

REQUEST FOR PROPOSAL

RFQ-282-25-SA MOBILE PARKING APPLICATION

Prepared for:

CITY OF HOLLYWOOD

Firm Information

Mobile Smart City Corp
100 Southeast Third Avenue 10th Floor
Fort Lauderdale, FL 33394
O: 1-844-726-4644 FEIN: 81-0786651

Submitted By

John Incandela, Chief Executive Officer
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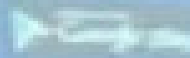
pango

a Mobile Smart City Company

Zone #
15300

Parking Available
24 Hours a Day
7 Days a Week

• Download Pango App



• 1 (877) 697-2646

• www.myPango.com



Scan To Download

COVER LETTER



City of Hollywood
Department of Procurement Services
2600 Hollywood Boulevard
Hollywood, FL 33020

April 14, 2025

RE: Proposal Submission for RFQ-282-25-SA – Mobile Parking Application

To the City of Hollywood Selection Committee:

On behalf of **Mobile Smart City Corp**, it is with great enthusiasm that we submit our proposal in response to **RFQ-282-25-SA: Mobile Parking Application**. As a proud Fort Lauderdale-based company with deep municipal parking expertise and a proven, fully deployed solution—**Pango**—we are uniquely positioned to partner with the City of Hollywood in delivering a next-generation parking experience for residents, visitors, and City staff alike.

We understand that the City seeks more than a mobile app—it seeks a fully integrated, user-friendly, secure, and future-ready platform that simplifies operations, enhances the citizen experience, and improves revenue performance across all facets of parking management. Our team has reviewed the RFP in depth and is confident that our turnkey solution will exceed expectations through its ease of deployment, flexibility, and scalability.

Understanding the City's Vision & How We Address It

- ☑ Streamline parking payments and reduce friction for users
- ☑ Integrate seamlessly with existing systems like Gtechna, TIBA, T2, ParkMobile, and PARIS
- ☑ Offer a modern, intuitive mobile experience
- ☑ Support diverse permit types, citation workflows, and flexible payment options
- ☑ Uphold the highest standards in data privacy, cybersecurity, and accessibility

We are fully aligned with this vision. With Pango, the City receives a mature, already live mobile parking platform, supported by our proprietary backend that unifies mobile payments, enforcement, digital permitting, LPR, garage access control, and more—all in one centralized system.

Why Mobile Smart City Corp is Your **One-Stop Shop**

Unlike competitors that rely on fragmented third-party tools, Mobile Smart City offers a 100% integrated smart parking ecosystem, built entirely in-house. This gives your City:

- One contract. One dashboard. One partner.
- Rapid onboarding: Your system can be configured and launched in under 45 days
- Seamless integrations with existing infrastructure and open APIs for future adaptability



CITY OF HOLLYWOOD | DUE DATE: APRIL 14, 2025
RFQ-282-25-SA | MOBILE PARKING APPLICATION

- Full control over parking zones, permits, and rate structures from a single backend
- A modern, user-focused app already deployed in 150+ U.S. cities

We don't just sell software—we deliver partnerships. As a local provider headquartered in Fort Lauderdale, we're just minutes away, ready to offer hands-on support, bilingual call center service, real-time monitoring, and immediate response capabilities.

Proven Track Record with Municipal Clients

Our solution is trusted by municipalities of every size and complexity. Two shining examples include:

Village of Bronxville, NY – Integrated Pango with Gtechna to deliver a full suite of mobile payments, real-time citations, and permit workflows.

City of Mount Vernon, NY – Successfully connected digital permitting, garage access, and mobile payments via Passport and Pango to create a seamless resident experience.


| | |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| FIRM INFORMATION | Mobile Smart City Corp 100 Southeast Third Avenue 10Th Floor Fort Lauderdale, FL 33394 P 1-844-726-4644 F 1-410-809-2701 FEIN – 81-0786651 www.mypango.com |
| OFFICIAL CONTACT PERSON | John Incandela, Chief Executive Officer 100 Southeast Third Avenue 10Th Floor Fort Lauderdale, FL 33394 P 1-754-223-6202 Jincandela@mobilesmart.city |

Ready to Launch. Ready to Scale

Our app is already live on the Apple App Store and Google Play Store, and the backend infrastructure is in place to support your onboarding immediately upon contract execution. With our phased configuration plan, City zones, rates, and integrations can be tested and deployed within 45 days—eliminating lengthy development timelines and reducing risk.

We are ready to demonstrate Pango for the Selection Committee.

Regards;


John Incandela
Chief Executive Officer
Mobile Smart City Corp
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Fax: (410) 809-2701
Jincandela@mobilesmart.city

B. QUALIFICATIONS AND EXPERIENCE:

(RFP REF: 4.2.B; 3.2 (MINIMUM QUALIFICATIONS))

B.1. ORGANIZATIONAL PROFILE AND LEGAL STRUCTURE

Headquartered in Fort Lauderdale, FL | Registered U.S. Corporation

Mobile Smart City Corp, founded in 2017, is a U.S.-based corporation and a recognized innovator in mobile payment and parking technologies. We specialize in end-to-end smart city solutions, offering fully integrated platforms that streamline parking management, enhance revenue collection, and simplify the citizen experience.

What sets us apart is our fully in-house developed ecosystem—a rare capability in this industry. Our proprietary suite includes:

- **Pango:** Our flagship mobile parking app
- **Zeus:** Parking enforcement and citation management system
- **Digital Permits & Reservations:** For on-street and off-street use
- **PARCS:** Off-street parking access control systems with LPR
- **Multi-space Meters:** Seamlessly integrated with real-time reporting

All components report into a single cloud-based backend, providing cities with unmatched control, operational visibility, and actionable insights.

From our headquarters in Fort Lauderdale, Florida, with a regional presence in Maryland, we serve municipal clients across the U.S. and internationally. Our global presence spans North and South America, Europe, and the Caribbean, including deployments in Argentina, Brazil, Chile, Colombia, Spain, Mexico, Puerto Rico, and Canada.

To date, we've successfully delivered 150+ smart parking projects worldwide, including implementations in high-density urban areas with complex regulatory, enforcement, and infrastructure needs. This proven experience ensures our readiness to meet the City of Hollywood's vision for a modern, integrated parking application.

B.2. Authorized Representatives Name and Headquarters

| | |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Florida Headquarters | Mobile Smart City Corp 100 Southeast Third Avenue 10Th Floor Fort Lauderdale, FL 33394 P 1-844-726-4644 F 1-410-809-2701 |
| Authorized Representative | John Incandela,, CEO jincandela@mobilesmart.city |

100% Fully Integrated Solutions

Experience unparalleled flexibility and user convenience with Mobile Smart City's 100% cloud-based solution, powered by Amazon Web Services. Our cutting-edge platform offers seamless payment options for parking and transportation services, with a range of features including Mobile Parking Payments, Parking Enforcement, and Mutispace Parking Meters. As a complete turnkey provider of parking management solutions, we offer on- and off-street mobile parking payments, automatic license plate recognition (LPR) for enforcement, permit management, mobile ticket payment, and multi-space meter capabilities.

OPERATORS' BACKEND

One Single Backend

Streamline your operations with unparalleled access to all your parking data and customer transactions from a single, centralized backend. As a parking operator, you'll be empowered to manage



CUSTOMERS BACKEND

One Single Backend

Enjoy convenient access to all your parking transactions, permits, and account history with ease. As a customer, you'll have a centralized hub to manage all your parking information in one place.



Mobile Parking Payment App

Solution

A seamless parking solutions with Pango mobile payment application, offering all the features and functionality you need for an effortless experience.

Multi Space Parking Meters

Solution

Optimize your parking operations with the eco-friendly power of Citea, equipped with solar panels for energy-saving operation. Enjoy the flexibility to pay your parking fees with ease, using debit card.

Parking Access & Revenue Control

Solution

Elevate your parking management with a comprehensive parking access and revenue control system designed to handle your on-street and off-street garages and lots with ease.

Parking Enforcement

Solution

Empower your parking enforcement operations with the intuitive Zeus Mobile Enforcement App, offering real-time solutions at your fingertips with the device of your choice for effortless and efficient use.

