s). If the message/letter is returned to the email or mailing address would be "unchecked" as the primary address until correct information is identified.
113	For each type of standard database tables of software shall allow the user to print or download the citation only once it is created or customer completion of that type of letter or application at a time when certain user defined conditions are met.	Yes	Standard correspondence that is normally associated with the process to create a batch of documents for qualifying records can also be identified as a Quick Letter where by it is displayed in the list of correspondence options to send for an individual Account, Ticket, Permit, Vehicle.
114	Allow letter to be printed on a standard printer that can be accessed via a local work	Yes	

115	Generate and print notification email maintain an audit trail with the application. The documents are all saved as an attachment you can	Yes	The batch of documents is saved for future access, or send print and mail service if desired. The documents are all individually saved with their corresponding account, or as an attachment you can
116	Allow a number of user-defined letter headings to be selected by the user.	Yes	Each letter may have a user-defined heading. There is no limit on the number of different headings. The heading may include variable information that is provided by the contents of the record being printed.
117	Ability to remove the notification email address from the list of recipients.	Yes	The entire batch may be "undone" as previously indicated, or an individual letter may be removed as the attachment to the corresponding record.
118	Automatically generate letters/e-mails for overdue notices without user intervention.	Yes	Automatically produced as part of the scheduler.
119	Support execution of pre-defined tasks including generating letters, and data import.	Yes	
120	Ability to perform the report generation task which may include the report generation data export and import, and handling of downloads and uploads.	Yes	Billings notifications are identified as two processes: Billing and Print the Bill. Both may be automated with the scheduler, or you can choose to not automatically print if you want to do that separately.
121	Report Generation	Yes	AIMS includes hundreds of standard reports, each with hundreds of provided selection criteria options and sorting options. They may also be scheduled to run automatically and sent via email to identified recipients. All reports may be output in a variety of options: printed, PDF file, CSV file, XLS file, and other report types.
122	Ability to generate the violation report by user.	Yes	
123	Ability to generate the violation report by user.	Yes	
124	Number and percentage of citations issued for a violation type.	Yes	

125	Monthly accounts receivable report for citations paid, unpaid, and partially paid.	Yes	
126	Ability to generate reports by citation number, license number, date of customer name as defined.	Yes	
127	Ability to generate reports that do not have a registered owner information. Reports shall show many times the R/O information has been requested. Reports shall be in excel or other data can be manipulated.	Yes	Each export is recorded with a transaction that can be accounted via reporting.
128	A detailed report of all active for a given as a drawer on a given day. The reports shall be broken into revenue transactions category.	Yes	Reporting is by user (cashier) and any combination of users can be included to reflect use of a single cashier.
129	A report that will produce aging that is on unpaid citations and invoices. This report can be broken down by past due status such as: 30 days, 60 days, 90 days, and more.	Yes	
130	Vendors shall not be able to report on programs of software or create reports. Any licenses required shall be provided as part of the Vendor's package.	Yes	The report generator is built into the AI MS system. All standard reports are defined using this tool, and users cannot tailor or modify reports and create new reports using this tool. There is no additional fee for the reportage.
131	Vendors shall not be able to report on other formats. Those formats shall be listed in the Inquiry Manager.	Yes	Reports may be exported as: PDF, HTML, MET, XLS, XLSX, CSV, TIF, IMAGE (BMP, GIF, JPG, PNG, TIF)
132	Software shall include a query manager tool that for information inquire/query building and	Yes	Results may be exported to a CSV, XLS and several other file formats
133	A query view shall be available that includes the name of the query, description, and if the query is associated to a task.	Yes	AI MS reports have associated data sources and WSI, WVG layouts. The data source is an open format, xml representation of a SQL statement. AI MS links the report and associated data source to a category and
134	Ability to maintain queries. Maintenance items include the ability to view, edit, export, import, clone, and delete queries from the query view.	Yes	AI MS reports can be viewed, edited, cloned, exported, imported, or deleted. Data sources and layouts can be independently manipulated.
135	Query builder that allows users to create a new query. A wizard shall guide the user through the query creation process.	Yes	
136	Instructional guide on how to use the Query Manager.	Yes	
137	Ability to use a query to edit data in a batch format.	Yes	The output can be saved to a variety of file formats for subsequent editing and other manipulation.

	<b>Document Management</b>		
138	<p>The system shall generate and regenerate email letters for annual or automaticably generated by administrative staff or automated communication should be able to be configured on a variety of parameters combinations, including data and email storage and shall be scheduled or sent immediately in the future or at regular intervals.</p>	Yes	
	<b>Data Import/Export</b>		
139	<p>The system shall be capable of creating, importing, exporting, reading, and deleting data at import/export between all facilities, including parking management systems and external agencies or departments, including our software programs. Two examples are the Department of Motor Vehicles and outside collection agency.</p>	Yes	<p>AI/MS includes standard import and export processes for DW (registered owner lookup and registration holds) and Collection Agencies (two way interface). AI/MS also includes other specific import/export processes available for payment import and general ledger export. AI/MS has an extensive library of import and export processes that can be employed for a variety of other purposes.</p>
	<b>Web Services/Mobile App</b>		
140	<p>The system shall include comprehensive e-commerce portal as well as an optional iOS and Android mobile application, which allow users to manage their parking needs from many computer or mobile device.</p>	Yes	<p>AI/MS Web Customer Portal provides customer access to records for viewing, appeal and payment. Permits can be purchased and updates (vehicle change, location or type change) can be requested - many updates require office staff approval prior to updating the database. Account information may also be viewed and updated - address, phone, email, vehicles. AI/MS is responsible and supports the browsers used by iOS devices with the displays specifically formatted to the type of device used. We do not currently offer iOS or Android apps.</p>
141	<p>The system shall be able to offer all external programs access to features within the application. Web services shall be implemented for a wait list, payment permits, appeal, waiting lists, the ability to access account information, system call flow or the creation of a web-based interface allowing online transactions.</p>	Yes	
142	<p>Ability to allow for administrative control for editing the e-commerce web page.</p>	Yes	<p>Branding function is included, and other editing is possible.</p>

143	E-commerce pages should support forms of credit card payment and meet all PCI/DSS compliance standards.	Yes	AIMS Web does n't capture credit card information. Where credit card information is recorded is actually on the credit card processors site. All of the major providers are compliant, but the City should verify with their credit card processing server
144	Web services shall support user authentication (login/password)	Yes	
145	Web services shall be capable of operating over a secure network connection	Yes	
146	All activities performed by a web service shall be logged in the system activity and/or financial log	Yes	
147	Web services shall offer real-time interaction with the parking database	Yes	
148	Web services shall allow customer to pay a parking citation by the citation number or license plate number including a citation or all citations	Yes	
149	Web services shall fully allow for permit sales waiting list information	Yes	
150	Web services shall allow for a customer to update personal address information without viewing any current data; information updates shall be provided via	Yes	The customer can make address changes in AIMS Web. A does display the current information that the user may change
151	<b>Booting/Towing</b> The software shall allow the user to process a booted/towed vehicle including booting/towing vehicle and releasing to the owner	Yes	
152	Field entry for boot report number and	Yes	
153	Ability to enter towing info	Yes	
154	Support the attachment of scanned documentation of digital images or other electronic items for	Yes	
155	Extensive notes	Yes	

156	The systems would allow for non-commercial customer applications to be implemented. The systems would be developed and implemented by the City of Hollywood. The systems would be developed and implemented by the City of Hollywood.	Yes	Customer programs developed against the AIMS database scheduled in the same fashion and the standard AIMS application processes. These would include DMV interfaces, General Ledger, Collection Agency interfaces and any other customer processes. Should the City desire to write their own customer processes; EDCs apply a data dictionary suitable for data from the system. The AIMS Client API can be licensed to perform write operations in the
157	The vendors will provide data conversion services. Data is currently stored in the environment by T2 Systems. Data to be converted includes customer vehicle identification numbers. Vendors will explain what is included in the proposed data conversion.	Yes	EDC has converted T2 Systems databases for a number of our customers.
	<b>Exhibit B – Handheld Unit Specifications</b>		
Number		Available (Yes or No)	Vendor Comments
	<b>Application Requirements</b>		
	<b>Handheld Hardware</b>		
1	The handheld device must be able to integrate with the Parking Citation & Permit Database System.	Yes	The integration is real-time.
2	The handheld device must have cellular voice and data communication capabilities to provide real-time operator.	Yes	The Android devices utilized for the AIMS Mobile app are selected and supplied directly by the customer.
3	Built in printer or support Bluetooth connection.	Yes	A Bluetooth printer is provided for citation.
4	Battery life over 8 hours in normal usage (Hot-Swappable Battery or Extended Battery Case).	Yes	Many Android devices support hot-swapping a battery if necessary. The Zebra Bluetooth printer provided by EDC also supports hot-swaps.
5	High resolution color camera that is available in full sunlight - i.e. high contrast, no glare, 1x	Yes	While the device is selected by the customer, our customers had good success with Samsung and Panasonic

6	An operating system has a size as of us in performance everyday as a high advanced feature default (to be enabled when necessary).	Yes	Options available in AIMS are controlled by both license options, and Agency selection of desired functions. Other features of the device can be controlled by third party's designed specifically for the purpose of securing access to general apps and capabilities on.
7	At least a five (5) megapixel or higher quality camera capability that can provide up to four (4) images per shot. Vendor should note storage capacity of proposed handheld equipment.	with last citation. Yes	Again, devices we would recommend all provide this. AIMS supports an unlimited number of images per citation. Most devices will come standard with adequate storage capacity many can expand storage larger capacity memory cards if the need exists
8	Handhelds shall have the capacity to store a large amount of photographs	of Yes	Please refer to comment to the previous item
9	Internal Global Positioning System (GPS) for geo-spatial functionality and report	Spatial Yes	A map display of the ticket is available in AIMS
10	Preferred GPS system should be notified of difficulty in trying to write a ticket on an incorrect location of officer writing ticket on 2nd Street between 2nd Avenue and the ticket location are not enough from the GPS location of the handheld that the unit notified the user and as for verification	No	EDC is researching and testing this functionality for a future release.
11	Light-weight and durable - Able to function properly in various weather conditions. (Hot, cold)	in various Yes	
12	Preferred: Unit should support one-touch audio recording interactions without	recording for Yes	Recording is a feature in AIMS Mobile that can be initiated at any time during citation
13	Explain process of data transfer and/or battery charging	Yes	Data Transfer occurs real-time, not only to send tickets and related attachments, but to query current permit information previous citation history, and hot seat & tow eligibility. This information is also created in static files that the handhelds for use in the event real-time communications with the database cannot be established. This batch file transfer occurs wireless and also sends any updates to any computer (locations, fines, etc.). It is recommended to Sync the handheld daily. Battery charging is facilitated with the AC adapter provided with the handhelds and pri

14	<p>Ticket stocks should be available to purchase from multiple vendors.</p> <p><b>Handheld Software</b></p> <p>The software shall require a password / security sign on. The software should require the user to sign in again after a user-defined amount of inactivity.</p> <p>The software shall be complete and ready for use at the office of Parking may select data entry fields and make them a required entry, an optional entry, or an unused field.</p>	<p>EDC High recommends the initial order of tickets be processed with such accuracy and timeliness as to ensure that the data is correct and complete.</p>
15	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
16	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
17	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
18	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
19	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
20	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
21	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>
22	<p>The software shall allow the user to edit or modify any field in the citation entry.</p>	<p>Yes</p>



23	<p>When the license plate is entered during citation entry the software automatically searches for the license plate number and if it finds a match it will automatically generate a citation. If it does not find a match it will generate a citation based on the officer's report. The software will also generate a citation if the officer's report indicates a violation. The software will also generate a citation if the officer's report indicates a violation. The software will also generate a citation if the officer's report indicates a violation.</p>	Yes	<p>Ticket history displayed is current to the last ticket issued.</p>
24	<p>The software shall have the ability to scan license plates and generate citations. The software shall have the ability to scan license plates and generate citations. The software shall have the ability to scan license plates and generate citations.</p>	Yes	
25	<p>The software shall support information such as vehicle make, model, color, style, plate type, violation code, and standard codes. The citation entry screen shall be a selectable format such as drop down menu.</p>	Yes	
26	<p>The software shall have the ability to enter both public and private information that can be transferred to the database. The software shall be able to adapt to the user's needs. The software shall be able to adapt to the user's needs. The software shall be able to adapt to the user's needs.</p>	Yes	<p>All MS Mobile records both Public and Private comments will automatically wrap to multiple lines when necessary. Public comments are limited to 40 Characters. Private, non printed, comments provides an additional 50 characters of notation. Additionally, the officer can receive an unlimited amount of comments that will be attached as a audio file with the ticket, but not</p>
27	<p>The Comment file for the handhelds should be defined in the City's specification and be found by typing in a few keys. Example: PD would equal "No Permit Displayed", NP9 would equal "No Parking AM Mon Wednes day" and short cut and long form comment would be defined in the City.</p>	Yes	<p>User defined, predefined comments are displayed in a list that user can select from. Comments may be entered via selection from the pre-defined list, manually entered, or voice entered.</p>
28	<p>The software shall support the ability to issue a citation.</p>	Yes	
29	<p>The software shall have the ability to enter track and issue parking infractions from a tire tracking.</p>	Yes	
30	<p>Preferred: All data used for electronic tracking will be communicated to a powered device in the field. The data shall be available by all enforcement staff over mobile devices.</p>	Yes	

	<p>The software shall have the ability to set certain violations with requirements the officer must follow in order to issue a citation. Example:</p> <p>i. All violations require at least one comment in the field. ii. The violations require the original time was "challenged" if the original timing was not performed using the handheld device</p> <p>iii. Permit parking violations require the user to verify the citation is suance if a valid permit is noted and the shall be recorded. iv. Handicap parking violations require at least two images. Fire hydrant, crosswalk and double parking violations require at least one image. The handheld shall require the necessary number of images for violations that require the same evidence</p>	<p>Violations with requirements the officer must follow in order to issue a citation. Example:</p> <p>i. All violations require at least one comment in the field. ii. The violations require the original time was "challenged" if the original timing was not performed using the handheld device</p> <p>iii. Permit parking violations require the user to verify the citation is suance if a valid permit is noted and the shall be recorded. iv. Handicap parking violations require at least two images. Fire hydrant, crosswalk and double parking violations require at least one image. The handheld shall require the necessary number of images for violations that require the same evidence</p>	<p>Violations issued by the software will have a challenge time, the software will have it recorded. If there is a permit with the vehicle (license) the software will automatically display a violation with the permit information that the user must acknowledge. There is no other way to proceed with the ticket other than the verification event is not recorded. Citation entry requirements are currently not configurable by type</p>
32	<p>The software shall support the ability to have photographic images transmitted electronically to the parking management system along with the violations to which the image</p>	<p>Yes</p>	
33	<p>The software shall support the ability to allow the officer to review photographs taken in the field and to retake photos where images are distorted, unclear</p>	<p>Yes</p>	
34	<p>The software shall have the ability to provide a notification for each GPS of citation issuance for each</p>	<p>Yes</p>	
35	<p>The software shall have the ability to communicate real-time with the City's multi-server parking system and pay-by-cell parking provider to verify payment</p>	<p>Yes</p>	<p>Please refer to the responses in the exhibit CI for a list of vendors AIMS currently integrates with. We will provide integration with any other vendor(s) the city</p>
36	<p><b>Hardware and Software Maintenance and Support</b>                  Vendors shall be responsible for maintenance of all hardware and software. This shall include troubleshooting, upgrades, training and performance testing to achieve maximum performance and prevent downtime. The vendor shall be responsible for normal business hours, leaving our operation with little or no downtime</p>	<p>Yes</p>	<p>AIMS support is available 24/7 with no additional charge.</p>