Digital Permits

Solution

Simplify your permit and reservation process with Pango's innovative solution. Simply create an account on our website, and purchase your permit or reservation using your license plate information for a seamless experience

License Plate Recognition (LPR)

Solution

License Plate Recognition System (LPR). This cutting-edge technology, consisting of sophisticated software, enables your computer system to effortlessly read and process vehicle license plate numbers.

B.3. RELEVANT EXPERIENCE OVERVIEW

Proven Track Record in Municipal Mobile Parking Solutions

Mobile Smart City Corp brings over a decade of experience delivering advanced parking and payment systems to cities across the United States and abroad. Our work is rooted in a deep understanding of the public-sector landscape, compliance needs, and the unique challenges municipalities face when upgrading parking infrastructure.

We have successfully implemented our solutions in cities of varying size and complexity, each with unique integration requirements across enforcement systems, LPR technology, garage access control, digital permitting, and multiple payment vendors. These real-world deployments have shaped our agile approach and proven integration methodologies.

Key Highlights of Our Experience:

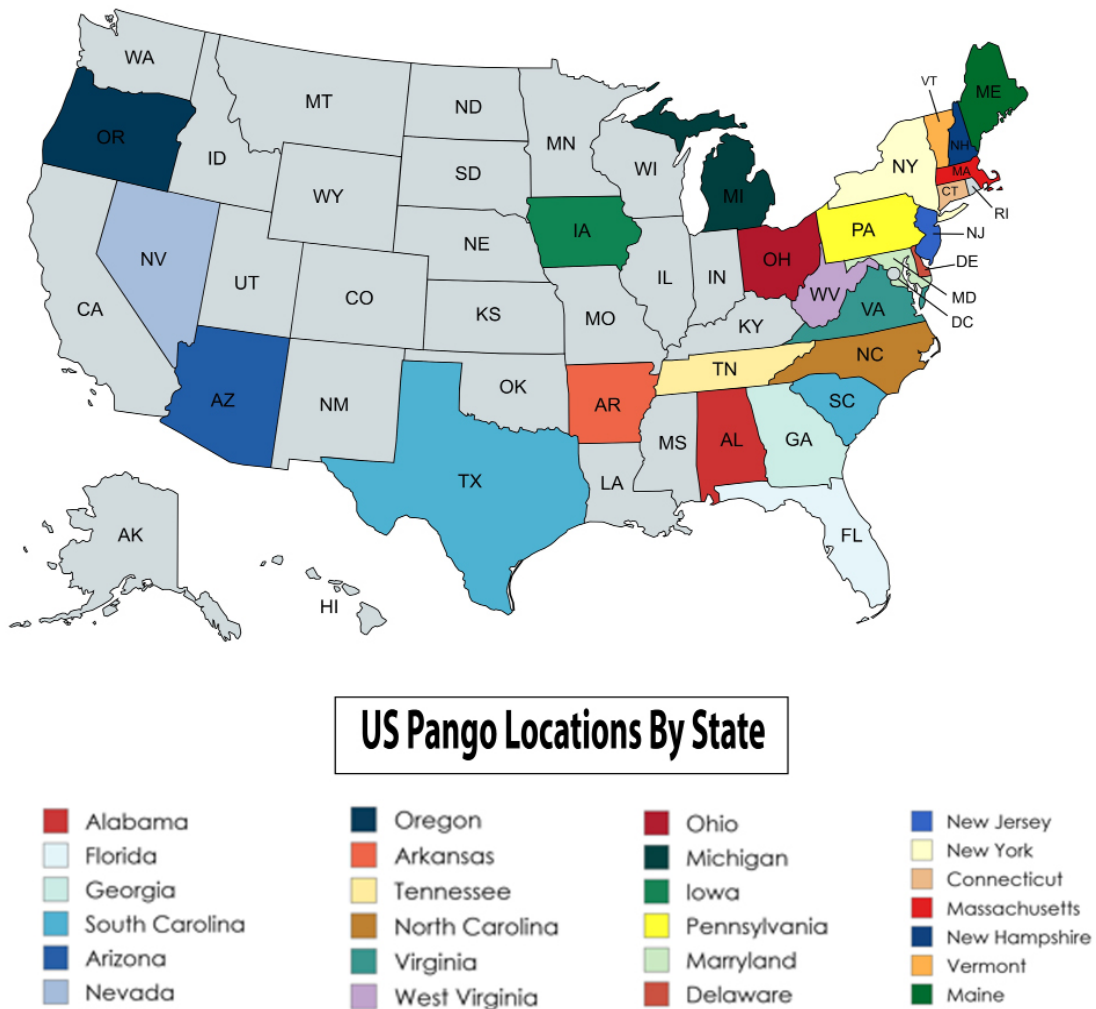
- 150+ active U.S. city deployments of our Pango mobile app
- 100+ public sector projects in urban parking modernization
- PCI DSS-compliant infrastructure with multi-factor security and encrypted transactions

| Current Intergrations | |
|-------------------------------|---------------------------------------------------------------|
| Gtechna (citation management) | Bronxville, NY |
| Multi-space meters | Eastchester, NY |
| Garage PARCS | City of Hamilton, Bermuda |
| Mobile Pay and LPR platforms | City of Pittston, PA (MSC has its own LPR enforcement system) |

This level of experience ensures that our solution is not only technically sound but also operationally aligned with municipal goals—improving customer experience, increasing revenues, and reducing manual effort for City staff.

References

Our commitment to excellence and proven track record are demonstrated through successful projects completed for various municipalities across the country. In compliance with the RFP requirements, we proudly submit three references that showcase our capabilities, commitment to quality, and strong client relationships. The following references include key project details and contact information for individuals who can provide valuable insights into our performance:



B.6. FINANCIAL STABILITY STATEMENT

Mobile Smart City Corp, provider of the Pango Mobile App, is a financially stable and well-capitalized organization with the operational maturity required to support the City of Hollywood's mobile parking initiative. As a recognized leader in smart mobility solutions across North America, we have a proven track record of financial responsibility, sustainable growth, and long-term client partnerships.

We maintain strong capital reserves, positive cash flow, and debt-free operations, which enable us to confidently absorb the full cost of implementation, integration, and ongoing support—without reliance on external financing. Our company has consistently delivered multimillion-dollar parking technology projects for municipalities and universities alike, all backed by sound financial management and risk controls.

To confirm our financial standing, Mobile Smart City Corp can provide the following upon request:

Audited or CPA-reviewed financial statements for the past two fiscal years

Bank reference letter indicating our account in good standing

Statement of financial continuity, affirming no material adverse changes in our fiscal health

We understand the importance of fiscal reliability in public-private partnerships and are committed to maintaining the financial strength and accountability required to ensure long-term success for the City of Hollywood.

B.7. U.S. PHYSICAL OFFICE CONFIRMATION



COMPANY OVERVIEW

Mobile Smart City Corp is a leader in innovative mobile parking payment solutions. As a proud **local business** based in **Fort Lauderdale**, we have a deep understanding of the City's unique parking needs and are committed to enhancing its transportation infrastructure with cutting-edge technology. Our proximity allows us to provide hands-on support, rapid response times, and a partnership-driven approach to improving parking operations. Our proven track record of providing secure, user-friendly, and highly adaptable payment platforms has made us a trusted partner for municipalities nationwide. We specialize in designing, implementing, and maintaining cutting-edge digital parking solutions that streamline operations, enhance user experience, and optimize revenue collection for city governments.

Key Offerings:

- **Seamless Mobile Payment Integration** – A frictionless, user-centric approach that allows drivers to pay via app, text, or phone call using Pango, our cutting-edge mobile parking payment application.
- **Real-time Data & Enforcement Integration** – Ensuring compliance and effective enforcement through live data synchronization.
- **Advanced Security & Compliance** – Fully PCI-DSS compliant, ensuring secure transactions and protecting user data.
- **Flexible & Scalable Solutions** – Customizable to meet the unique needs of Fort Lauderdale while offering seamless integration with existing systems.

JOHN INCANDELA

CHIEF EXECUTIVE OFFICER



PROFILE

A seasoned professional with a proven track record in strategic planning, execution, and business management, with a focus on maximizing profits and developing and maintaining strong relationships with clients. With over 10 years of experience in the parking industry, including oversight of 110+ parking locations, 25 direct employees, 450+ company employees, and \$45+ million budgets, I have successfully developed new business segments in on-street meter collections and maintenance. I am a reliable and asset with a positive work history.



EDUCATION

SUNY BROCKPORT

A Bachelor's degree in Criminal Justice is a four-year undergraduate program that focuses on the study of the criminal justice system and its various components, including law enforcement, the courts, and corrections.

FARMINGDALE STATE COLLEGE (SUNY)

An associate's degree in criminal justice is a two-year undergraduate degree program that focuses on the study of the criminal justice system and its various components, including law enforcement, courts, and corrections.



EXPERIENCE

MOBILE SMART CITY CORP | OCT 2016 - PRESENT

- Led the company to become a leader in the industry through strategic planning and execution
- Overseen 25% growth in revenue, 30% growth in new locations, and the introduction of new technology solutions
- Developed and led the IT & RD team and the operational team nationwide

ADDITIONAL WORK HISTORY AVIALABLE UPON REQUEST



CONTACTS

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P: 1-844-726-4644
L: 100 Southeast Third Avenue
Fort Lauderdale, FL 33394

JOSE M. CANO

CHIEF TECHNOLOGY OFFICER (CTO)



PROFILE

An experienced and highly skilled IT professional with over twenty years in the industry, Jose has a diverse background in leading technical teams and implementing solutions. As CTO for Mobile Smart Cities, he has over a year of experience in the parking industry, where he has been responsible for supporting and improving the PANGO Mobile parking app in the USA, along with laying the foundation for future growth. With a strong background in project management, technical processes, and problem management, Jose is well-suited to lead technical teams in delivering and maintaining high-quality solutions.



EDUCATION

TECHNICAL KNOWLEDGE

- Programming languages: C, Perl, and Java.
- RDBMS: Oracle 8.1.x and Informix 7.24, MySQL, SQL SERVER
- Operating systems: Unix I-IP-UX 10.20-11.0, Linux, Windows R2 Servers
- Software: CVS, TRUEChange and Microsoft Office, Activel1Q ASAP, Comptel SAS/iviDS, Vitria, TIBCO, BSS, Siebel, CORBA, TCP/IP, GSIvi/GPRS y 32EE

TRAINING COURSES & EDUCATIONAL AFFILIATION

- 2011: Course of motivation. Madrid.
- 2006: Internal QA auditing course.
- 2005: Course of motivation. Madrid.
- 2005: Project Management. Madrid.
- 2004: Introduction to TIBCO portfolio products. Madrid.
- 2003: Internal seminars on mobile value added ser-



EXPERIENCE

MOBILE SMART CITY CORP | NOVEMBER 2016 - PRESENT

- Improving technical processes and carrying out major deployments to improve the features of the PANGO mobile app, which is available on iOS and Android platforms and deployed in over 20 locations.
- Managing daily operations, reporting, and problem management to ensure smooth performance and quick resolution of bugs.

ADDITIONAL WORK HISTORY AVAILABLE UPON REQUEST



CONTACTS

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Fort Lauderdale, FL 33394

KRIS SLIPEK

SENIOR TECHNICIAN



PROFILE

A senior parking meter technician with 30 years of experience in inspection, adjustment, and repair of parking meters, controls, and electro-mechanisms both in the field and in the shop. Proven track record in providing customer support, project management, and technical training.



EDUCATION

TECHNICAL KNOWLEDGE

- A+ Certification
- Network+ Certification
- Cisco Certified Network Associate (CCNA)

LANGUAGES

- English (Fluent, Speaking, Reading, Writing)
- Polish (Native Language)
- Russian (Intermediate, Speaking, Reading, Writing)



EXPERIENCE

SERVICE & SALES ENGINEER, PROJECT MANAGER

MOBILE SMART CITY CORP | MAY 2011 - PRESENT

- Served as a primary technical resource for domestic and international company operations, providing customer support for all stages of product integration including initial assessments, feasibility estimates, equipment installation, hardware programming, customer training, and post-sale technical support and maintenance.
- Managed and executed product installations, including on-site equipment support, hardware programming, and customer training.
- Built and maintained customer relationships throughout the sales cycle, serving as a critical point of contact for clients and administrator for all U.S. and Canada installations.
- Developed and implemented key training programs for the company's sales force, distributors, partners, and direct customers.
- Coordinated technology integration efforts between R&D Department and third-party vendors.

ADDITIONAL WORK HISTORY AVAILABLE UPON



CONTACTS

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P: 1-844-726-4644
L: 100 Southeast Third Avenue
Fort Lauderdale, FL 33394

MARCANTHONY TULLOCH

CUSTOMER SERVICE DIRECTOR



PROFILE

Over 20 years of experience in providing critical customer support in a fast-paced, results-driven environment for public utility products and services. Strong commitment to customer service and ability to foster productive relationships, resolve complex issues, and earn customer loyalty.



EDUCATION

AMERICAN INTERCONTINENTAL UNIVERSITY

BACHELOR'S DEGREE |

Undergraduate degree business principles, management practices, and analytical skills. The program typically includes coursework in accounting, finance, marketing, management, and economics.



EXPERIENCE

CUSTOMER SERVICE DIRECTOR

MOBILE SMART CITY CORP | JANUARY 2016 - PRESENT

- Identify and develop culture, process, and performance improvements and efficiencies for customers and lead/develop a team that delivers customer interactions across multiple channels including front and back office, telephone, email, online live chat, video, social media, and correspondence. Manage call center team and oversee all back office support.

ADDITIONAL WORK HISTORY AVIALABLE UPON RE-



CONTACTS

W: www.mobilesmart.city
E: Mtulloch@mobilesmart.city
P: 1-844-726-4644
L: 100 Southeast Third Avenue
Fort Lauderdale, FL 33394



REFERENCE INFORMATION



Entity Name
Village of Bronxville

Point Of Contact
Linda Thomas

Contact Info
Lthomas@vobny.com

Annual Volume
384,642 Parking Transactions



The Village of Bronxville Parking Department oversees a comprehensive parking operation, including a modern indoor garage, 9 surface lots, 600+ on-street meters, and multiple time-restricted zones. As part of our engagement, we successfully integrated our mobile parking platform with Gtechna's enforcement and permit management system, enabling seamless digital permit issuance, real-time citation visibility, and synchronized enforcement workflows. This integration streamlined both the user experience and internal operations, allowing Bronxville to manage permits, appeals, and compliance more efficiently through a unified interface.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

Using Pango's Permit/Reservation Solution a user will go to our website and create an account and then buy the Permit/Reservation.



RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

REFERENCE INFORMATION



Company Name
City of Mount Vernon

Point Of Contact
Gaylord Worrell

Contact Info
Gworrell@mountvernonwa.gov

Parking Spaces
2,275

Pango Passport

The City of Mount Vernon Parking Bureau oversees a comprehensive parking program including permit issuance, meter maintenance, and enforcement of parking regulations. To modernize operations and enhance customer convenience, we integrated our mobile platform with Passport Parking, enabling residents and visitors to seamlessly pay for parking, manage permits, and access real-time space availability across the City's network of 2,275 municipal parking spaces. Through this integration, the City streamlined back-office processes and improved compliance by connecting digital permits and citation workflows within a single, intuitive platform.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



DIGITAL PERMITS

Using Pango's Permit/Reservation Solution a user will go to our website and create an account and then buy the Permit/Reservation.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

C. METHODOLOGY AND APPROACH TO SCOPE OF WORK:

(RFP REF: 4.2.C; 3.3; 3.4; 3.5))

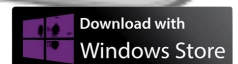
Seamless Mobility — Powered by Pango

Mobile Smart City Corp brings a track record of innovation and reliability in the smart mobility space, and our flagship solution — Pango — is designed to meet the City of Hollywood's vision for a centralized, intuitive, and secure mobile parking ecosystem.

Pango is a modular, cloud-based platform that consolidates diverse parking services into one unified experience for users while enabling deep integration with existing municipal systems. This section outlines our approach to delivering each required feature — not just as a checklist, but as a catalyst for improved service delivery, increased compliance, and enhanced user satisfaction.