Number	Exhibit C - Required Integrations/Interfaces	Available (Yes or No)	Vendor Comments
	<b>Application Requirements</b>		
	<b>w/ Parking Mobile Payments</b>		
1	The system shall have the ability to integrate / interface with pay-by-phones systems. Please describe pay-by-phone vendors that your firm have proven integration.	Yes	Pay by Phone vendors AIMS currently integrates with: Mobile, Pango, Parkeon (WoosH), Parkmobile, Passport, Telapak. We will provide integration with any other vendor that city may select to contract.
2	<b>w/ Multi-space Pay By Plate Parking Meters</b>		
3	The system shall have the ability to integrate / interface with pay-by-plate multi-space meters systems. Please describe pay-by-plate meter vendors that your firm have proven integration.	Yes	Multi-space meters AIMS currently integrates with: Cal e Digital, Mackay, Metric, Parkeon, RTB. We will provide integration with any other vendor the city may select to contract with.
	<b>w/ Single-space Credit Card Enabled Meters</b>		
4	The system shall have the ability to integrate / interface with single-space credit card enabled meters systems. Please describe single-space credit card enabled meter vendors that your firm have proven integration.	Yes	While we have not yet integrated with single-space meter vendors, we will provide this integration to the City's current vendors so long as they provide the capability. Any fees charged by the meter vendor for the integration would be responsibilities of the City.
	<b>w/ Florida Department of Highway Safety and Motor Vehicles (DMV)</b>		
5	The system shall provide an interface with the State of Florida DMV using TP technology, a suitable external interface to the DMV, to send inquiry responses and receive back registration information (RQ) name and address information on a monthly basis.	Yes	We have already developed this interfacing with the Florida DMV. This interfacing includes a second part to send plates registration that meet the States eligibility requirements.
6	The system shall provide the ability to import out-of-state vehicle registration information from other United States vehicle registration departments. Please provide the name of this service, and provide the name and pertinent information for that vendor.	Yes	We provide the data export / import processes associated with this. We currently support services provided by Data Linker Duncan (LE S).
7	The system shall provide the ability to automatically register the owners to their license plate in the	Yes	

8	The system shall provide a list of each upload from the Florida DMV or other state DMV's, of all vehicle without corresponding information data can be reviewed for inaccuracies.	Yes	This is a standard report in AIMS that can be run at any time.
9	The system shall allow the City to delete vehicle records due to errors of data.	Yes	
	<b>w/ Outside Collection Agencies</b>		
10	The system shall support process import/export/import from collection agencies. Please disclose collection agency vendors that your firm have proven integration/interface.	Yes	We have a "standard" two-way collection agency interface send account and ticket data and import payment information that we will configure to the specifications of the agency of your choice. Many times we are just working with formats and do not know who the collection firms are known that RC Band Lineberger Goggan Bair & Samps on are utilized, but so are several others.
	<b>w/ License Plate Recognition Systems</b>		
11	The system shall have the ability to integrate/interface with license plate recognition systems. Please disclose license plate recognition vendors that your firm have proven integration.	Yes	We have developed integration between AIMS and the Genetec AutoVu and Tannery Creek AutoChalk systems. Integration with other vendors will be provided as our customers select the system.
	<b>Exhibit D – Future Integration /Interfaces</b>		
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>Enterprise Resource Planning Software (ERP)</b>		
1	Please disclose the vendors that your firm have partnered with regarding ERP systems.	No	
	<b>Single Sign-On Integrations</b>		
2	Please disclose the clients /customers that your firm have provided single sign-on integrations.	Yes	EDC had developed integration for single sign-on with many customers (too many to list here). We have provided integrations through Active Directory, CAS, Shibboleth. References provided upon request.
	<b>Exhibit E – (Optional) License Plate Recognition System</b>		
		<b>EDC does not provide LPR equipment or software - this section not included</b>	

## Project understanding, proposed approach, and methodology

EDC has developed a proven methodology for AIMS system implementations which we will follow with the City of Hollywood. Major components of the process are:

- Project Initiation - the project begins with a Kickoff call with the principal personnel from the City of Hollywood and EDC.
  - Project personnel introductions and responsibility identification
  - Review of required operating environment
  - Description / discussion of project and related activities
  - Identification of any constraints affecting project
  - Identification of integrations to be included
  - Identification of interfacing requirements
- AIMS Questionnaires
  - Questionnaires specific to both the AIMS system and AIMS Web+ are sent to the City of Hollywood
  - These are reviewed with your sales representative who will assist with their completion
  - The questionnaires are designed so you can provide information regarding your policies, procedures, and predefined values (violations, locations, permit types, etc.). EDC then uses these questionnaires to configure your AIMS system. This configuration is via an AIMS Admin function that is user maintainable, rather than programmatic changes.
- Project Management
  - EDC will provide a project plan shortly after the Kickoff call outlining the details of the project identifying timelines and responsibility.
  - EDC provides a detailed Interfaces Guide that identifies all interfaces to be provided, the criteria for processing records and any other controls, a description of the process, file layout information and sample data for each interface.
  - Any required updates to the City of Hollywood systems environment, if self-hosting, are completed.
  - The AIMS program will be installed either on City of Hollywood servers or EDC's hosted environment to support configuration setup and testing.
  - Data Conversion will be an initial step to allow adequate testing by the City.
  - All interfaces are configured and tested
  - Online payment gateway and single sign-on integration is configured and tested
  - Products/supplies are ordered and delivered.
- User Training and Go Live
  - User training is on-site, hands-on, using the City of Hollywood test database. This allows users to learn how to use AIMS with their data and policies already implemented in the system.
  - If AIMS Ticketers are purchased, training also includes enforcement personnel, with time for them to practice in the field.
  - The database is refreshed – either via another data conversion with the most recent data, or restoring a backup from prior to training if data conversion is not provided.
  - Users are added to the AIMS Support Suite, providing them access to the AIMS Knowledge Base and training videos, and providing the ability to initiate support requests and review current and past support events.
  - The City is ready to Go Live.

### Sample Project Plan

A detailed and revised project plan will be provided for your project with details filled in shortly following the Kickoff call once more specifics about your implementation are identified.

Task Name	Duration	Start	Finish	Predecessors	Resource Names	% Work Complete
Sign Purchase Contract					Hollywood	0%
				1	EDC, Hollywood	0%
<b>Server Provisioning</b>						<b>0%</b>
<b>Questionnaires / Setup</b>						<b>0%</b>
<b>AIMS Server Installation</b>						<b>0%</b>
<b>AIMS Ticketer Installation</b>						<b>0%</b>
<b>Interfaces</b>						<b>0%</b>
<b>Data Conversion</b>						<b>0%</b>
<b>Test Conversion</b>						<b>0%</b>
Send EDC a copy of the database				2	Hollywood	0%
EDC reviews and asks questions				49	EDC	0%
Hollywood answers questions				50	Hollywood	0%
EDC scripts the conversion				51	EDC	0%
Conversion Acceptance Testing				52	Hollywood	0%
<b>Final Conversion</b>						<b>0%</b>
Send EDC a copy of the database					Hollywood	0%
EDC Final Conversion				55	EDC	0%
<b>Configuration &amp; Testing</b>						<b>0%</b>
Florida DMV Export/Import				41,42,40	EDC, Hollywood	0%
Florida DMV Holds				43,40	EDC, Hollywood	0%
Court System Interface				44	EDC, Hollywood	0%
Other Interfaces				45	EDC, Hollywood	0%
Ticket Printing				46,35	EDC, Hollywood	0%
<b>Training</b>						<b>0%</b>
Managerial Training					EDC, Hollywood	0%
End User Training				64	EDC, Hollywood	0%
<b>Go Live</b>						<b>0%</b>
Sync any Tickets into existing system					Hollywood	0%
Generate and send any letters from existing system					Hollywood	0%
Complete any file transfers that are pending					Hollywood	0%
Balance and close out drawers					Hollywood	0%
Go into read-only mode in existing system					Hollywood	0%
Sync any Ticketers with Test system					Hollywood	0%
Final Conversion					EDC, Hollywood	0%
Load Final Conversion data into production				73	EDC	0%
Final Integration Tests					EDC, Hollywood	0%
Synchronize Ticketers with production					Hollywood	0%
Start using the new system				76	EDC, Hollywood	0%

## **AIMS – EDC Support Services**

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EDC strives to provide the best customer service in the industry; and judging from the comments from our customers new and old, we are achieving this objective. When you call EDC for assistance your call is answered by an EDC representative, so you won't face a myriad of menu options to select through.

Your call will be handled by an experienced developer that is able to directly address any questions you may have with AIMS. You may also initiate requests online through our customer portal, which provides in efficient means for you to document the nature of your question or attached additional information.

### **System Software Support and Maintenance**

#### **AIMS Annual Service and Support Agreement**

The annual AIMS software support and AIMS Ticker service agreement provides you with a primary Systems Analyst (SA) who, along with your sales representative, will be your main point of contact with EDC Corporation. Your SA will learn the way you do business which allows us to provide better support. You will always speak to an SA whenever you call during business hours<sup>1</sup>. EDC provides extended support after hours (24 x 7) for no additional charge.

#### **Customer support consists of the following:**

- 800 Telephone Support
- All New Release Software
- Change Log documentation
- Documentation Up-Dates
- Technical Support
- Online Knowledgebase Access



#### **Logging Support Requests**

Support communication is acknowledged via telephone or email. Support issues are assigned a trouble ticket ID number and you are provided with a login to view the status of past and present issues (refer to AIMS Support Suite detailed below).

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<sup>1</sup> Telephone support hours are 8am – 6pm EST and 8am – 5pm PST excluding holidays.

Defined Response Time and Service Level Agreements (SLAs):

The following table illustrates response times for initial technical support issues.

Call Priority Level	Description	Standard Acknowledgement Target	Standard Completion Target
Level 1	Issues/errors that result in the customer's inability to fulfill core critical business functions	Within 1 hour	As soon as possible, within 12 hours
Level 2	Issues/errors that significantly impact use of system but do not prevent core functions	Within 3 hours	Within 24 hours
Level 3	All other issues (except Level 4)	Within 6 hours	Within 72 hours
Level 4	Issues that are not time-sensitive or may be undertaken as improvements to the next release	Within 48 hours	None

Patches/Updates/Upgrades

AIMS Software support and maintenance includes all types of updates to the AIMS software components; patches/fixes, enhanced version updates, and completely new release upgrades.

Patches are either emailed for client application, available for download from our FTP site, or applied directly by EDC Corporation to the client database. With the customer's permission, EDC will provide remote access support using programs or utilities such as WebEx, VNC, VPN, Remote Desktop, etc. New release software and upgrades are supplied through FTP or applied directly by EDC to the client application server.

When EDC is providing Hosting Services, these updates are performed directly onto your hosted servers by EDC personnel. Software upgrades are automatically applied to the client workstation upon login.

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



## **AIMS Support Suite – Online portal for customers**

### Request for support

- Initiate support requests online
- View the status of current support requests
- See history of previous requests
- View all communications associated with each support request (current or historical)

### Online Knowledgebase

- Well over 100 “How to” documents available for online viewing or download
- Download application documentation
- Over 30 tutorials available that step the viewer through the most frequently used AIMS functions. A great introduction for new users, or a refresher for others.

### Software downloads

- Software updates are available for download online
- Client workstations are automatically updated when updates are applied to the server
- AIMS Mobile software updates are included, and may also be downloaded through Google play.

## **Enforcement Equipment Warranty, Support and Maintenance**

In addition to the Annual software support above, the AIMS Mobile annual support and depot maintenance includes:

- Five-day turnaround time for Bluetooth printer
- Repair of manufacturing defects
- Repair by manufacturer authorized technicians
- Includes all parts and labor for covered repairs
- Installation of mandatory engineering changes
- Return shipping paid by manufacturer
- Service report on repaired products
- Software patch access
- Repair monitoring
- Skill assessment
- Coverage of normal wear & use<sup>2</sup>

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<sup>2</sup> Normal wear and use does not include crushed units, submerged units, damage to boards, or other misuse.

## Pricing Overview

The proposed AIMS software is licensed under a perpetual license agreement. AIMS is not offered as Software as a Service or as a Lease. We have identified payment terms for the system over a five (5) year period as an alternative to the single initial payment.

The City of Hollywood will own the perpetual license for AIMS when the license fee is paid (initially or after 5 years). You will not be responsible for any further payments for the use of the software. The only ongoing payments would be the annual system support and hosting fees.

The column headings of your Exhibit E have been adjusted to provide a better understanding of our pricing offers.

Please note the column references added at the top line.

- Column A: Total Initial Purchase – this is the One Time License / Payment for AIMS
- Column B: First Year Payment Amount – for the five (5) year payment option
- Column C: Annual Payment Amount for years 2 – 5 for the five (5) year payment option
- Column D: Memo – listing of reference amounts – not included in proposed system
- Column E: Annual Fees for subsequent years support and hosting fees:
  - o Effective starting year 2 with Total Initial Purchase
  - o Effective starting year 6 with five year payment option

The details of the proposed AIMS system components are provided following Exhibit E.