A Few Key Features

| | |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Extend Your Parking | With our app, you can extend your parking session effortlessly while on-the-go, without fretting about your meter. Parkers have multiple extension options and can receive notifications through various channels such as email, text, or in-app alerts. |
| Park Multiple Vehicles | Introducing a new feature, where users can park up to four vehicles simultaneously through their account. Keep track of each parking session effortlessly as the app meticulously logs and displays all activities on your dashboard. |
| Geo Fencing | Our app streamlines the parking process by automatically detecting available spaces and corresponding zone numbers. The driver is then prompted to initiate a parking session, which can be started with a single touch. |

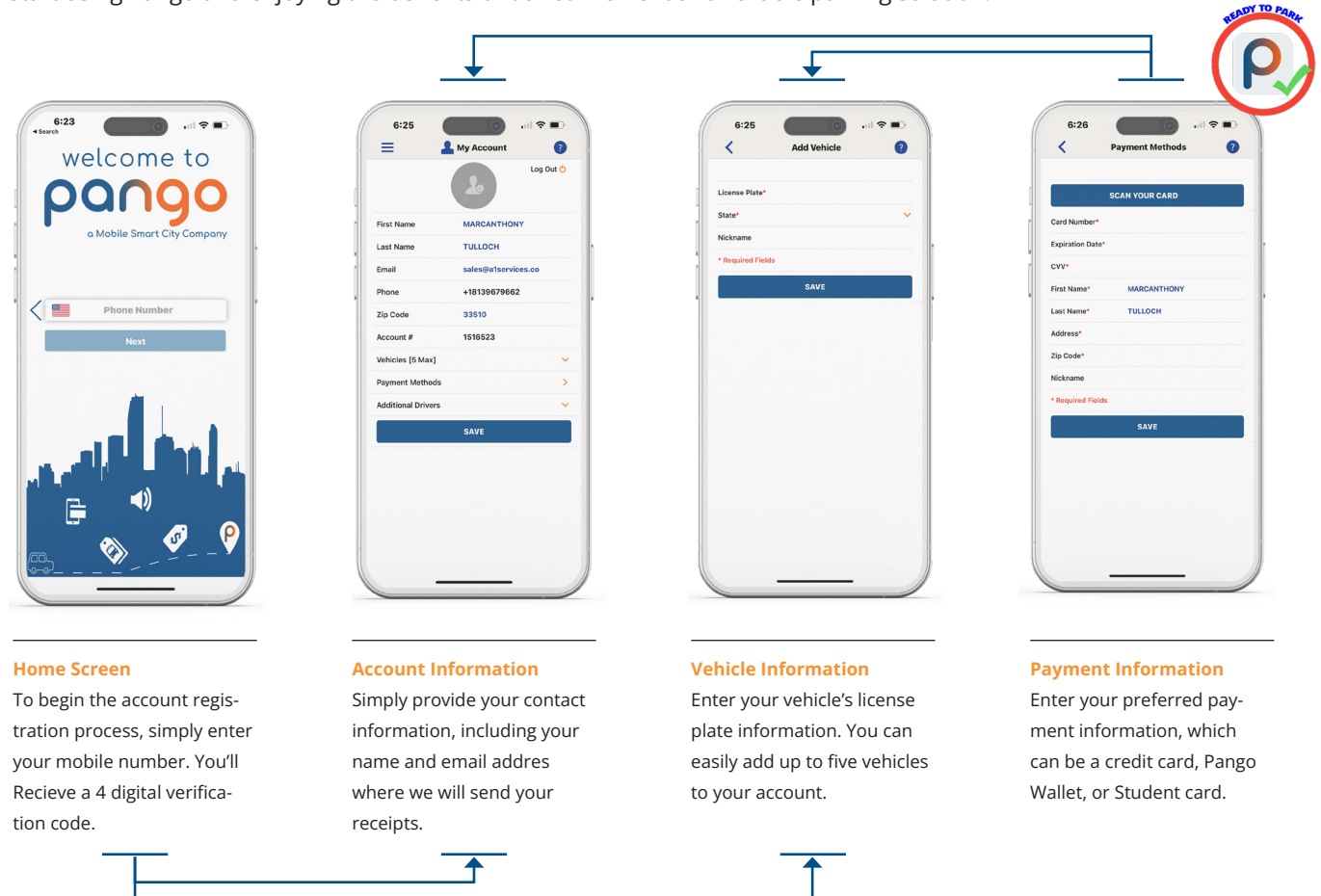


The Pango Application is available as a free download in all the App Stores

C.1. USER REGISTRATION AND LOGIN (3.3.1)

Thank you for considering Pango as your parking solution provider. We understand the importance of providing a seamless and convenient user experience, which is why we've made registering with Pango fast, easy, and hassle-free.

Our registration process is designed to be simple and straightforward, with just a few easy steps to get started. First, you'll enter your contact information, allowing us to communicate with you as needed. Next, you'll provide your license plate details, ensuring that your parking sessions are accurately recorded. Finally, you'll choose your preferred method of payment, which includes credit card, Pango wallet, or student account. With these few easy steps, you'll be ready to start using Pango and enjoying the benefits of our convenient and reliable parking solution.



OTHER WAYS TO REGISTER FOR PANGO

At Pango, we are committed to providing a user-friendly experience, and our registration process is just one example of our dedication to delivering exceptional service. So we offer several other ways to register for Pango including going through our Website www.mypango.com, or calling our 24 / 7 Call Center.

Website

Follow The Same Process Through The Website

Call Center

Call Our Call Center and We Will Register You In Minutes.

C.2. PARKING AVAILABILITY SEARCH (3.3.2)

Moreover, we've consistently highlighted the seamless integration capabilities of Pango, particularly its feature to provide "Parking Availability" updates in real time. This functionality enables us to inform users about the likelihood of finding available parking spaces within specific areas of each Zone. Pango categorizes these zones as follows: The ability for users to extend their parking, as well as the time limit for such extensions, is entirely at the discretion of the parking operator. Through the Pango backend, custom rules can be programmed based on a variety of factors, including user groups, parking zones, individual spaces, and specific time periods. This allows for a high degree of flexibility and customization to meet the needs of any parking operation.

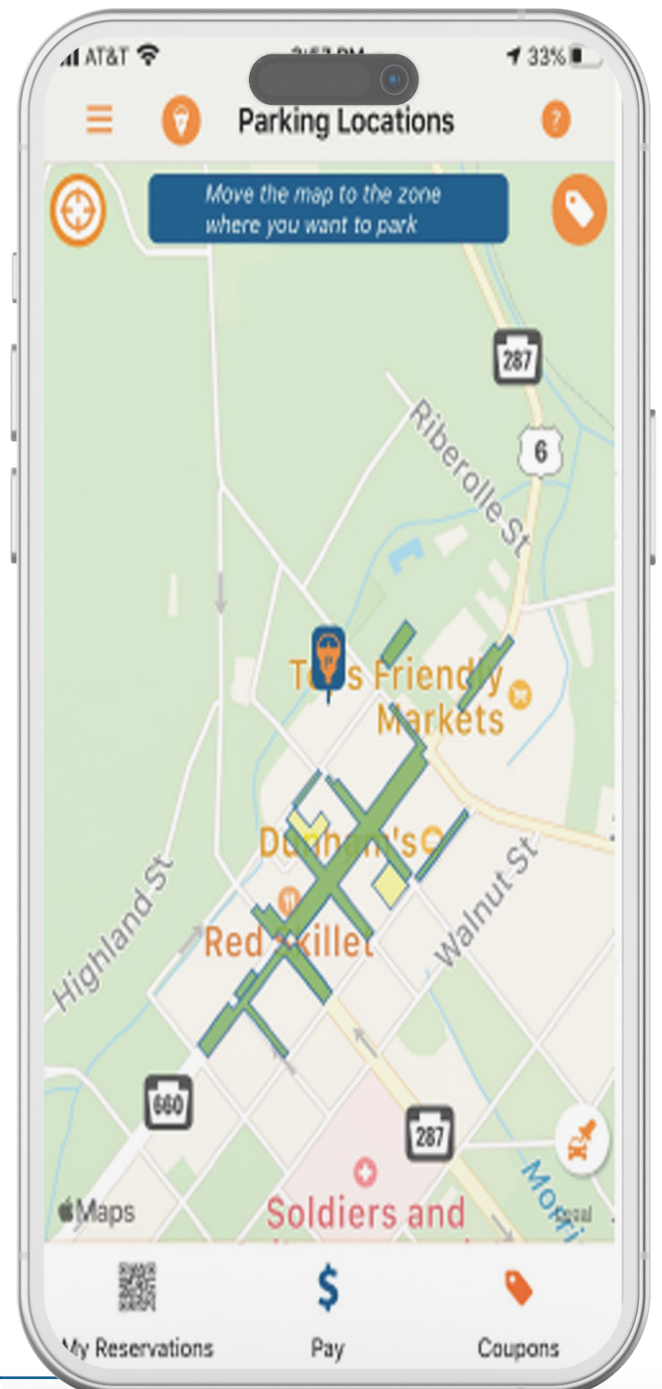
HOW DOES IT WORK

Our parking availability solution seamlessly integrates with a city's existing parking infrastructure to deliver real-time updates on available parking spaces directly to users. This integration works in two primary ways to ensure accuracy and convenience:

Direct Integration with Parking Meters: For cities equipped with smart parking meters, our system connects directly to these devices. By monitoring the meters' current occupancy in real-time, we can provide immediate information on open parking spaces. This direct feed ensures that users have access to live updates, allowing them to make informed parking decisions based on the latest data.

Advanced Algorithm for Non-Smart Meter Areas: In areas where smart parking meters are not installed, or where mobile payment is the primary option, our solution employs a sophisticated algorithm designed to predict parking space availability. This proprietary algorithm utilizes a combination of parking transaction data from Pango, along with a wide array of parking analytics and trends. By analyzing this comprehensive dataset, we can accurately forecast the availability of parking spaces, even in the absence of direct meter connectivity.

Regardless of the method employed, users benefit from a user-friendly interface that displays the number of available parking spots. These spots are highlighted within a blue information block at the top of the application screen, making it simple for drivers to locate and select their preferred parking location. Through this dual approach, we offer a versatile and reliable parking solution that enhances the parking experience for users, while also integrating smoothly with the city's existing parking infrastructure.



C.3. GARAGE LOCATION MAP AND DIRECTIONS (3.3.3)

Intelligent Garage Mapping for Effortless, In-App Navigation with Pango, powered by Mobile Smart City Corp, users can locate and navigate to available parking garages with just a few taps. Our map-based interface is designed to eliminate guesswork, reduce circling, and improve traffic flow by giving users real-time data and step-by-step guidance to the most optimal parking options nearby.

This feature offers an integrated experience that connects real-time garage occupancy with intuitive navigation — all while maintaining a clean, accessible design.

How It Works:

Smart Garage Icons on the Live Map

When users open the map view in the Pango app, they're presented with a real-time, GPS-enabled city map featuring color-coded garage icons:

- Green – Ample availability (plenty of open spaces)
- Yellow – Limited availability (approaching capacity)
- Red – Near full or full occupancy

These icons dynamically update as garages report changes in space availability through integrations with the City's License Plate Recognition (LPR) cameras and garage management systems.

Tap to View Garage Info

Tapping a garage icon opens a detailed pop-up window displaying:

1. Garage name
2. Full street address
3. Real-time occupancy level
4. Applicable parking rates
5. Permit types accepted (e.g., resident, guest, employee)
6. EV charging availability and ADA-compliant access, if applicable

One-Tap Navigation with Google Maps

When a user taps the garage address within the info window, Pango instantly launches Google Maps with directions pre-loaded, guiding them to the selected facility using their preferred mode (driving, walking, or biking). The experience is seamless and requires no app switching.

C.4. PROFILE CREATION AND ACCOUNT TYPES (3.3.4)

The Pango Parking application is designed to offer a streamlined and intuitive user experience, ensuring that managing your account and vehicle information is hassle-free and efficient. With the ability to easily add, remove, and update vehicle details, users can maintain up-to-date information crucial for seamless parking transactions.

User Information
Where you can update your contact information

Vehicle Information
Select one of your up to five vehicles.

Payment Method
Use your default payment method which would already be selected.

Drivers
If you have multiple drivers on your account , you can add their

6:25

My Account

Log Out

First Name MARCANTHONY

Last Name TULLOCH

Email sales@a1services.co

Phone +18139679662

Zip Code 33510

Account # 1516523

Vehicles [5 Max]

Payment Methods

Additional Drivers

SAVE

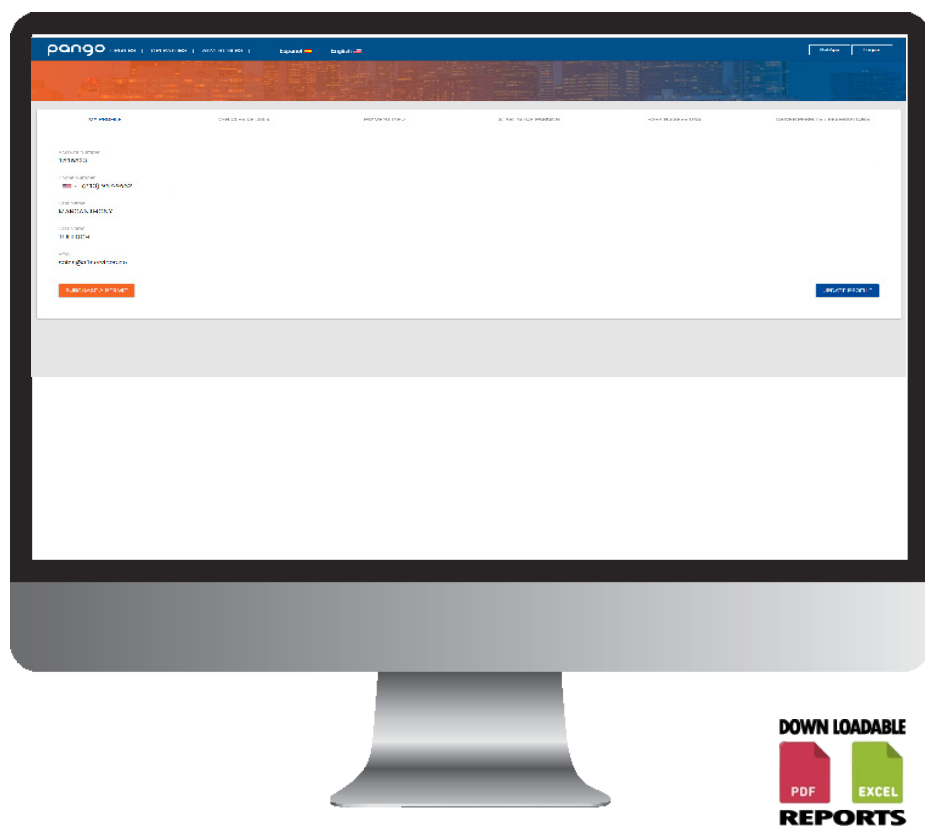
Flexible Account Management

The Pango Parking app is designed with flexibility in mind, providing users with the ability to select from multiple options under the Vehicles, Payments, and Drivers sections. For example, users can configure multiple payment methods including various credit/debit cards, digital wallets, and PayPal. This versatility ensures that managing and customizing your parking experience is both convenient and tailored to your preferences.

Account History

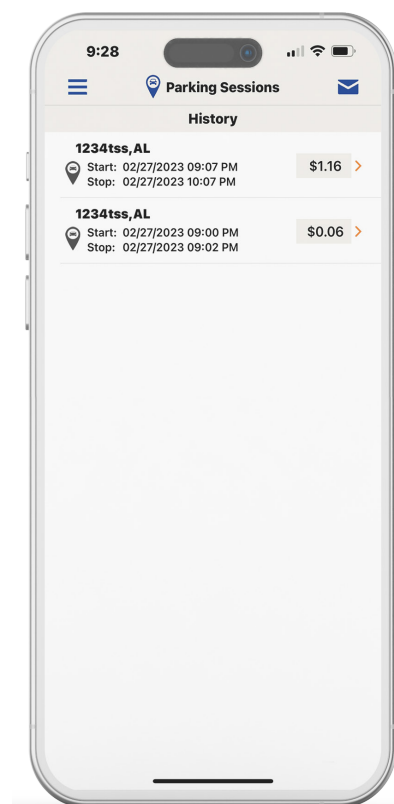
Users of our platform can access their profile and parking history by logging into their account through our website or mobile app. From there, they can view their payment history, parking history, and other account details.