Number	Product Description	Available (yes or no)	Qty	A Total Initial Purchase (One Time License fee)	B Five (5) Year Term Annual Payments First Year Amount	C Five (5) Year Term Annual Payments Years 2 - 5	D Memo Price	E Annual Fees Year 2 and beyond for initial purchase.
<b>Pricing</b>								
<b>Product Description</b>								
<b>Citation &amp; Permit Management</b>								
1	Licensing Fee - require 10 users (11 users)	Yes	1	\$ 75,000.00	\$ 15,750.00	\$ 15,750.00		
2	Hosted Services, annual amount	Yes	1	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00		\$ 15,000.00
2a	First Year Hosting fees Waived	Yes	1	\$ (15,000.00)	\$ (15,000.00)			
3	Electronics hardware require 2 drawers (City currently has 2 drawers)	Yes <sup>1</sup>	2	\$ 650.00	\$ 136.50	\$ 136.50		
4	Receipt Printer - require 2 printers	Yes <sup>1</sup>	2	\$ 1,020.00	\$ 214.20	\$ 214.20		
5a	Other Hardware or Software Components AI MS Digital Communic	Yes	1	\$ 10,000.00	\$ 2,100.00	\$ 2,100.00		
5b	Other hardware or Software Components Hosted Solution Fee (11 users) S	Yes	1	\$ 2,500.00	\$ 2,500.00			
<b>E-Commerce Business Solution</b>								
6	Citation Management Component - AI MS Web	Yes <sup>2</sup>	1	\$ 25,000.00	\$ 5,250.00	\$ 5,250.00		
7	Permit Management Component	Yes <sup>3</sup>	1					
8	Citation Appeal Management Component	Yes <sup>3</sup>	1					
9	Web Hosting fees or citation payment permit sales, etc.	Yes <sup>4</sup>	1					
10	Transaction fee or web process (input & fee) is per citation paid or per transaction made	No - n/a						
11	Other Components - AI MS Web setup, payment gateway integra	Yes	1	\$ 5,000.00	\$ 5,000.00			

	<b>Handheld Hardware &amp; Software</b>												
12	Handheld devices required for units (12 units spare) - AIMS Mobiles	Yes <sup>5</sup>	13	\$ 39,000.00	\$ 8,190.00	\$ 8,190.00	\$ 8,190.00	\$ 8,190.00					
12a	Credit fees for AIMS Mobile and printer	Yes	13	\$ (39,000.00)	\$ (8,190.00)	\$ (8,190.00)	\$ (8,190.00)						
13	Printers for handheld devices (if separate)	Yes <sup>6</sup>											
14	Enforcement software subscription for handhelds	No											
15	Wireless Communication Fee	No - n/a											
16	Charging Stations (s)	No - n/a											
17	Data Interface Cradle(s)	No - n/a											
18	Data Storage Devices	No - n/a											
19	Replacement Batteries - Zebra ZQ510 printer	Noter					\$ 99.00						
20	Ticket/Envelope Stock - Tickets Only	Yes <sup>8</sup>	##	\$ 3,925.00	\$ 3,925.00	\$ 3,925.00							
21	Other Hardware Components	No											
	<b>Integrations/Interface Services</b>												
22	w/ Pay by phone System- AIMS Enforcement API	Yes	1	\$ 5,000.00	\$ 1,050.00	\$ 1,050.00	\$ 1,050.00	\$ 1,050.00					
23	w/ Pay by Plate Multi-Space Meter System	Yes <sup>9</sup>	1										
24	w/ Single Space, Credit Card Enabled	Yes <sup>9</sup>	1										
25	w/ DMS for search and loading of citations addresses for outstanding citations	Yes <sup>10</sup>	1	Included	Included	Included	Included	Included					
26	w/ Collection Agencies for export of outstanding citations and import of paid citations to agency parking management database	Yes	1	Included	Included	Included	Included	Included					

	<b>Future Integrations/Interface Services</b>								
27	w/ Enterprise Resource Planning (ERP) System	No							
28	w/ Single Sign-on Integrations	Yes	1	Included	Included				
	<b>Optional - LPR System &amp; Integration</b>								
29	Licensing Fee - require 2 users	No							
30	Printing Fee	No							
31	Laptops	No							
32	Cameras								
33	Printers								
34	Integration with the City's Parking Citation & Permit Database System	Yes	1						
35	On-site Installation and Training (data)	No							
36	Other Equipment/Components	No							
37	<b>Professional Services</b>								
38	Training - on-site, hands-on (3 days)	Yes	1	\$ 5,400.00	\$ 5,400.00				
39	Travel	Yes	1	\$ 1,350.00	\$ 1,350.00				
40	Support	Yes	1	\$ 35,750.00	\$ 35,750.00			\$ 35,750.00	\$ 35,750.00
41	Data Conversion	Yes	1	Included	Included				
42	Installation	Yes	1	Included	Included				
43	<b>Other Costs</b>								
44	Warranty Fees	No							
45	Fees for additional data storage if needed	Added							
46	Other Fees - Preprinted tickets design and plate	Yes	1	\$ 480.00	\$ 480.00				
47	Other Fees - Shipping tickets and printing	Yes	1	\$ 235.00	\$ 235.00				
48	Other Fees (Describe in detail)	No							
49	<b>TOTAL COSTS</b>			\$ 171,310.00	\$ 79,140.70	\$ 75,250.70			\$ 50,750.00

OPTIONAL Per Unit Pricing	(Note: Please list if cost is per citation, permit, transaction, etc.)								
50	Cost per	n/a							
51	Per Fees (Describe in detail)	n/a							
52	Per Fees (Describe in detail)	n/a							
53	Per Fees (Describe in detail)	n/a							
54	Per Fees (Describe in detail)	n/a							
55	<b>TOTAL COSTS</b>								
1	The proposed Cash Drawer and/or Receipt printer will be removed from the proposal should the City's current equipment be determined compatible with a								
2	AIMS Web+ uses one (1) AIMS Concurrent User License								
3	Included with AIMS Web+ (License)								
4	Included with hosting Fees (License)								
5	The AIMS Mobile app includes the AIMS Mobile Android based Enforcement App and a Zebra ZQ510 Bluetooth printer. The City is responsible for providing the Android device of their choice and appropriate accessories.								
6	Included with AIMS Mobile Enrollment (License)								
7	AIMS Mobile (Line 12) is a perpetual license to use, no								
8	Our proposal includes pre-printed tickets to stock for an anticipated annual number of tickets (45,000). The City can order anytime, at the then current								
9	Included with the AIMS Enforcement API (License)								
10	Our proposal includes interfacing with both the Florida DMV and a third party service of the City's choice for out of state at a described in the proposal. These interfaces (appropriately configured) are included in the license fee for AIMS. The fees charged by the State of Florida, or the third party service for								
11	When the City may be ready to pursue this integration, EDC will discuss the nature of any potential integration with the City's potential of incorporating that into AIMS. Programming char								
12	EDC will honor the proposed hosting fees throughout the 5 year payment term offered, however we cannot guarantee th								

AIMS Parking Management System pricing

Proposed AIMS System details

Qty	Description	Unit	Extended
1	AIMS Ticket Management 11 Concurrent User License	\$ 75,000.00	\$ 75,000.00
1	AIMS Web+ - Customer online portal <sup>1</sup>	\$ 25,000.00	\$ 25,000.00
1	AIS Server Sync Communications Software	\$ 10,000.00	\$ 10,000.00
1	AMS Boot/Tow Module	\$ 5,000.00	No Charge
1	AIMS Enforcement API	\$ 5,000.00	\$ 5,000.00
13	AIMS Mobile Ticketer Ensemble - includes: AIMS Mobile software App for ticket issuance, vehicle and permit searches, timed parking monitoring; Zebra ZQ510 Bluetooth printer with charger. Pricing does not include Samsung Galaxy (or comparable) Android device <sup>2</sup>	\$ 3,000.00	No Charge
2	Epson TMT88IV Receipt Printer (USB Interface, Beige) <sup>3</sup>	\$ 510.00	\$ 1,020.00
2	MMF Heritage 200 with Cable to Epson printer <sup>3</sup>	\$ 325.00	\$ 650.00
1	AIMS Web implementation - setup, payment gateway integration	\$ 5,000.00	\$ 5,000.00
1	AIMS Software Support	\$ 15,000.00	\$ 15,000.00
1	AIMS Web+ Software support	\$ 5,000.00	\$ 5,000.00
1	AIMS Digital Communications Software Support	\$ 2,000.00	\$ 2,000.00
1	AMS Boot/Tow Module Support	\$ 1,000.00	\$ 1,000.00
1	AIMS Enforcement API Support	\$ 3,000.00	\$ 3,000.00
13	First Year AIMS Mobile Ticketer Support	\$ 750.00	\$ 9,750.00
1	AIMS Hosted System Setup Fee	\$ 2,500.00	\$ 2,500.00
12	AIMS Hosted annual fee - Monthly fee (unit) extended to Annual amount	\$ 1,250.00	No Charge 1st Yr.
500	Rolls-Pre-printed tickets, Polythermal waterproof paper. 90/roll -45,000 total <sup>4</sup>	\$ 7.85	\$ 3,925.00
1	Ticket Design and Plate charges	\$ 480.00	\$ 480.00
3	Days On-Site Training, includes travel and living expenses	\$ 2,250.00	\$ 6,750.00
1	Data Conversion	\$ 10,000.00	Included
1	Shipping - Tickets and Printers	\$ 235.00	\$ 235.00
	<b>Total First Year Cost</b>		<b>\$ 171,310.00</b>

One Time Purchase option

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 & Beyond
License Fee <sup>5</sup>	\$ 116,670.00	\$ -	\$ -	\$ -	\$ -	\$ -
Implementation	\$ 14,485.00	\$ -	\$ -	\$ -	\$ -	\$ -
Hosting	\$ -	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00
Support	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00
1st year tickets	\$ 4,405.00	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 171,310.00</b>	<b>\$ 50,750.00</b>	<b>\$ 50,750.00</b>	<b>\$ 50,750.00</b>	<b>\$ 50,750.00</b>	<b>\$ 50,750.00</b>

Five (5) Year Payment Term

Description	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6 & Beyond
License Fee <sup>5</sup>	\$ 24,500.70	\$ 24,500.70	\$ 24,500.70	\$ 24,500.70	\$ 24,500.70	\$ -
Implementation	\$ 14,485.00	\$ -	\$ -	\$ -	\$ -	\$ -
Hosting	\$ -	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00
Support	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00	\$ 35,750.00
1st year tickets	\$ 4,405.00	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total</b>	<b>\$ 79,140.70</b>	<b>\$ 75,250.70</b>	<b>\$ 75,250.70</b>	<b>\$ 75,250.70</b>	<b>\$ 75,250.70</b>	<b>\$ 50,750.00</b>

Please see next page for additional reference information

**Optional items available, not included in proposed system**

Description	Unit	Annual Service
AIMS API - for realtime integration with AIMS database - not required for the real-time AIMS Enforcement API, or any other integration and interfacing included in this proposal. This is for realtime database integration with other systems such as a third party cashiering system	\$ 15,000.00	\$ 3,000.00
AIMS Events module	\$ 10,000.00	\$ 2,000.00
AIMS Events module with permits	\$ 20,000.00	\$ 4,000.00
AIMS Ticketer Event POS (price per handheld used for POS)	\$ 1,500.00	\$ 300.00
Custom programming rate per hour	\$ 250.00	
Additional On-Site Training (per day) does not include travel	\$ 1,800.00	
USB Scanner with Stand - for payment processing	\$ 225.00	

<sup>1</sup> AIMS Web+ uses 1 AIMS Concurrent User License at all times

<sup>2</sup> Required Android device is not included. Customer may purchase the Android device of their choice

<sup>3</sup> The proposed Receipt Printers and/or Cash Drawers will be removed from the proposal if the current City equipment is compatible with AIMS

<sup>4</sup> Ticket stock adequate for the anticipated first year ticket issuance is proposed. Subsequent orders for tickets may made at any time at the then current prices.

<sup>5</sup> Receipt Printer and Cash Drawer charges added in with Software License Fees for this presentation

**Payment Terms**

- Support fees due invoiced project initiation
- Equipment and Ticket charges invoiced upon delivery
- Software invoiced when ready for use
- Hosting fees invoiced at beginning of annual term.



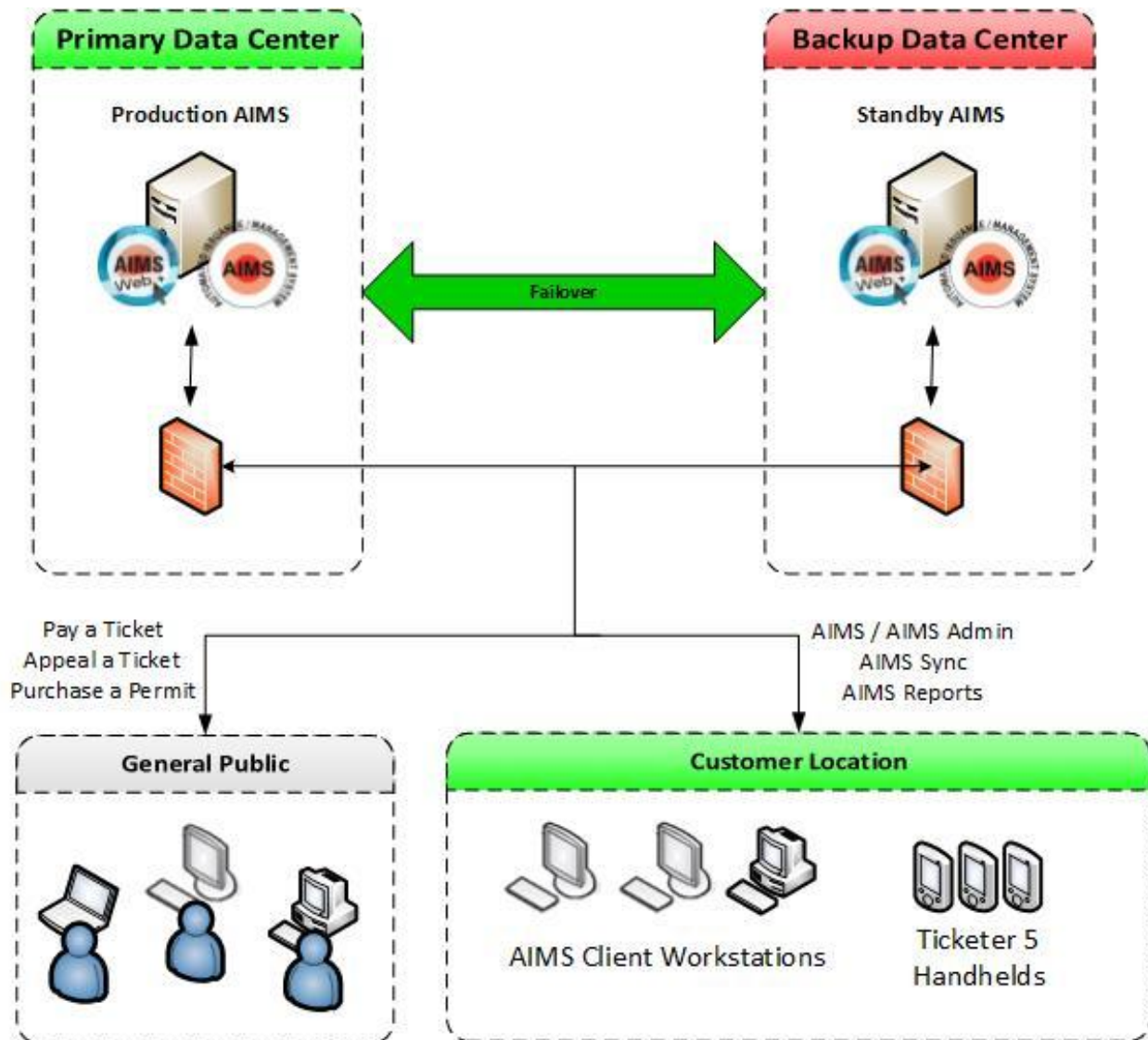
### AIMS Hosted Product Description

AIMS and AIMSWeb hosted remotely for you by EDC Corporation provides the user with all the functionality and features as found with on-site installation. IT and Support services, updates, backups, firewalls, security, redundancy and equipment are provided by EDC. The user is responsible for only the workstation and Internet connection.

EDC supports both Client Hosted and EDC Hosted AIMS and AIMSWeb. These are identical products. No difference in screens, processes, interfaces, or procedures. The decision depends on what approach works best in your workplace. Should you or your IT department choose to off-load server equipment and software responsibility EDC Hosted is the best solution. The following diagram with descriptive information will be of interest.

The EDC Corporation is a validated PCI Level 1 Service Provider of the AIMS Hosted environment.

### System Overview



## Data Center Highlights

EDC provides remote hosting services in the Amazon EC2 Cloud using regional East and West Coast data centers.

Virtual servers are hosted in the Amazon Data Center with the closest proximity to your physical location in order to reduce network latency.

Virtual servers are imaged each week. Hard drive volumes have nightly snapshots. A full backup of the database is done each night and incremental backups are done every hour. Backups are stored in both the Amazon East and West Coast data centers. Should an Amazon Region fail, your system will be restored on the other side of the country with the latest backup of your system.

Virtual servers can be easily upsized to handle additional load.

### Critical Reliability features Include

- Amazon EC2's proven computing environment: reliability, redundancy, security, uptime, and capacity.
- Your AIMS system exists on the East and West Coast for maximum distance between environments in case of a natural disaster.
- Virtual servers are protected by Amazon's Security Groups and software based firewalls.
- Administration of your server is only allowed through encrypted connections and by select EDC systems administrators. Data is encrypted during transit and while at rest.
- Administration of your server is only allowed from the EDC central corporate office in Syracuse, NY. Access is only granted to specific EDC employees. Two factor authentication and strong passwords are required for access.
- Monitoring of your AIMS system is done constantly 24/7 and any outage is instantly reported to EDC support personnel for immediate resolution.

### Backups

- Your AIMS environment is backed up on both East and West Coast data centers.
- Full backups occur each night for quick restoration of the difference in the event of a disaster.
- Backups are rotated to the opposite side of the country each night using an encrypted connection and stored encrypted while at rest.

## AIMS Detailed Operating Specification

AIMS Database Server Hardware and Software Requirements											
Component	Requirement										
Processor	Minimum: 2.4 GHz, 2 Cores Recommended: 2.4 GHz, 8 Cores										
Memory	Minimum: 4 GB Recommended: 8 GB Maximum: Operating System Maximum										
Virtualization	Virtualization is supported as per the requirements of the software components installed on the Database Server.										
Software	One of the following databases is required: Microsoft SQL Server 2012 R2, 2014 <sup>4</sup> Oracle 11g or 12c										
Operating System	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Microsoft SQL Server</th> <th style="background-color: black; color: white;">Oracle <sup>3</sup></th> </tr> </thead> <tbody> <tr> <td>Microsoft Windows Server 2008 R2 <sup>4</sup></td> <td>Linux</td> </tr> <tr> <td>Microsoft Windows Server 2012</td> <td>Microsoft Windows Server 2008 R2 <sup>4</sup></td> </tr> <tr> <td>Microsoft Windows Server 2012 R2 <sup>4</sup></td> <td>Microsoft Windows Server 2012 <sup>4</sup></td> </tr> <tr> <td></td> <td>Microsoft Windows Server 2012 R2 <sup>4</sup></td> </tr> </tbody> </table>	Microsoft SQL Server	Oracle <sup>3</sup>	Microsoft Windows Server 2008 R2 <sup>4</sup>	Linux	Microsoft Windows Server 2012	Microsoft Windows Server 2008 R2 <sup>4</sup>	Microsoft Windows Server 2012 R2 <sup>4</sup>	Microsoft Windows Server 2012 <sup>4</sup>		Microsoft Windows Server 2012 R2 <sup>4</sup>
Microsoft SQL Server	Oracle <sup>3</sup>										
Microsoft Windows Server 2008 R2 <sup>4</sup>	Linux										
Microsoft Windows Server 2012	Microsoft Windows Server 2008 R2 <sup>4</sup>										
Microsoft Windows Server 2012 R2 <sup>4</sup>	Microsoft Windows Server 2012 <sup>4</sup>										
	Microsoft Windows Server 2012 R2 <sup>4</sup>										
Hard Disk	Free disk space varies (10 GB – 200 GB): there should be enough space for the database logs, database rollback files, database, and database backup(s).										
Display	Graphical configuration tools require a VGA or higher resolution of 1024x768 pixel resolution.										
Other Devices	Keyboard and mouse are required for configuration and maintenance.										
Backups	Minimum: Nightly database backup Recommended: Nightly database backup and incremental hourly database backups.										
Other	Minimum: Database and Application components can reside on the same server. Recommended: Database and Application components should reside on their own servers.										

<sup>3</sup> OS version should support the database being installed

<sup>4</sup> Recommended

AIMS Application Server Hardware and Software Requirements	
Component	Requirement
Processor	Minimum: 2.4 GHz, 2 Cores Recommended: 2.4 GHz, 4 Cores
Memory	Minimum: 4 GB Recommended: 8 GB Maximum: Operating System Maximum
Virtualization	Virtualization is supported as per the requirements of the installed Operating System.
Operating System	Microsoft Windows Server 2008 R2 <sup>5</sup> Microsoft Windows Server 2012 Microsoft Windows Server 2012 R2
Software	Microsoft .Net Framework v4.6.1 Full ( <a href="http://tinyurl.com/z25dqjw">http://tinyurl.com/z25dqjw</a> )
Hard Disk	Free disk space varies (200 MB – 2 GB): there should be enough space for the AIMS logs, and AIMS.
Display	Graphical configuration tools require a VGA or higher resolution of 1024x768 pixel resolution.
Other Devices	Keyboard and mouse are required for configuration and maintenance of the server.
Backups	Minimum: Monthly backup of the AIMS installation directory: AIMS logs, AIMS license file, AIMS ticket reprint file, any customized scripts, print format files or reports. Recommended: Quarterly image of the server.
Other	Minimum: Database and Application components can reside on the same server. Recommended: Database and Application components should reside on their own servers.
Network	Ability to connect to the database server

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<sup>5</sup> Recommended

AIMS Web Server Hardware and Software Requirements	
Component	Requirement
Processor	Minimum: 2.4 GHz, 2 Cores Recommended: 2.4 GHz, 4 Cores
Memory	Minimum: 4 GB Recommended: 8 GB Maximum: Operating System Maximum
Virtualization	Virtualization is supported as per the requirements of the installed Operating System and web server software.
OS / Web Server	Microsoft Windows Server 2008 R2 / IIS 7.5 Microsoft Windows Server 2012 / IIS 8.0 Microsoft Windows Server 2012 R2 / IIS 8.5 <sup>6</sup> Microsoft Windows (MS Windows 2008 R2 or 2012 R2) / Apache 2.2+ Linux or Unix / Apache 2.2+
Software	Minimum: PHP 5.5 x32 or higher ( <a href="http://www.php.net">http://www.php.net</a> ) PHP Extensions: curl, gd2, ldap, mbstring, openssl, soap, sqlite Recommended: PHP 7.0 x64 or higher PHP Extensions: opcache, wincache A valid SSL certificate
Hard Disk	Free disk space varies (100 MB – 2 GB): there should be enough space for the web server logs, and AIMS Web.
Display	Graphical configuration tools require a VGA or higher resolution of 1024x768 pixel resolution.
Other Devices	Keyboard and mouse are required for configuration and maintenance.
Backups	Minimum: Monthly backup of the AIMS Web installation directory, AIMS configuration file(s), any customized templates or branding. Recommended: Quarterly image of the server.
Other	Minimum: The Web and App server can reside on the same machine. Recommended: The Web and App server should reside on separate machines.
Network	Ability to connect to the AIMS Application server through TCP/IP.

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<sup>6</sup> Recommended

AIMS Client Workstation Hardware and Software Requirements	
Component	Requirement
Processor	Minimum: 2.4 GHz Single Core Recommended: 2.4 GHz Dual Core
Memory	Minimum: 2 GB Recommended: 4 GB Maximum: Operating System Maximum
Operating System	Microsoft Windows 7 <sup>7</sup> Microsoft Windows 8 or 8.1 <sup>3</sup> Microsoft Windows 10 <sup>3</sup>
Software	AIMS Administrative Tools: Microsoft .Net Framework v4 ( <a href="http://tinyurl.com/crkpp8h">http://tinyurl.com/crkpp8h</a> ) AIMS Client: At least one of the below at the latest stable version Windows, OS X, Linux, iOS, Android: Chrome Windows, OS X, Linux, Android: Firefox Windows: Internet Explorer 10 or 11 Windows 10: Microsoft Edge OS X, iOS: Safari  Optional: Casio IT-3100 driver files (See: Casio IT-3100 Installation Instructions) Casio IT-9000 requires WMDC 6.1/ActiveSync 4.5, Windows Vista or higher Receipt printer, Hangtag / Decal printer driver files
Hard Disk	Minimum: 300 MB, there should be enough space for AIMS. Recommended: 2 GB, there should be enough space for AIMS, Ticketer backups and Ticketer log files.
Drive	An SD or Mini SD card reader is recommended for Ticketer maintenance.
Display	AIMS Administrative Tools: AIMS require a VGA or higher resolution of 1024x768 pixel resolution. AIMS Client: Any resolution
Other Devices	Keyboard and mouse are required for the operation of AIMS. If handhelds are used then a SD Memory Card Reader is required.
Backups	None needed.
Network	Ability to connect to the AIMS Application server through TCP/IP.

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<sup>7</sup> Recommended

<b>AIMS Web OS / Browser Requirements</b>	
<b>Component</b>	<b>Requirement</b>
Browser / OS	Microsoft Windows: Internet Explorer 8+ Mac OS X: Safari 6+ All Operating Systems: Firefox (2 most recent updates) All Operating Systems: Chrome (2 most recent updates) All Operating Systems: Opera (2 most recent updates)

<b>AIMS Mobile Requirements</b>	
<b>Component</b>	<b>Requirement</b>
OS	Android 4.1 or Higher
Camera	A rear facing auto focus camera
Network	Ability to connect to the AIMS Application server through TCP/IP.
Bluetooth	Bluetooth radio for pairing with a Bluetooth printer

**LICENSE AGREEMENT**

EDC Corporation, hereafter referred to as "Licensor", grants a license to use the following software application:

Product:	AIMS Parking Management Software
User Type:	
Serial Number:	

This Licensing Agreement is subject to the conditions contained within this agreement. The acceptance by the customer listed below, hereafter referred to as "Licensee" is a legal agreement that the licensee agrees to be bound by the licensing conditions contained within this agreement.

Licensee	
Address	

1. **Grant of License.** Use. EDC Corporation grants the licensee a non-exclusive license to use one copy of the aforementioned software program in accordance with the user license listed within this agreement.

For purposes of this section, "use" means loading the Software into RAM, as well as installation on a hard disk or other storage device. You may access the Software from a hard disk, over a network, or any other method you choose, so long as you otherwise comply with this License Agreement at the times during use of the Software.

2. **Copyright.** The Software is owned by EDC Corporation and is protected by United States Copyright laws and international treaty provisions. This Software may not be copied for distribution or redistributed under any circumstances without written permission from an officer of EDC Corporation. The Licensee may copy the Software solely for backup or archival purposes. You may not copy the written materials accompanying the Software.
3. **Other Restrictions.** This EDC Corporation License Agreement is your proof of license for use of the Software and must be retained by you. This License Agreement must be accepted by signature of an authorized agent of the licensee and an officer of EDC Corporation in order to be valid.

This License is non-transferable and is intended for single agency use. The Licensee is specifically prohibited from using this Software to engage in service contracts or in any other service bureau activities without written consent from licensor. The Licensee has perpetual use of the Software unless otherwise stated, provided the terms and conditions of this agreement are upheld. You may not reverse engineer, decompile or disassemble the Software.

4. **Limited Warranty.** EDC Corporation warrants that the Software will perform substantially in accordance with accompanying written materials for a period of one year from the date of receipt.
5. **Customer Remedies.** EDC Corporation's entire liability and your exclusive remedy shall be, at EDC Corporation's option, either (a) return of the price paid, or (b) replacement of the Software.



- 6. **No Other Warranties.** Except as expressly stated herein, the Software is provided "AS IS" without warranty of any kind. EDC Corporation disclaims all other warranties, either express or implied. The licensee bears all risk relating to the quality and performance of the Software.
- 7. **No Liability for Consequential Damages.** In no event shall EDC Corporation or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of business profits or revenues, business interruption, loss of business information or other pecuniary loss) arising out of the use of or inability to use this EDC Corporation product, even if EDC Corporation has been advised of the possibility of such damage.
- 8. **U.S. Government Restricted Rights.** The Software and documentation are provided with **RESTRICTED RIGHTS.** Use, duplication or disclosure by the Government is subject to restrictions as set forth in Subparagraph(c)(1)(iii) of The Rights in Technical Data and Computer Software clause at **DFARS 252.227-7013** or Subparagraph(c)(1) and(2) of the Commercial Computer Software-Restricted Rights clause at **48 CFR 52.227-19**, as applicable. Contractor/manufacturer is EDC Corporation, 13 Dwight Park Dr, Syracuse, New York 13209.
- 9. **Governing Law.** This Agreement is governed by the laws of the State of New York.
- 10. **Effect of Agreement.** This Agreement embodies the entire understanding of the parties with respect to this License Agreement. However, the parties expressly understand and agree that the terms of the Agency Contract between the parties remains fully in effect and the terms of the Agency Agreement shall govern in the event of a conflict with the terms of this License Agreement.

**Accepted by Licensor:**

Name:	
Title:	
Date:	
Signature	

**Accepted by Licensee:**

Name:	
Title:	
Date:	
Signature	

## AIMS Hosting Service Agreement

EDC Corporation will provide hosting services for the AIMS and AIMS Web parking applications. This agreement amends your existing AIMS License Agreement and related contracts. The term of this agreement is annual and may be cancelled without cause with thirty (30 days) written notice. This agreement is renewable annually with invoice payment.

Client is responsible for:

- Acquisition and maintenance of their local environment including terminals, printers, internet connection, and any other equipment necessary for their office operation
- Making their data available for hosting by EDC Corporation
- Controlling access level permissions within the parking system for parking staff
- Selecting a payment processor that is PCI compliant
- Following the guidelines defined in the PCI Responsibility Matrix in Appendix A

EDC Corporation is responsible for:

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

EDC acknowledges the confidential nature of the data supplied by the client. Only EDC staff with support or data maintenance responsibility will have access to this data for the sole purpose of fulfilling their duties. This data will not be shared with unauthorized individuals for any purpose.

### Scope of Service

EDC provides remote hosting services in Amazon EC2 with redundant backups between US East 1 in Virginia and US West 2 in Oregon.