Our user-friendly interface makes it easy for users to navigate their profile and parking history, so they can quickly find the information they need. Additionally, our platform includes advanced search and filtering capabilities, allowing users to sort through their parking history by date, location, or other criteria.



Backend Access Thru The Web

The Pango website provides users with access to the account manager, where they can easily make updates to their account and purchase parking services.



In App

Users can access the account manager directly through the application, making it easy to manage their account details and parking services on the go.

Parking Receipt History | Transactions

The solution offers a convenient way to store parking receipts and transaction history for future reference. Users can easily access this information from their account within both the application and website.

Moreover, our solution offers the flexibility to download transaction history in both PDF and Excel formats, allowing for easy integration with existing accounting and reporting systems. Whether it's for personal record-keeping or business purposes, our solution ensures that users have access to their parking history in a format that suits their needs.

C.5. MONTHLY ACCESS CARDS (3.3.5)

With our application, users can easily register and manage their digital permits from their mobile devices, eliminating the need for physical permits and streamlining the parking process. Whether you're a business owner looking to offer parking to your employees or a resident seeking hassle-free parking, Pango's digital parking permit feature has got you covered. Download the app today and simplify your

Permit Type

Select how long you want to purchase the permit for.

Permit Period

Select how long you want to purchase the permit for.

Vehicle Information

Select one of your up to five vehicles.

Payment Method

Use your default payment method which would already be selected. Or select a different payment method. I.e. select your corporate credit card when on business trips.

Click Next To Purchase

Simple click next to purchase your permit

12:32

Purchase Permits

Location: Bend, OR ✓

Zone: Centennial Garage ✓

Permit Type: Choose Permit Type ✓

Q Enter permit type

Monthly Permit LPR - License Plate

Monthly Permit QR

Select Period: Choose Period ✓

Vehicle: Choose Vehicle ✓

Payment Method: 7746 ✓

Please check the details above and once confirmed, press the Next button.

NEXT

Pango's digital permit platform redefines monthly parking by eliminating physical passes and streamlining the entire process — from purchase to access — all within the mobile app. With flexible subscription options, secure digital credentials, and automatic renewal notifications, Pango empowers users to manage their parking needs with ease while giving the City of Hollywood a more efficient, secure, and environmentally friendly way to administer garage access.

How It Works:

1. In-App Purchase of Monthly Access Cards

Users log in to the Pango app, navigate to the “Monthly Parking” section, and are presented with available access card options — including 24-hour or 12-hour access tiers for designated downtown garages.

2. Eligibility-Based Access

Based on their profile type (e.g., resident, employee, business), users are shown only the permits they qualify for. Required documents are verified within their uploaded profile.

3. Digital Credential Delivery

Upon purchase, a digital access credential is issued instantly via the app — either as:

A scannable QR code

Integration with License Plate Recognition (LPR) for license-based garage entry

Optional RFID tag sync (if needed for specific facilities)

4. Auto-Renewal and Reminders

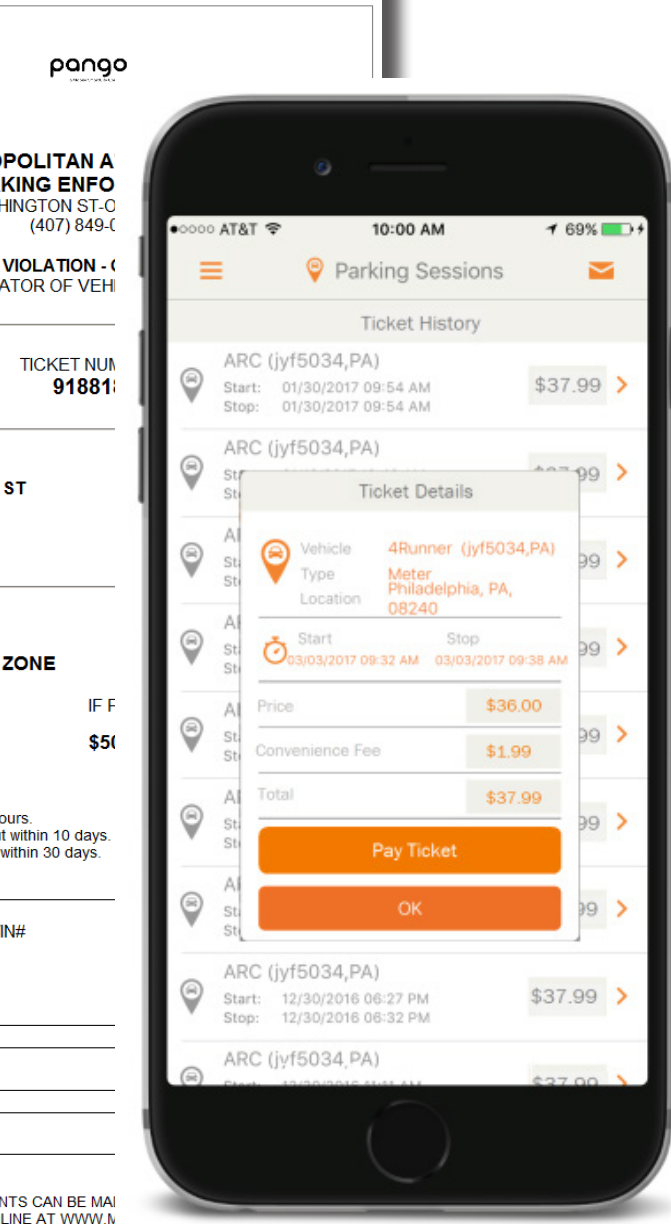
Users can opt-in for monthly auto-renewal or receive reminders 5 days before expiration. Payment is securely processed using PCI DSS-compliant methods.

5. Credential Management & Enforcement

City staff can access a real-time backend dashboard showing all active permits, usage logs, and enforcement-ready data, reducing fraud and enhancing operational oversight.

C.6. ONLINE TICKET PAYMENT AND APPEAL (3.3.6)

A streamlined approach to handling parking violations through the convenience of the Pango Mobile Payment application. This integration is designed to simplify the process of managing and resolving parking tickets directly from users' smartphones, ensuring a hassle-free experience for all..



Ticket Payment Simplified:

- 1. Immediate Violation Access:** With Pango, users can instantly view any parking violations linked to their license plate, ensuring that they are always aware of their parking status and any actions required.
- 1. Seamless Payment Process:** The system facilitates easy payment of parking tickets using the credit card or preferred payment method already associated with the user's Pango account, eliminating the need for manual entry and reducing the risk of late payments.
- 1. Comprehensive Management:** Beyond payment, users can manage all aspects of their parking experience within the app, from permit renewals to violation disputes, offering a one-stop solution for parking management.

Tailored and Cost-Efficient Service

- 1. Customized Solutions:** Recognizing that each institution has unique needs, our services are highly adaptable. We work closely with Ogden City (OGCC) to customize our solution to fit your specific requirements, ensuring an optimal balance of enforcement and user convenience.
- 2. Risk-Free Partnership:** Pango operates on a performance-based model. There are no upfront costs or out-of-pocket expenses for OGCC; our compensation is tied directly to the success of the parking violation collection process. This ensures our goals are aligned with yours – maximizing compliance and revenue.
- 3. Soft Collections Approach:** We understand the importance of maintaining positive relationships with the campus community. Our soft collections method is designed to be firm yet respectful, prioritizing a high collection rate while preserving the customer service experience.

Proactive Collections and DMV Integration

- 1. Active Collections Strategy:** Our approach to collections is both active and user-friendly. By focusing on convenience and clear communication, we encourage timely compliance with parking regulations, enhancing overall compliance rates.
- 2. DMV Integration Available:** For enhanced enforcement capabilities, our system can integrate with Department of Motor Vehicles (DMV) records, providing an additional layer of verification and enforcement to ensure that all vehicles on campus are accountable.