Critical Reliability features Include:

- Full machine backups for restoration into redundant failover environment
- Hourly database backups stored off server for restoration into redundant failover environment
- Maximum distance between production and failover environments in case of natural disaster
- Virtual servers are protected by Amazon Security Groups and software based firewalls (VPC)
- Administration of your server is only allowed through encrypted connections and by select EDC systems administrators using two factor authentication
- Administration of your server is only allowed from the EDC corporate office in Syracuse, NY
- Monitoring of your AIMS system is done constantly 24/7 and any outage is reported to EDC support personnel for immediate resolution
- Utilizes Amazon's EC2 environment for proven reliability, security, uptime and scalability

## Backups

- The AIMS environment is backed up on both East and West Coast data centers
- Full backups occur each night for restoration in the event of a disaster
- Hourly incremental backups are done throughout the day
- Backups are rotated to the opposite side of the country each night

## FERPA

The Federal Government has strict rules related to protection of a student's personal information. EDC Corporation does not distribute any customer data to any third-party. EDC Corporation only allows database access to those employees specifically designated by the customer through creation of a log-in and password and granting security privileges. EDC will destroy or return any personal information existing in the AIMS database per the customer's request and requirements.

### Data Security and Confidentiality:

As used herein, the term shall mean "Client" agency licensed to use the AIMS software and related products; and the term "Vendor" shall mean Electronic Data Collection Corporation. In this Agreement, the party receiving information is generically referred to as the "Receiving Party," and the party disclosing the information is generically referred to as the "Disclosing Party."

#### *a) Confidential Information Defined*

In performance of this Agreement, parties may directly or indirectly disclose confidential information, proprietary information, or confidential data ("Confidential Information").

"Confidential Information" shall include any data and/or information that is identified by either party as confidential (either orally or in writing) or is of such a nature that a reasonable person would understand such information to be confidential, including, but not limited to: (1) personal information of customers, employees, students, and/or donors, including but not limited to, images, names, addresses, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data, law enforcement records, educational records or other information identifiable to a specific individual that relates to any of these types of information ("Personal Information"); (2) business methods, plans, and practices, financial data, or customers lists; (3) trade secrets, inventions, methodologies, research plans, products, product plans, patent applications, and other proprietary rights, and any specifications, tools, computer programs, source code, object code, documentation, or technical information; or (4) any other proprietary information or data the Disclosing Party maintains in confidence.

Confidential Information shall not include information the Receiving Party can prove by clear and convincing written contemporaneous evidence is: (1) publicly known through no fault or negligence of the Receiving Party; (2) rightfully possessed by the Receiving Party prior to disclosure by the Disclosing Party; (3) rightfully obtained by the Receiving Party from a third party in lawful possession of such Confidential Information without obligation of confidentiality; (4) independently developed by the Receiving Party without reference to or use of Confidential Information; (5) required to be disclosed by law; or (6) necessary to disclose to prevent severe physical injury to or loss of life of an individual.

*b) Use and Non-Disclosure of Confidential Information; Exceptions*

Each party agrees to use the Confidential Information received from the other party only as expressly permitted in this Agreement or when reasonably necessary to perform the party's duties under this Agreement so long as such disclosure is in accordance with applicable law. To the extent permitted by law, neither party will disclose to any third party the other party's Confidential Information, in whole or in part, without the prior written consent of the party, or as provided for in this Agreement and in compliance with all applicable state and federal laws; provided however, Vendor may disclose Personal Information of Client data to third party with the written consent of that Client. Notwithstanding the foregoing, either party may disclose the Confidential Information or portions thereof to their respective attorneys or accountants when seeking legal or financial advice.

Vendor specifically warrants and represents that except as otherwise permitted herein, it will not in any manner disclose, disseminate, copy, sell, resell, sublicense, transmit, assign, or otherwise make available any of Client's Confidential Information to any third party without the prior written permission of Client, and further warrants and represents that it will take all reasonable steps necessary to ensure that its authorized agents, employees, contractors or subcontractors having access to the Confidential Information shall not copy, disclose or transmit any of the Confidential Information, or any portion thereof, in any form, to a third party except as necessary to perform the Services under the Agreement.

*c) Obligations to Secure Confidential Information*

Vendor warrants and represents that it will implement the necessary industry-standard physical, electronic, and managerial safeguards to ensure the confidentiality, integrity, and availability of Client Confidential Information, including but not limited to, the environment in which the Confidential Information is stored, processed, and transmitted. Vendor further warrants and represents that such safeguards will in no event be less than the level of security Vendor uses to protect its own Confidential Information. Vendor shall require its contractors and subcontractors authorized to access Client's Confidential Information pursuant to this Agreement to take similar industry-standard precautions in safeguarding the Confidential Information.

Vendor agrees to comply with all applicable state and federal statutes and regulations governing unauthorized access and disclosure of the Confidential Information including, but not limited to: (1) personally identifiable information from education records as defined in The Family Educational Rights and Privacy Act ("FERPA") (20 U.S.C. § 1232g; 34 CFR Part 99), and regulations promulgated thereunder; (2) information that is subject to the security provisions of the Gramm-Leach-Bliley Act, 15 U.S.C., Subchapter 1, Sections 6801-6809 (Disclosure of Nonpublic Personal Information); and (3) individually identifiable "personal health information" as defined in the Health Information Portability and Accountability Act ("HIPAA") regulations, 45 CFR Parts 160 and 164.

*d) Obligations upon Breach of Security*

Vendor will report to Client any breach of security resulting in the unauthorized disclosure, misappropriation or unauthorized access of Client Confidential Information ("Breach"). Vendor will promptly investigate any Breach affecting Client Confidential Information and take reasonable measures to identify the Breach's root cause(s), mitigate its effects, and prevent a recurrence. Unless prohibited by law, Vendor will provide Client with a detailed description of the Breach, the type of data that was the subject of the incident, the identity of each affected person, and other information Client may reasonably

request concerning the affected persons. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected persons.

*e) Survival of Obligations*

The obligation to maintain the confidentiality of the Confidential Information received by the other party will survive termination or expiration of this Agreement, and shall survive for a period of five (5) years thereafter. Except as otherwise set forth below, within sixty (60) days of the expiration or termination of this Agreement, Vendor shall, at Vendor’s option: (1) certify to Client that Vendor has destroyed all Confidential Information in its possession; or (2) return all media containing all Client Confidential Information to Client; or (3) take whatever other steps Client requires of Vendor to protect Client’s Confidential Information. Client reserves the right to audit, or investigate the use of Client Confidential Information collected, used, or acquired by Vendor or its employees, contractors or subcontractors pursuant to this Agreement. Any costs of such audit or investigation are the sole responsibility of Client.

Acceptance

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Accepted by EDC Corporation:

Name: Ellen Genung Title: Vice

President

Date:

Signature:

---

Accepted by Licensee:

Name:

Title:

Date:

Signature:

## Appendix A: PCI Responsibility Matrix

PCI Requirement	EDC Corporation Responsibility	Client Responsibility
1: Install and maintain a firewall configuration to protect cardholder data	Limiting network access to and from devices used within the EDC Corporation online ordering platform to the most restrictive possible	Firewalls of all other networks controlled by EDC Corporation's client and other third parties chosen by the client.
Do not use vendor-supplied defaults for system passwords and other security parameters	Adhering to CIS-derived system hardening policies for all devices and systems within the EDC Corporation online ordering platform.	Hardening of all other systems including in-store systems and third parties in PCI scope.
3: Protect stored cardholder data	Securely storing (or not storing) cardholder data within the EDC Corporation platform in line with PCI Requirement 3.	Protecting cardholder data stored instore or with non-EDC Corporation providers
4: Encrypt transmission of cardholder data across open, public networks	Requiring secure transmission of cardholder data into the EDC Corporation platform and sending data to payment gateways in the most secure manner supported.	Protecting in-store networks and all other third parties within PCI scope against malware
5: Protect all systems against malware and regularly update anti-virus software or programs	Regularly scanning EDC Corporation platform servers for malware and viruses with up-to-date anti-virus software.	Protecting in-store networks and all other third parties within PCI scope against malware.
6: Develop and maintain secure systems and applications	Following secure development and change control procedures for all changes to EDC Corporation platform components and ensuring that all EDC Corporation platform components have the latest vendor-supplied security patches installed.	Ensuring that all non-EDC Corporation platform and components follow secure development, change control and patching processes.
7: Restrict access to cardholder data by business need to know	Restricting access to cardholder data to systems and parties authorized by client.	Restricting access to cardholder data transmitted or stored in-store and by all non-EDC Corporation systems.
8: Identify and authenticate access to system components	Identifying and authenticating access to EDC Corporation controlled components in PCI scope.	Identifying and authenticating access to non-EDC Corporation components.
9: Restrict physical access to cardholder data	Restricting physical access to EDC Corporation's platform to PCI level 1 hosting providers.	Restricting physical access to all nonEDC Corporation controlled devices.
10: Track and monitor all access to network resources and cardholder data	Logging and monitoring all activity occurring within the EDC Corporation Platform	Tracking and monitoring activity that occurs in-store and other non-EDC Corporation systems within scope.
11: Regularly test security systems and processes.	Testing the security systems and processes for the EDC Corporation platform	Testing non-EDC Corporation security systems and processes within PCI scope.

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**ACKNOWLEDGMENT AND SIGNATURE PAGE**

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name (include d/b/a if applicable): EDC Corp. Federal Tax Identification Number: 16-1488006  
Electronic Data Collection Corporation (EDC)  
If Corporation - Date Incorporated/Organized: 9/20/1995

State Incorporated/Organized: New York

Company Operating Address: 13 Dwight Park Dr.

City Syracuse State NY Zip Code 13209

Remittance Address (if different from ordering address): \_\_\_\_\_

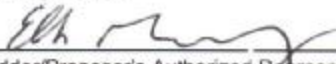
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Company Contact Person: Kevin Fisher Email Address: kevin@aimsparking.com

Phone Number (include area code): 315-727-3683 Fax Number (include area code): 315-706-0330

Company's Internet Web Address: www.aimsparking.com

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.

  
Bidder/Proposer's Authorized Representative's Signature: \_\_\_\_\_ Date: 9/23/16  
Type or Print Name: Ellen Genung, Vice President

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

ANY EXCEPTION, CHANGES OR ALTERATIONS TO THE GENERAL TERMS AND CONDITIONS, HOLDHARMLESS/INDEMNITY DOCUMENT OR OTHER REQUIRED FORMS MAY RESULT IN THE BID/PROPOSAL BE DEEMED NON-RESPONSIVE AND DISQUALIFIED FORM THE AWARD PROCESS.

RFP-4532-16-JE

**HOLD HARMLESS AND INDEMNITY CLAUSE**

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**(Company Name and Authorized Representative's Name)**

, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.

  
SIGNATURE

Ellen Genung  
PRINTED NAME

Electronic Data Collection Corporation  
COMPANY OF NAME

9/23/16  
DATE

**Failure to sign or changes to this page shall render your bid non-responsive.**




**NONCOLLUSION AFFIDAVIT**

STATE OF: New York

COUNTY OF: Onondaga, being first duly sworn, deposes and says that:

- (1) He/she is Vice President of Electronic Data Collection Corp the Bidder that has submitted the attached Bid.
- (2) He/she has been fully informed regarding the preparation and contents of the attached Bid and of all pertinent circumstances regarding such Bid;
- (3) Such Bid is genuine and is not a collusion or sham Bid;
- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the contractor for which the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices, profit or cost element of the Bid price or the Bid price of any other Bidder, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(SIGNED)  Vice President  
 Title

**Failure to sign or changes to this page shall render your bid non-responsive.**

RFP-4532-16-JE

**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA STATUTES ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS

1. This form statement is submitted to The City of Hollywood, Florida  
by Ellen Genung, Vice President for Electronic Data Collection Corporation  
(Print individual's name and title) (Print name of entity submitting sworn statement)  
whose business address is 13 Dwight Park Dr., Syracuse, NY 13209  
and if applicable its Federal Employer Identification Number (FEIN) is 16-1488006 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:  
1. A predecessor or successor of a person convicted of a public entity crime, or  
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime, but the Final Order entered by the Hearing Officer in a subsequent proceeding before a Hearing Officer of the State of Florida,

RFP-4532-16-JE

Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

*Ellen Gerung*  
(Signature)

Sworn to and subscribed before me this 15<sup>th</sup> day of September, 2016.

Personally known Ellen Gerung

Or produced identification 237293115 Notary Public-State of New York

New York Drivers License my commission expires March 16<sup>th</sup> 2015  
(Type of identification)

*Brian J Clifford*  
(Printed, typed or stamped commissioned name of notary public)

Brian J Clifford  
01CL6321170  
Notary Public, State of New York  
Qualified in Onondaga County  
My commission expires MARCH 16<sup>th</sup> 2015

**Failure to sign or changes to this page shall render your bid non-responsive.**

RFP-4532-16-JE

**CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER RESPONSIBILITY MATTERS**

The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address:

Electronic Data Collection Corporation

13 Dwight Park Dr.

Syracuse, NY 13209

Application Number and/or Project Name:

AIMS Parking Management System Implementation

Applicant IRS/Vendor Number: 16-1488006

Type/Print Name and Title of Authorized Representative:

Ellen Genung, Vice President

Signature:  Date: 9/23/16

**Failure to sign or changes to this page shall render your bid non-responsive.**


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**DRUG-FREE WORKPLACE PROGRAM**

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

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

	Ellen Genung
VENDOR'S SIGNATURE	PRINTED NAME
Electronic Data Collection Corporation	
NAME OF COMPANY	

RFP-4532-16-JE

**SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY**

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."


The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.

	Ellen Genung
SIGNATURE	PRINTED NAME
Electronic Data Collection Corporation	Vice President
NAME OF COMPANY	TITLE

**Failure to sign this page shall render your bid non-responsive.**

Form **W-9**  
(Rev. December 2014)  
Department of the Treasury  
Internal Revenue Service

### Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.  
**Electronic Data Collection Corporation**

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:  
 Individual/sole proprietor or single-member LLC  
 Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ \_\_\_\_\_  
 Other (see instructions) ▶ \_\_\_\_\_  
 C Corporation  
 S Corporation  
 Partnership  
 Trust/estate

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  
Exempt payee code (if any) \_\_\_\_\_  
Exemption from FATCA reporting code (if any) \_\_\_\_\_  
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)  
**13 Dwight Park Drive**

6 City, state, and ZIP code  
**Syracuse, NY 13209**

7 List account number(s) here (optional)

Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

**Social security number**  
[ ] [ ] [ ] - [ ] [ ] - [ ] [ ] [ ] [ ]

Or

**Employer identification number**  
1 6 - 1 4 8 8 0 0 6

**Note.** If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

**Sign Here** Signature of U.S. person ▶  Date ▶ 12/7/15

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at [www.irs.gov/fw9](http://www.irs.gov/fw9).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)

- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.