C.7. PARKING PERMIT PURCHASE (3.3.7)

Effortless Permit Purchasing for Residents, Guests, and Employees — All in One App. Pango simplifies the process of purchasing on-street and special-use parking permits by offering an intuitive, self-service experience tailored to each user's eligibility. Whether a resident applying for a discounted beach permit or a guest securing temporary access, users can browse available options, upload required documents, and receive immediate confirmation — without ever visiting a physical office or printing a permit.

The City of Hollywood's unique permit structure — including City-Wide Resident, Lakes Resident, Employee, and Guest permits — is fully supported and dynamically managed within the Pango platform.

How It Works:

1. Permit Marketplace Within the App

Users access the "Permits" section in Pango and are presented with a list of available permit types based on their profile category (Resident, Business, Hotel Guest, etc.).

2. Dynamic Eligibility Filtering

The app intelligently displays only the permits a user qualifies for, using pre-verified documents from their user profile (e.g., driver's license, utility bill, employee letter).

3. Simple Selection & Customization

Users can:

View permit descriptions, pricing, and location zones

Choose durations (monthly, seasonal, annual)

Add vehicle details for enforcement linkage

4. Seamless Checkout Experience

After selecting a permit, users proceed to a secure, PCI DSS-compliant checkout. All transactions are tracked and receipts stored in the app for reference.

5. Instant Activation & Recordkeeping

Once payment is confirmed, the digital permit is automatically activated and linked to the user's license plate or app profile. Enforcement officers can validate in real time through integration with the City's enforcement platform.

6. Support for Multi-Vehicle Households

Pango supports multi-vehicle permits (where allowed), letting users assign a permit to a primary and secondary license plate, with clear switching and usage logs.

C.8. PAYMENT INTEGRATION (3.3.8)

Secure, Seamless, and Scalable Payments – Built into the Pango Experience

Pango by Mobile Smart City Corp provides a robust and fully integrated payment system that empowers users to manage all their parking-related transactions directly from the app. From purchasing permits and access cards to paying citations or adding wallet funds, every payment processed through Pango is encrypted, compliant, and intuitive.

Our platform is built for versatility — supporting multiple payment types, currencies, and gateways — all while maintaining the highest levels of security and PCI DSS compliance.

How It Works:

1. Unified Payment Gateway

All transactions within the Pango app — including permit purchases, citation payments, access card subscriptions, and on-street meter sessions — flow through a centralized, PCI DSS Level 1-certified gateway.

2. Multiple Payment Methods Accepted

Pango supports:

All major credit and debit cards (Visa, MasterCard, Amex, Discover)

Mobile wallets (Apple Pay, Google Pay)

Prepaid and reloadable app balances (optional feature)

Secure, tokenized card storage for faster checkouts

3. Integrated with Permit and Enforcement Systems

Payments are instantly reflected in the backend, updating permit statuses, citation balances, and user records. This real-time sync ensures operational alignment with systems like Gtechna and PARIS.

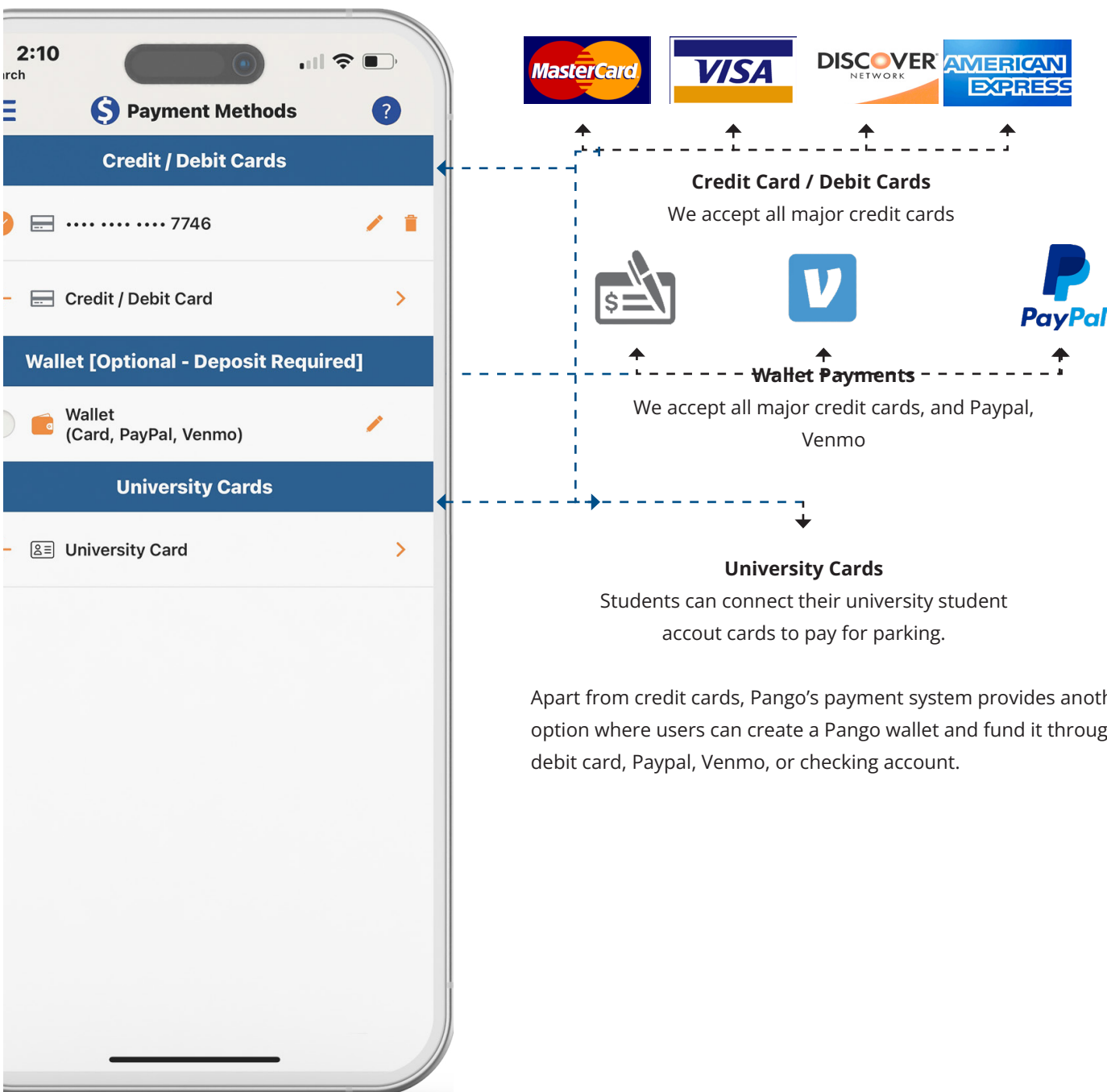
4. Receipts and Transaction History

Every transaction is logged and stored in the user's app history, where they can view, download, or share receipts for personal or business records.

5. Refunds, Disputes, and Voids

Admins have access to a centralized dashboard where they can view all payment activity, issue refunds, and resolve disputes quickly and transparently.

Pango's mobile payment parking system offers various payment options to its users. To ensure safety and security, users can conveniently store their credit card information in their Pango account, which can be updated at any time. Our system adheres to the PCI/DSS compliance standards and maintains a secure connection to protect sensitive data. With this feature, users only need to add their credit card information once and can easily process future parking transactions within seconds. All credit card transactions are processed in real-time, and the funds are collected immediately after the completion of the parking session.



Apart from credit cards, Pango's payment system provides another payment option where users can create a Pango wallet and fund it through their credit/debit card, PayPal, Venmo, or checking account.

C.9. STREET AND GARAGE PARKING PAYMENT (3.3.9)

Simplifying Transactions. Maximizing Convenience.

The Pango Mobile Application offers a seamless, real-time solution for on-street and garage parking payments—designed to meet the City of Hollywood’s demand for efficiency, security, and user satisfaction. Our intuitive interface ensures users can easily pay for parking in just a few taps, while backend flexibility allows the City to manage rates and policies with full control.