# System Description

Electronic Data Collection Corporation  
13 Dwight Park Drive  
Syracuse, New York 13209  
(800) 886-6316  
(315) 706-0330  
[www.aimsparking.com](http://www.aimsparking.com)  
[sales@aimsparking.com](mailto:sales@aimsparking.com)



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## Summary

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AIMS is a complete integrated software solution managing all aspects of parking tickets, parking permits, and event management, and will provide a complete real time solution for parking ticket, permit and event management. In addition to AIMS, our AIMS Web+ Software allows individuals to pay parking tickets online and purchase parking permits online without the need for in-person application/payments.

For your ticketing needs, we have included our new AIMS Mobile Android App. The AIMS Mobile Android App utilizes an Android Device, along with a separate Bluetooth Printer (2", 3", and 4" models available). Utilizing the Android device allows the AIMS Mobile App to provide instant real-time communication from the field to the AIMS database which includes;

- Real time transfer of Ticket data upon issuance, including officer notes and digital images.
- Real time lookup of vehicle warning/hotlist information (e.g. Scofflaw, Do not ticket)
- Real time lookup of previous ticket history including balances
- Real time lookup of vehicle permit information
- Real time GPS tracking of officer locations
- Real time lookup of pay by plate, pay by space, and pay by phone information
- QR code generation for real-time payment utilizing a smartphone.



Parking operations across North America use AIMS as it is the most user-friendly and complete comprehensive parking system on the market. AIMS can reside on your server, or a hosted server provided by EDC Corporation and has an advanced system architecture making data entry and management fast with a superior response time.

EDC Corporation has over 20 years of experience dedicated to providing comprehensive, user-friendly software for parking operations with top-notch customer service. A live person answers the phone and is readily available to assist with functional and technical questions. EDC is well recognized as a leader in the industry, providing state of the art products and a company that supports its customers like no other. We work closely with our customers to identify means in which our applications may continue to be enhanced to meet their expanding need.

Our pricing is all-inclusive, straight-forward and easy to interpret, with no hidden charges. All proposed products and interfaces are purchased and owned by our clients. You only pay for the AIMS solution once, so you won't be surprised with future costs when a subscription expires or your existing licensed version is no longer supported.

# AIMS System Description

---

The AIMS Software provided by EDC Corporation is a complete turnkey solution providing complete Ticket permit management as outlined in this System Description.

## General

AIMS utilizes both Rich and Smart Client Technology.

AIMS employs a fully relational database that allows data to be manipulated, linked, and queried.

AIMS is available for use with MS SQL or Oracle and is either housed and maintained by the client, or hosted by EDC Corporation.

Tasks and activities are easily performed with context-sensitive menus.

All information may be accessed from any screen.

System-wide Tasks may be scheduled to run automatically.

AIMS can interact with external relational databases with real time and/or batch processes.

AIMS automatically distributes software updates to client PCs when the server is updated (automatic software update).

## User Security and Control

AIMS allows for a wide range of user security and control.

The system allows the creation of a profile for each individual user. This profile specifically details the rights and privileges as defined by the system administrator.

Rights and privileges may be configured per screen and range from read-only to full supervisor permissions.

User profiles may be cloned and applied to other users.

AIMS provides an audit trail of modifications and/or transactions executed by a particular user.

Transactions are date, user and terminal stamped.

## Ticket Management

The following features may be performed from a single screen:

Entry (via keyboard entry and/or automatic upload via AIMS Mobile), viewing, and printing tickets. All information normally associated with a specific ticket such as: Ticket #, Plate #/Yr./Province, Plate Type, Meter #, Date Issued, Time Issued, Officer Badge, Location, Infraction, Vehicle Info. (Make, Model, Color), VIN #, Public and Private Comments may be entered and viewed.

Detailed violation information including fine structure (base amount, uplifts, accumulations, late fees, discounts, etc.) may be viewed.

Ability to add comments (including date of the comment, comment type, and description).

Detailed status information regarding balance due, addition of late fees and fine increments, administrative holds, and adjustments.

Skeletal payments for manual tickets not currently in the system may be recorded, and automatically applied upon ticket entry. No manual intervention required.

Ability to track all changes and adjustments made to a ticket to a specific individual, date and time using an integrated ticket tracker.

Complete history of transactions associated with the specific ticket may be viewed.

The monetary amount of a ticket may be adjusted based on user access privileges.

Vehicle, hearing, receipts, comments, attachments, and ticket data may be viewed all from the ticket record.

The attachment of scanned documentation, digital images or other electronic items to the ticket is supported.

Attachments are date, user and terminal stamped. AIMS Mobile date/time stamps the photo based on the issuance time.

A visual indicator displays on records with attachments, hearing schedules, warning codes or billing

notices.

Hearing information may be directly accessed from the ticket record.

Receipt (payment) information may be directly accessed from the ticket record.

A mechanism for rapid and convenient entry of hand-written ticket utilizing defaults from the previously entered ticket such as date, officer number and location is provided.

Full data edit and delete capabilities are restricted to authorized users.

Tickets may be reassigned to a different customer (ex. from vehicle leasing company to vehicle lessor).

Warning Codes may be defined, tracked and displayed in AIMS Mobile. Warning Code criteria may consist of number of tickets issued, number of unpaid tickets, and number of tickets issued or unpaid within a defined date range, or number of tickets issued/unpaid related to a specified violation code.

Direct access to customer, vehicle, appeal and payment information is provided from the ticket screen.

Notification letters may be generated and printed or emailed, while maintaining an audit trail within the application. Direct access to letter history is provided and a copy of the letter is stored in the attachments section of the ticket.

One or more violations per ticket may be defined.

Aggregate violations are supported.

You may define whether a violation uses aggregate, discount or uplifts.

You may directly access financial information related to the ticket. This includes payments, adjustments, late/fees, etc.

Fine uplifts/late fees are automatically assessed to tickets meeting criteria without the user initiating the process.

Custom data for consistent and efficient selection from a pick-list may be setup. This data includes officer badge numbers, locations, violation codes, void codes, appeal codes, and vehicle descriptive data.

Custom "Quick Letters" may be setup and generated directly from the ticket screen.

User-defined surcharges, which may be applied directly on screen, may be setup.

Payments may be posted without leaving the screen.

An authorized user may reopen a ticket without leaving the screen.

Authorized users may correct data entry errors directly on screen. This data includes ticket number, plate correction and plate ownership correction.

Ticket violations may be grouped under a "Bylaw".

Precincts may be defined.

Automatic surcharges may be setup based upon violation.

A hold based upon number of issued or unpaid tickets may be automatically assessed.

The ability to resend a specific ticket to DMV for lookup is provided.

## Ticket Appeal Management

AIMS tracks the ticket appeal and hearing process.

When an appeal record is created (either in the software, or through the Internet), the information relating to a ticket is automatically copied into the appeal record as the ticket number is entered.

Adjust ticket status based upon appeal status (e.g. Appeal Pending, Appeal Approved).

Attach digital pictures, files or documents. Attachments are date, user, and terminal stamped.

Adjust the ticket's final amount due and keep track of all adjustments made to the record.

Put tickets on hold (no further accumulation of late fees or notices) while appeal is in process.

Provides built-in court hearing schedule report.

Define court schedule (including available dates, times, number of hearings, etc.).

Define court locations and hearing officers.

Generate/print and/or e-mail appeal decisions and/or letters on demand for a single hearing or in batch for multiple hearings. The hearing/appeals manager may call up one of several user-defined letters in the database file, which includes information about the ticket, customer and vehicle.

Direct access to letter history is provided as well as storing a copy of the letter in the history.

An appeal decision code may be defined for the purpose of notifying customers of the reason why an appeal was upheld or denied. This information is printed on appeal decision letters.

Multiple tickets may be appealed for a single customer.

Financial information may be accessed directly from the ticket record. This includes payments, adjustments, late/fees, appeal reductions, etc.

A user-defined court fee may be applied to an appealed ticket.

A packet containing a facsimile of the ticket, detailed ticket history, customer history (number of tickets issued, financial records, outstanding balances, permits, vehicles, etc.), customer appeal history (previous appeal requests, reasons, and decisions), officer/office comments, and all attachments including correspondence and digital images may be generated.

Previous void/appealed tickets may be viewed on screen.

Reports for appealed tickets, fines reduced due to appeal, tickets pending appeal, appeal denied tickets, and hearing schedules may be generated.

Payments are automatically credited to the ticket holder's account upon appeal approval.

The user may free form enter appeal requests, parking department recommendations, and appeal decisions.

The user may view ticket, customer, and receipt records directly on screen.

A ticket may be partially appealed

## Permit Management

AIMS provides the capability to set up, issue, track and manage permits. A permit may be issued to a person (or persons) or a group. When a permit is issued, a relationship is established between a customer, a vehicle and the permit. The software must provide for the complete control of the parking permit issuance process.

AIMS has the ability to view all activity associated with a permit including vehicle and account information.

Each permit type may be inventoried within the system. Permit numbers may be automatically assigned from inventory either on an individual or batch basis.

AIMS allows an inventory for each parking location. AIMS automatically calculates and displays available inventory on screen as each permit is assigned based on permit type, location, section and space.

A returned permit may be re-issued.

AIMS records a permit's effective, issuance and expiration dates.

AIMS allows automatic re-issuance of a permit through the system by permit type and expiration criteria.

AIMS allows the user to track prior permits.

A permit bar code may be scanned at point of sale.

AIMS allows the tracking of gate cards in conjunction with a permit or as a unique permit type.

AIMS can be configured to interface with gate arm software for permit issuance, eliminating the need for entry in multiple systems.

AIMS allows more than one vehicle to be registered to a permit (a permit can have 0 to many).

AIMS allows for staff to charge to a payroll deduction plan. When using this payment option, an export file is automatically created that can be set to various departments e.g. Payroll.

AIMS allows the selling of a permit to a customer and charge the transaction to an approved 3<sup>rd</sup> party.

AIMS displays permit account balance.

AIMS allows an unlimited number of customer-defined permit status indicators including: active, lost, stolen and returned

Permit records are displayed in real-time on the AIMS Mobile software including status (lost, stolen, returned, etc.), permit type, location and expiry date.

AIMS allows for complete tracking and simplified issuance of temporary permits.

AIMS allows for monetary adjustments

AIMS can issue a batch of permits to an individual, agency or department and bill for the amount due. AIMS allows direct access to financial information related to the permit. This includes payments, adjustments, additional fees, refunds, etc.

AIMS displays the population of permits for inventory management.

AIMS allows for the prorating of permit sales/returns and automatically calculate value based on user-defined rules (i.e. weekly, monthly, daily, etc.)

Attachments may be attached to the permit record (including digital pictures or documents).

AIMS allows for on-demand permit printing: ability to print permits at the time of a sale to a permit or laser printer.

All aspects of the on-demand permit may be customized. This includes page layout, font size, and fields available for print.

Specific permit types can be setup to print to specific printers.

AIMS displays a visual indicator displays on records with attachments.

Attachments are date, user and terminal stamped within the system.

AIMS allows the generation and printing of permit renewal letters while maintaining an audit trail within the application. AIMS stores a copy of the letter in history.

A detailed audit trail for activity related to the permit record is maintained.

AIMS allows the generation of customized permitting letters based of as many different criteria (e.g. specific permit location, status, expiration date). Additional parameters include accounts with email address, phone number, with specific address.

With access to LDAP, AIMS can automatically determine which permits the customer may receive based status or an account category. Permit amounts may also be calculated based on status or account category.

AIMS allows the issuance of a permit with or without an expiration date.

AIMS allows a floating expiration date (i.e. X number of days after the issue date, where X is user configurable).

AIMS can automatically calculate a permit amount based upon a daily rate.

Permit types can be tied together by a "family" code to aid in reporting, automatic assignment, and tracking.

Unique sequential permit numbers can be automatically created that are part of an inventory which will never be duplicated.

AIMS allows spaces to be reserved within a predefined inventory.

Permits may be prorated by permit type and issuance date.

Permit types may be marked "inactive" so that historic data is retained in the system while disabling new permit sales of that type.

Specific parking spaces may be defined for each permit lot.

Permit sales may be limited based upon "oversell" rule.

Automatic re-issuance of permits may be batched, eliminating the need for re-issuance of permit information every month/year. This feature is typically used for permits paid through payroll, or recurring credit card payment.

Permit invoices may be generated on a daily, weekly, bi-weekly, quarterly, and annual basis.

An unlimited number of user-defined letters may be generated for batch mailing or emailing without leaving the screen. These may also be generated for individuals.

Payments are made directly on screen without having to open additional windows.

Payments may be reversed directly on screen (security protected).

AIMS allows for the editing/deletion of permits (security protected).

Multiple locations may be assigned to one permit.

Permits may be assigned to a single space.

AIMS creates a transaction trail when data edits occur (such as changing of a permits status). Record date of the change, user that made the change and the terminal id where the change occurred.

AIMS includes the ability to manage Residential permits.

Residential permits can be sold managed by address, specific permit type or location.

## Permit Waiting List

AIMS manages multiple wait lists based on a specific permit location or type, while linking this information to permit inventories. The wait list feature provides complete control of the waiting list management.

Wait lists may be based on priority or lottery (prioritizing can be based on date and custom fields).

Waiting list information can be viewed by location/type or as a whole.

AIMS automatically updates the waiting list position if a permit is issued to an individual on the waiting list.

AIMS records waiting list notification (e.g. phone, in person, email, etc.).

A grace period can be applied (e.g. if the grace period is set to 5 days, once the 5<sup>th</sup> day of notification has passed, the record is removed from the waiting list).

Permits may be issued from the waiting list without re-entering information provided on the waiting list.

Individuals may apply to the waiting list online.

AIMS contains full audit capability for individuals added, notified and removed from the waiting list. Audit is done by date, user and terminal id.

AIMS allows for a customer to prioritize the desired location. Ex. Lot A is first choice, Lot B second choice, etc.

A customer can join a wait list for several locations.

AIMS makes use of color schemes to denote lots that are available versus lots that are full.

Waiting list may be sorted by any field collected in either ascending or descending order.

A list of customers can be printed that have been notified of an available space.

Waiting list may be searched by account number, last name and/or location.

## Vehicle Management

AIMS provides complete control of the vehicle registration process.

All activity associated with a vehicle including owner information, tickets, permits and warning codes may be viewed on one screen.

Multiple vehicles may be associated with a single customer.

Vehicles may be manually assigned to a warning list (e.g. VIP, Scofflaw). These warnings are sent to the handheld ticket writers.

AIMS has the ability to manage and process for DMV plate lookup.

A history of vehicle ownership information is maintained.

The attachment of scanned documentation, digital images or other electronic items on the record is supported.

Attachments are date, user and terminal stamped.

A visual indicator displays on records with attachments.

Existing tickets may be viewed on screen with the ability to click and swap to the detailed information.

Existing permits may be viewed on screen with the ability to click and swap to the detailed information.

Vehicles may be reassigned to a specific account along with any ticket information.

Plates may be edited or removed from a customer's account.

Vehicles with unknown owner information may be exported for import to a plate lookup system.

Likewise, owner information may be imported into AIMS.

Vehicle owner information may be manually entered.

Vehicle owner information can be purged manually or automatically by specific address type.

Warnings must be automatically generated. Criteria includes: number of tickets issued to a specific plate, number of "open" tickets assigned to a specific plate, number of either issued/open tickets that contain a specific violation, and/or any of the above criteria within a specific defined date

range.

Warning messages are displayed in color for easy recognition.

## Account/Payment Management

AIMS does not include a payment processor for the office management of payments via debit or credit card. Payments must be processed utilizing a credit card/debit terminal (not provided by EDC Corporation). Payment information including authorization number is recorded in AIMS with each payment processed for reconciliation.

AIMS provides the ability to view all activity associated with individuals and groups that park or are responsible for parking. Track contact information related to a customer including multiple addresses, phone numbers, and e-mail.

Ticket/Vehicle/Permit/Person Information may be viewed on one easy-to use screen.

A barcode reader, receipt printer and electronic cash drawer may be attached to a standard workstation for a complete point of sale solution.

One unique account number issued to a customer either based on license plate, or a generated id.

The balance due, with detail, for totals based upon tickets, permits and fees is viewed directly on screen.

Posting of payments for tickets, permits, NSF and fees may be applied on one screen. Payments may be applied automatically (FIFO) or manually to specific items. Split payments are also supported (ex. Payments in cash and check may be applied in one single transaction).

All transactions may be tracked by cashier or cash drawer.

Payments may be posted in full or partial. Credits from an existing customer balance may be applied.

A receipt may be printed as necessary that clearly identifies individual transactions and/or items purchased.

User-defined payment methods (i.e. cash, check, payroll deduction, credit card, inter-departmental check).

Fields for check number, credit card number, and authorization number or expiration date are available.

A complete cash drawer closeout process is included with a detailed reconciliation report.

Receipts may be printed and reprinted on demand.

A barcode may be printed on tickets and scanned at point of sale to facilitate rapid data entry and lookup.

Payment plans may be established and tracked.

NSF checks may be processed, with assessment of an optional fee, and a flag may be placed on the account (flag will appear on any screen where a payment may be applied).

A summary, with direct access to all information and invoices associated with a customer may be viewed on one screen.

Overpayments may be applied to a customer account with a complete audit trail

User-defined customer statements may be generated in a variety of formats.

Complete account history including all vehicles, tickets, permits, fees and transactions on an account may be viewed or printed.

Addresses may be defined as invalid. Accounts with invalid addresses are removed from the billing cue and sent back to DMV for updated address information if requested.

Potential duplicate customer records may be identified with the option to merge the duplicate records.

Scanned documentation, digital images or other electronic items may be attached to the record.

A visual indicator displays on records with attachments.

Direct access to receipts (payments) associated with the customer is available for viewing, printing or emailing.

Authorized users may issue refunds and credits to a customer.

Multiple unique ID numbers may be associated with one customer account.

A custom message may be added to an account that will pop up each time the account is called up on



screen (account alert).

You may search by unique ID number, name, address, ticket, permit number, and plate number. Searches may be performed from any screen.

### Invoicing/Notice/Letter Generation

Notices, or billing letters, may be generated for overdue tickets. Ability to generate billing letters based upon user-defined criteria.

Permit renewal notices may be generated within AIMS.

Customer statements/Billing letters may be generated for mailing or email.

Hearing notification letters/results may be generated for mailing or email.

You may define and create different types of letters specifically for on-demand generation from the account, ticket, permit or vehicle screen with the letter being stored on the account for future reference.

Letters may be printed on a standard printer directly connected to the workstation or accessed via a network.

Letters may be “rolled back” if generated in error.

An audit trail exists to track all notification letters within the system.

Notices may be printed on letterhead.

AIMS can automatically generate notices without user intervention via a task scheduler and email the parking office (or any desired party) indicating that notices were successfully generated.

The fine increase amount and application date is printed on the notice.

### Boot/Tow Management Module

Entry (via keyboard entry and/or automatic upload via handheld ticket issuance devices) and viewing.

All information normally associated with a specific tow such as: Tow #, Plate #/Yr./ Province, Plate Type, Meter #, Date Issued, Time Issued, Officer Badge, Location, Related Infraction, Vehicle Info. (Make, Model, Color), VIN #, Reason for Tow, Tow Company, Conditions of Vehicle, Contents of Vehicle and Additional Comments.

Ability to add additional notes to a tow record (including date of the note, note type, and comments).

Notes are date, user and terminal stamped.

Detailed status information.

Ability to post payment directly on-screen without having to open a separate cashiering module.

Ability to view all other tows associated with the account without leaving the screen.

Ability to email and/or mail correspondence. Correspondence is automatically attached to the tow record and may be reproduced at any time.

Ability to track all changes and adjustments made to a tow to a specific individual, date and time

Complete history of transactions associated with the tow may be viewed.

The attachment of unlimited scanned documentation, digital images or other electronic items to the ticket is supported.

Attachments are date, user and terminal stamped.

Full data edit and delete capabilities are restricted to authorized users.

Direct access to customer, vehicle, and ticket information is provided on screen.

Custom notification letters may be generated and printed or emailed, while maintaining an audit trail within the application. Direct access to letter history is provided and a copy of the letter is stored in the attachments section of the ticket.

### Task Scheduler

A variety of tasks may be executed in an unattended fashion.

Tasks may be scheduled by: date, day of the week or time.

Task scheduler runs unattended on the server without an operating system user logged in.

Input and output of tasks can be any of the following: ASCII file, API, stored procedure, network share,

ftp site.

File input/output formats must be user configurable (file can be either fixed width or delimited, and field order can be chosen).

The task scheduler logs process activity, warnings, and errors.

The task scheduler is capable of emailing process logs and activity to multiple email addresses.

The task scheduler can be configured by process.

Pre-defined tasks, including escalating fines, vehicle notifications, permit expiration and owner lookup may be configured.

The task scheduler can be configured to monitor log files to keep them from growing too large.

Import and export of registered owner information is supported.

The task scheduler supports the import of payroll generated permit payments.

The task scheduler supports the export of permits eligible to be placed onto payroll.

Import of ticket payments is supported.

Export of billing notices is supported.

Import of demographic information is supported.

## System Integration

The AIMS File Processor (AFP) executes file transfers without user initiation. Tasks may be scheduled by date, day of the week or time. The AFP runs unattended on the server without an operating system user logged in.

Input and output of tasks can be any of the following: ASCII file, API, stored procedure, network share, ftp site. File input/output formats are user configurable (file can be either fixed width or delimited, and field order can be chosen).

AIMS has advanced configuration abilities for data field mapping, ordering, formatting and can work with file headers or footers.

AIMS can automatically backup, copy, move, delete and process data files for both import and export through a scriptable and schedulable procedure. AIMS can upload or download files to or from remote servers using: network shares, mapped drives, FTP, sFTP, and SCP.

AIMS can transfer account, ticket, permit, vehicle, tow, wait list and financial information both into and out of the AIMS system through data file imports and exports.

AIMS can read/ write both ASCII and Unicode character sets.

AIMS can read/write fixed, delimited, CSV, XML, tape, and customized file formats.

AIMS has advanced configuration abilities for data field mapping, ordering, formatting and can work with either file headers or footers.

AIMS can log file transfers and report on job statuses with the AIMS reporting subsystem by date range and process name.

Common file transfers include:

Demographic imports and exports (accounts, names, addresses, phones, IDs, emails, attributes, fees, overpayments, payment plans, attachments)

Payment imports and exports (ticket, permit, fee, overpayment)

Real-time interfaces through web services, database views, and stored procedures are available for integration with pay by space, pay by plate, pay by phone and LPR systems. AIMS Enforcement API is required for real-time integration.

## System Security Levels

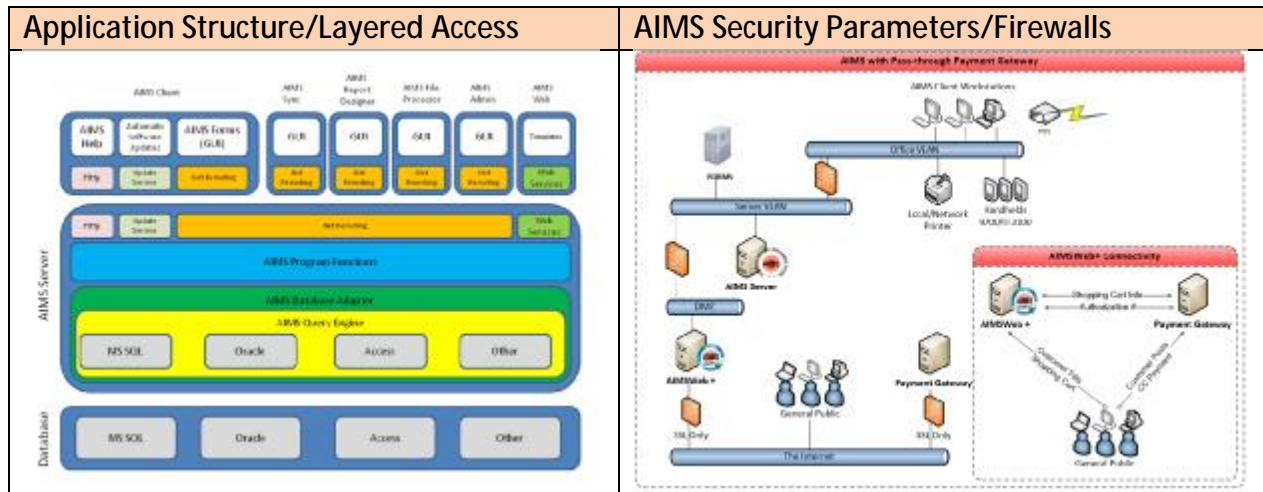
The default AIMS installation implements a layered access control approach: user authentication, component separation (database server, app server, web server, and workstations), TCP/IP connection encryption, a variety of security permissions on the various components of AIMS (administrators, cashiers, managers, enforcement, etc.).

Communication between AIMS Server and AIMS Clients are secured through RSA + DES encryption.

Database can be secured through the database connectivity layer as per the instructions for the

specific type of database (Oracle / MS SQL Server). Communication between AIMS Web and AIMS Server is secured through RSA private key authentication. The AIMS Server and Database Server exist behind a firewall so network traffic routing can also be utilized.

The diagrams below represent the layered access control approach and application structure:



### Real-time Integration

- As mentioned previously, the proposed AIMS Mobile Solution includes a real-time to the proposed AIMS database utilizing either cellular or Wi-Fi communication.
- Real time transfer of Ticket data upon issuance, including officer notes and digital images.
- Real time lookup of vehicle warning/hotlist information (e.g. Scofflaw, Do not ticket)
- Real time lookup of previous ticket history including balances
- Real time lookup of vehicle permit information
- Real time lookup of pay by space, pay by plate and pay by phone information.<sup>8</sup>
- Real time GPS tracking of officer locations based upon last ticket issuance.<sup>9</sup>
- Real time Event permit validations and event permit sales in the field.

### AIMS Enforcement API

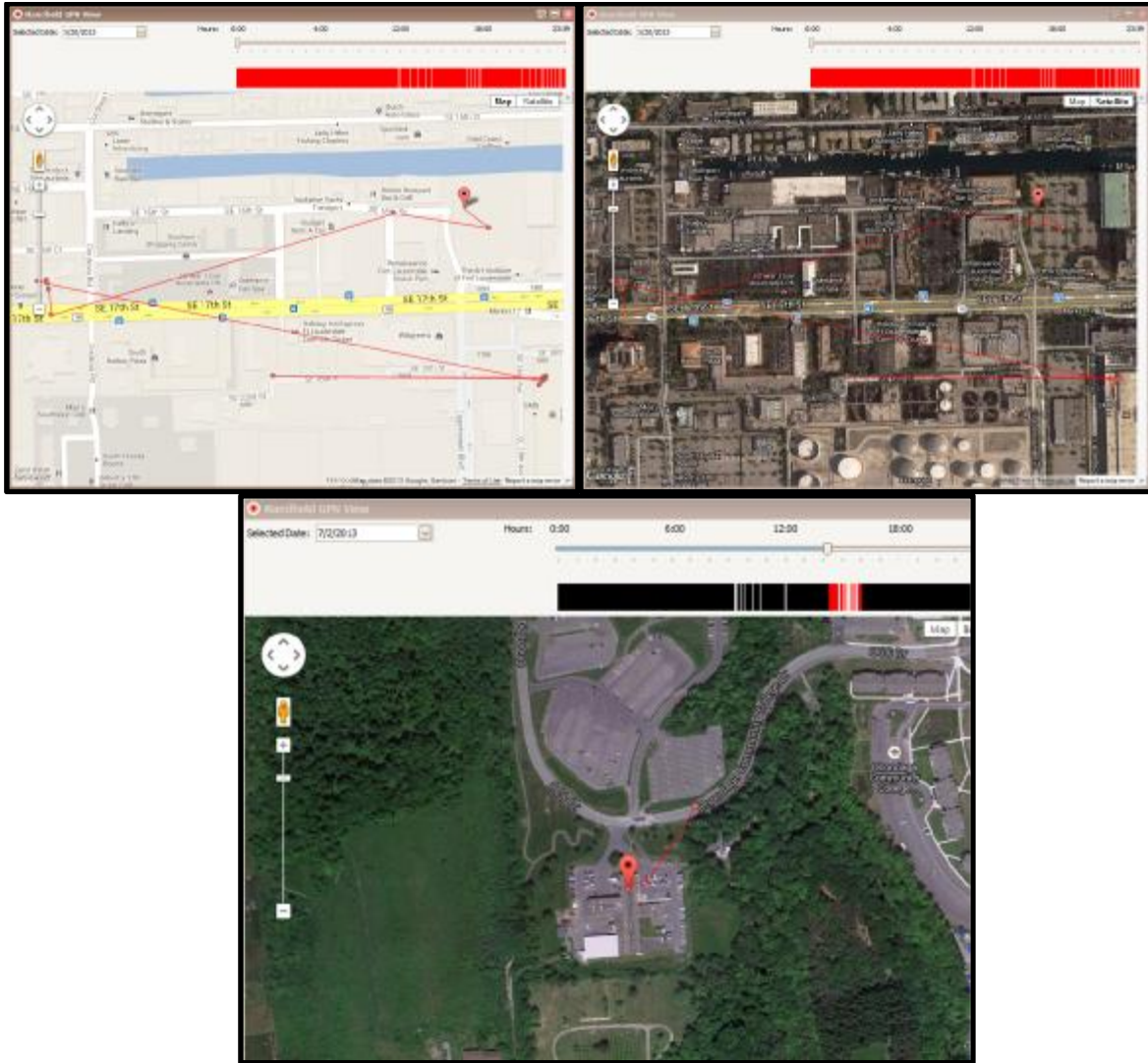
The AIMS Enforcement API is required for interfacing AIMS/AIMS Mobile to existing Pay by Plate, Pay by Space, Pay by Phone and License Plate Recognition Systems. The AIMS Enforcement API is configured to communicate with your existing third party system and transfers information into the AIMS database for retrieval with AIMS Mobile in the field utilizing cellular or Wi-Fi communication.

### GPS Tracking

The proposed AIMS Solution includes our AIMS Server Sync for real-time transfer of data from the field utilizing either cellular or Wi-Fi. Included in the AIMS Server Sync is a GPS location utility, which identifies the location in which an officer has last completed an issued to the AIMS Server. AIMS provides a view of each issued path of travel in the specified time range. The GPS location of each ticket issued with AIMS Mobile is recorded and displayed on the ticket screen within AIMS.

<sup>8</sup> Integration to Pay by Space, Pay by Plate, Pay by Phone and LPR requires AIMS Enforcement API.

<sup>9</sup> GPS Tracking requires active cellular connection and real-time ticketing enabled.



**Report Generation**

The AIMS Report Menu includes extensive reports on accounts, tickets, permits, vehicles and finances. Reports are date/date-range driven and may be sorted in a variety of ways. All reports may be printed and/or emailed and exported in a variety of formats.

The AIMS Web Staff module allows authorized AIMS users run any AIMS report through a secure browser. AIMS includes a report designer with a database dictionary for user creation of custom reports. Custom reports are accessible directly within AIMS, eliminating the need for third-party software.

Pre-defined reports concerning ticket, permit and financial information may be generated.

Reports are selectable by date or date range and may be sorted in a variety of ways.

Reports may be saved in multiple file formats.

EDC supplies a data dictionary for custom report generation using the AIMS Report Designer or 3<sup>rd</sup> party reporting software (e.g. Crystal Reports).

Reports can be setup to be automatically generated and emailed based upon a specific criteria to a specific email address.

Permit Reports	Description
Deleted Permits	List of all deleted permits
Issued Permits	List of all issued permits
Permit Holders	List of permits issued

Non-Renewed Permit Holders	List of all permits expired and not renewed
Percent Issued	List percent of permits issued
Permit Payment Categories	List all permits paid by payment type
Permit Type Status Counts	List of permits by type
Permits by Location	Permit counts by location
Permits by Lot	Permit counts by location
Permits by Payroll Deduction	Lists all permits paid by payroll deduction
Resident Unmatched Permit Address	Lists permits without match to residential address list
Unpaid Permits	List of unpaid permits
Admin Permit Types Report	Lists all permit types in the AIMS administration menu
Admin Prorate Schedules Report	Lists current prorate schedules for issuance and refund
Deleted Permits	Lists all permits deleted in the selected date range
Location by Section	Lists capacity of locations by section
Lot Utilization Summary and Detail	Lists lot survey details by date range
Permit Adjustment Summary and Detail	Lists permit amount adjustments by date range
Permit Aging Summary and Detail	Lists permits with outstanding balance grouped by aging date
Permit Categories by Family and Type	Lists all permit category issued counts
Permit Comments	Lists all permits with a specified comment
Permit Holders by Lot	Lists permit holders by location
Permit Holders by Space	Lists permit holders by designated parking space
Permit Invoices	Lists all permit invoices generated in the date range
Permit Wait List	Lists permit wait list entries
Permits by Payroll Deduction	Lists permits paid by payroll deduction
Permits Exported	Lists permits exported to a third party system
Permits Not Exported	Lists permits not exported to a third party system
Permits with Unknown Ticketed Vehicles	Lists permits with ticketed vehicles where owner information is unknown

Ticket Reports	Description
Adjudication	Lists tickets by appeal status
Adjudication Docket	List adjudication docket by date
Billing Letter Summary	Lists billing letters sent by date
Bills by State	Lists bills sent by state
Bills Sent Summary	Lists bills sent by date
CRC	Certificate Requesting Conviction for MTO Process
Excessive Tickets	Lists tickets issued by date
Hearing Schedule	Summary list of ticket hearing schedule
Hearing Ticket Review	Displays hearing ticket review by date range
Issued Ticket Counts	Lists number of tickets issued each day by date range
Issued Tickets	Lists all tickets issued in date range
Issuer Productivity	List of tickets issued by officer
Journalized Tickets	Lists tickets marked journalized by date range
Open Tickets	Lists tickets in open status by date range
Partially Paid Tickets	Lists all tickets with partial payment
Ticket Aging	Lists ticket younger and older than given number of days
Ticket Aging Pre-defined Ranges	Lists ticket younger and older than given number of days
Ticket Changes	Lists tickets with changes
Ticket Event	List of all tickets with status change
Ticket Plate Change	List of tickets with plate change
Ticket Status Counts	List of ticket by status
Ticket Surcharges	List of tickets with selected surcharge(s)
Ticket Uplifts	List of tickets with selected uplifts
Tickets by Badge #	List of tickets by badge #
Tickets by Violation	List of tickets grouped by violation

Tickets by Location	List of tickets grouped by location
Tickets by Precinct	List of ticket by precinct
Vehicle Warnings	List of current vehicle warnings codes
Violation Count	List number of tickets written per violation code
Violations by Location	Lists violation issued by location
Voided Tickets	Lists all tickets voided by date range
Written off Tickets	Lists all tickets written off by date range
Ticket Payment Batch	Lists all ticket payments by batch #
Unmatched Skeletal Payments	Lists skeletal payments not matched to tickets
Violation Paid Status Amount	Paid violations amount
Violation Paid Status Percent	Paid violations by percent
Violation Paid Status Summary	Summary of all paid violations
Violation Paid Status Amount	Paid violations amount
Violation Paid Status Percent	Paid violations by percent
Violation Paid Status Summary	Summary of all paid violations
Ticket Transaction Report	Lists all ticket transactions in the date range
Tickets Exported	Lists tickets exported to a third party system

Account Reports	Description
Account Balancing Owing	Lists all accounts with an outstanding balance
Account Bills	Lists all account bills generated in the date range
Account Holds History	Lists accounts added and removed from hold list within the date range
Account Permit Balances	Lists all accounts with an outstanding permit balance
Account Overpayments	Lists accounts with overpayments
Accounts on Hold	Lists accounts currently on hold
Account Ticket Balance Owing	Lists accounts with ticket balance owing (ticket issue date)
Account Ticket Balance	Lists accounts with ticket balance in date range
Comment Types	Lists all accounts with selected comment types
Fees Issued	List of accounts with selected issued fees
Fees not Refunded	List of accounts with fees that have not been refunded
Bad Address	Lists accounts with addresses marked as "bad"

Financial Reports	Description
Items by Payment Type Summary	Lists paid items by payment type
NSF Payments	Lists non-sufficient funds payments
Paid Via Summary and Detail	Lists payment activity by specified payment origin
Pass-through Payment Gateways	Lists shopping cart items redirected for payment but not received
Payment Collection Summary and Detail	Lists payment activity for specific users
Payment Collection Detail by Receipt	Lists payment activity for specific users
Payment Detail by GL	Lists payment activity by general ledger number
Payment Type Summary and Detail	Lists payment activity by the specified tender type(s)
Payment Search Detail Report	Lists payments that match the criteria provided
Payroll Permit Payments Detail	Lists permit payments by payroll
Posting Date Summary and Detail	Lists items paid grouped by violation, surcharge and uplift
Sales by Cost Center Summary and Detail	Lists payment activity by revenue source
User Batch Summary and Detail	End of day detail report by user
GL Revenue Summary and Detail	Lists payment activity grouped by General Ledger Code
Journalized by Account Summary and Detail	Lists all transactions sent to third-party system (i.e. SCT Banner) for payment in the date range
Permit Issued Amounts by Type or Location	Displays the total amount issued and amount collected for each permit type and location
Refunded Payments Report	Lists refunds within the date range

Sales by Cost Center Summary and Detail	Lists payment activity on specified revenue sources
Voided Payments Report	Lists voided payment transactions

Vehicle Reports	Description
Contact Matching: Last/First Name	Lists vehicle contacts with same last & first name
Contact Matching: Last/First/Street	Lists vehicle contacts with same last & first name & street
Contact Matching: Last/Street	Lists vehicle contacts with same last name & street
Hot Sheet	Lists all vehicles on hot sheet by plate or warning code
Tow Issued Report	List all tows with the selected criteria
Outstanding Vehicles with Targeted Location	List all accounts with specified ticket balance and locations associated to the accounts permits or tickets.

Event Reports	Description
Event Permit Detail	Lists the details about each event and all the permits sold for that event
Event Permit Summary	Lists the details about each event and all the permits sold for that event
Event Resources Detail	Lists event resources in the selected date range
Events Enforcement Calendar Summary	Lists a calendar of events in summary format
Events General Calendar Summary	Lists a calendar of events in summary format
Handheld Payment Detail	Lists all badges and the detail of payment types under each
Handheld Payment Summary	Lists all badges and the detail of payment types under each
Issued Events Detail	Lists all events issued in the selected date range
Issued Events Summary	Lists all events issued in the selected date range
Outstanding Events Detail	Lists all outstanding events in the selected date range
Permits Without Event	Lists all permits with an event permit type, that are not associated with an event

System Reports	Description
AFP Log	Lists all AIMS File Processor log activity in the date range
Fee Transaction Report	Lists all fee transactions in the date range
Login Audit Report	Lists login, remote logout and password changes in the date range
Permit Transaction Report	Lists all permit transactions in the date range
Ticket Transaction Report	Lists all ticket transactions in the date range
Transaction Report	Lists all AIMS transactions in the date range

## AIMS Web Software Functionality

AIMS Web is a browser-based application that provides complete and intuitive self-service for parking account viewing, vehicle registration permit management, and secure payments

AIMS Web for e-commerce provides a direct interface to your credit card processor<sup>10</sup> for online fee and permit purchases. The customer selects the items they would like to pay and AIMS Web transfers the selected items and amounts to your payment gateway's secure site (Elavon). The customer enters credit card information on your payment gateway's site and AIMS Web is notified of an accepted or declined transaction. AIMS Web does not collect, transmit or store credit card information.

## AIMS Web End User Features

AIMS Web allows a user to access software features using their existing web browser. This module specifically interfaces with ticket payments and ticket appeals.

System interface with existing payment processing center for secure online transactions.

Allows for a customer to pay or appeal a ticket online including inserting/updating customer and vehicle information during the process.

Customer may view all permit information on their account.

## AIMS Web Technical Specifications

Operates over a secure network connection including SSL.

Supports user authentication if required (e.g. CAS, LDAP, and Microsoft Active Directory).

AIMS Web is 100% brand-able. Font sizes, page layout and customization can be done to the web module's html templates.

The table below outlines the payment gateways AIMS Web is configured to work with. If the preferred payment gateway is not listed, EDC will investigate and provide the appropriate AIMS Web customization.

# **AIMS Mobile Specifications**

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## Handheld Software

Pre-selected information is downloaded to the AIMS Mobile via cellular or Wi-Fi connection.

AIMS Mobile requires a valid badge ID, with the option of a user-defined password for login.

AIMS Mobile is menu operated for ease of use. The issuer selects the option available on the screen, such as ISSUE TICKET and begins that process.

Issuer Time Tracking accounts for the time each ticket is issued, lapsed time between tickets and exit times for breaks and meals.

Ticket copies are available at time of issuance if needed. Tickets can also be reproduced later from AIMS.

Violation tables are stored in AIMS Mobile for selection by the issuer. Fines totals and increases are automatically calculated and printed on the ticket.

Data is selected from user-defined tables to prevent incorrect entry and reduce keystrokes (e.g. a violation code not within the established table cannot be entered).

AIMS Mobile utilizes the built-in Android camera for scanning of bar-coded registration stickers or permits.

AIMS Mobile utilizes the built-in Android camera for taking digital photos, which will be automatically associated and transferred to the AIMS database upon ticket issuance.

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<sup>10</sup> Desired payment gateway must be provided by the client.



All transactions are date/time stamped by the system's internal clock.

AIMS Mobile supports entry of vehicle make, model, color, style, plate type, violation, location, and standard comment codes. All entries are selectable from an on-screen table. The screen employs a simple scrolling and paging function for location of data.

All ticket data entered is displayed and may be edited or modified without disruption of the ticket entry process prior to printing.

AIMS Mobile supports both public and private comment codes and free-form comments. Public comments are printed on the ticket; private comments are stored in AIMS for parking department viewing. Private comments must be issued during the time of issuance. Audio notes can also be recorded and stored with the ticket record.

Time checks (electronic tire chalking) are performed by entering the plate number, location, and valve stem position. Upon re-entering the plate number, elapsed time will appear and a ticket can be written.

AIMS Mobile automatically defaults to the previous location and violation code for the purpose of reducing entry time. These defaults can be changed by selecting an alternate location or violation code for the next vehicle to be ticketed. Defaults for Province are stored within AIMS Mobile. Keying over these defaults temporarily replaces them for the ticket being issued. These defaults are user defined.

Time checking may be performed by location.

Meter numbers may be mapped to a specific location for faster data input.

AIMS Mobile allows for voice data entry during issuance.

## Real-time Lookups

When a license plate is entered during ticket issuance, a real-time lookup takes place within the AIMS database. AIMS Mobile will display the following in real time via cellular or Wi-Fi network connection:

- Associated Warning Codes (e.g. Scofflaw, VIP, etc.).
- Associated Tickets on the license plate entered including balance
- Associated Permits registered to the license plate entered.
- Associated pay by space, pay by plate or pay by phone information.

## Handheld Communications

AIS communication software performs communications between AIMS Mobile and AIMS.

AIMS Mobile can communicate real-time with AIS utilizing cellular or Wi-Fi network connection.

Real time communication (both upload of ticket data and download of warning code/settings data) is performed without user intervention.

All communications are logged for future audit and review.

Digital images, digital signatures, and CPI related information are automatically associated with the ticket record without user intervention.

AIMS tracks all tickets received from AIMS Mobile, ensuring that the tickets have made it into AIMS.

Tickets that have not been "sent to the server" are automatically resent without user intervention.

## AIMS Mobile Ticker App for Android

AIMS Mobile includes a light-weight Bluetooth Zebra thermal printer (Zebra RW220). Information is transferred to the AIMS system in real-time through your cellular or Wi-Fi network.

- AIMS Mobile Android App runs on your Android device<sup>11</sup> for parking ticket issuance.
- Menu driven, user-friendly software
- Issue Parking Tickets
- Allows for audio notes to be recorded.
- Electronic Timing of Vehicles
- Color touch-screen
- Full On-screen Keyboard, voice entry is also supported
- Field replaceable battery; print over 300 tickets on a single charge.
- Print full size tickets (2.25" x 8")
- Android camera allows for the capture of digital images and scan barcodes.

### Android Specifications (Minimum)

Operating system must be Android Jelly Bean (4.1) or greater. The desired Android device must have a rear-facing auto-focus camera for scanning capabilities and digital pictures in the field. If there is any clarification required on the Android device, please contact EDC Corporation for clarification.

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<sup>11</sup> Android device/equipment not provided by EDC Corporation. Acquisition is the responsibility of the client.