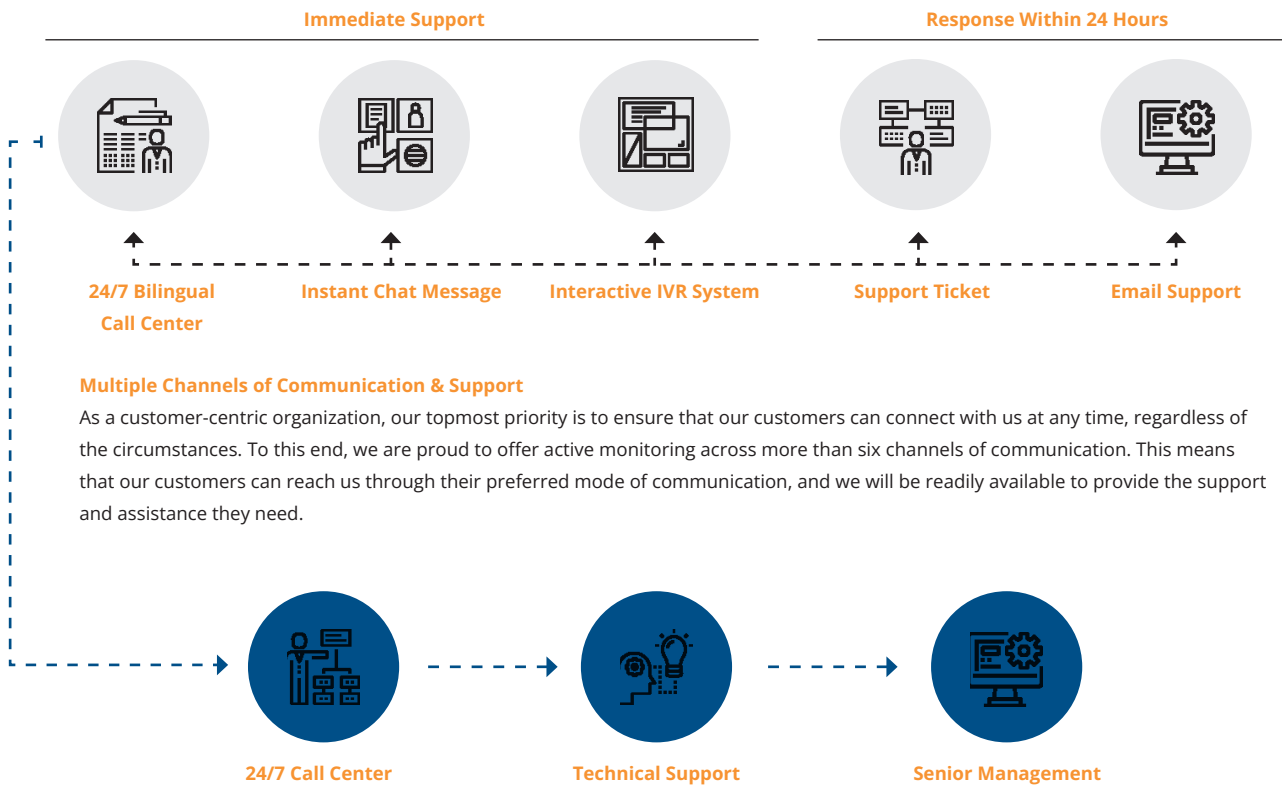
Key Features & Benefits

- **GPS-Based Zone Detection:**
Automatically identifies the user’s location and the applicable parking zone—no need to enter zone numbers manually, reducing user error and frustration.
- **Flexible Session Options:**
Allows users to choose hourly, daily, or custom parking durations and receive reminders before time expires. This reduces citation risk and improves compliance.
- **Dynamic Rate Management:**
Supports real-time updates for parking rates based on demand, location, or time of day—empowering the City to implement demand-based pricing strategies with ease.
- **Multiple Payment Methods:**
Users can pay via credit/debit card, digital wallet (Paypal, Venmo), or prepaid parking accounts. Supports PCI DSS-compliant processing for secure transactions.
- **In-App Extensions & Alerts:**
Allows users to extend parking time remotely and receive push notifications for session start, end, and expiration—enhancing peace of mind.
- **Instant Digital Receipts:**
Users receive real-time confirmation and receipts via email or within the app, streamlining expense tracking and reducing the need for printed tickets.
- **Backend Reporting & Enforcement Sync:**
Integrates with the City’s enforcement systems to reflect paid status instantly, reducing disputes and increasing citation accuracy.

C.10. USER SUPPORT AND NOTIFICATIONS (3.3.10)

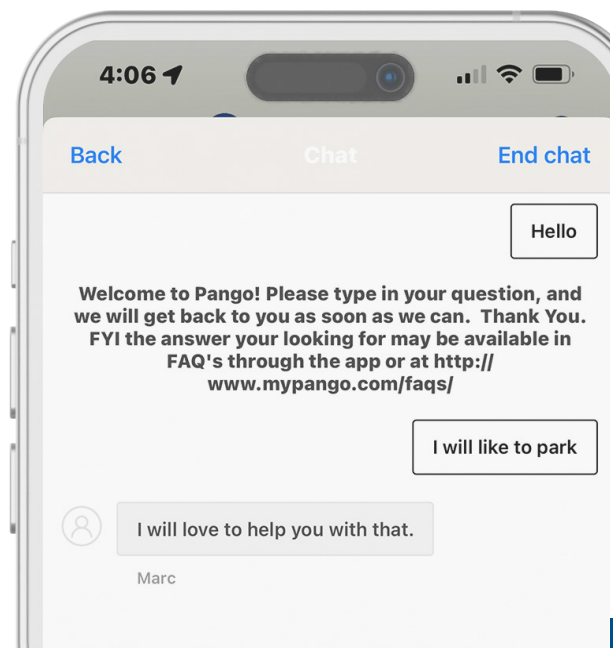
At MSC (Mobile Smart City), we are committed to delivering exceptional customer support to ensure a seamless Pay by Cell parking experience for both customers and Kent State University staff.

Our 24/7 bilingual call center provides round-the-clock assistance, ensuring that customers can receive support in their preferred language at any time. Whether through phone, instant chat, email, or our interactive IVR system, we offer multiple channels for fast and efficient issue resolution.



INSTANT CHAT

Pango distinguishes itself from other competitors by offering a unique feature that enables you to engage in instant chat with our customer support team from both the application and the website. Our live agents are readily available to assist you with any issues or concerns that you may have. Whether you prefer to avoid making direct phone calls to our support center or simply find it more convenient to engage in real-time chat, we provide you with the flexibility to access our live support agents and receive prompt assistance.



C.11. SECURITY AND DATA PRIVACY (3.3.11)

The Pango Mobile Application is engineered for full compatibility across all major mobile platforms, ensuring a reliable, responsive, and visually optimized experience for every user. Whether on Android or iOS, Pango delivers identical core functionality, interface consistency, and high-performance responsiveness—empowering all residents and visitors to access parking services anytime, anywhere.

Key Mobile Compatibility Features

Native iOS and Android Applications:

Developed in native languages (Swift for iOS, Kotlin for Android), Pango ensures optimal performance, security, and feature integration across both ecosystems.

Responsive Design for All Screen Sizes:

Supports a full range of mobile devices—from compact smartphones to large-format tablets—with responsive layouts and touch-optimized elements.

OS Version Backward Compatibility:

Pango supports a broad range of operating system versions to accommodate older devices.

Optimized Performance & Battery Efficiency:

Lightweight architecture and intelligent background processing minimize app load times, battery usage, and data consumption.

Easy Deployment via App Stores:

The app is available for download through Apple App Store and Google Play Store, ensuring trusted distribution and simplified updates for users.

Regular Updates & Maintenance:

Pango follows an agile release cycle, with regular updates to maintain compatibility with the latest device hardware and OS changes from Apple and Google.

Device-Level Feature Utilization:

Leverages native device capabilities like GPS, push notifications, biometric login (Face ID, Touch ID), and camera-based document scanning for optimal UX.

C.12. ACCESSIBILITY AND UX (3.3.12)

Hollywood is a culturally vibrant city, and the Pango Mobile Application is fully equipped to meet the linguistic and regional needs of its diverse residents and visitors. By providing localized language support, culturally appropriate UX adaptations, and region-specific content, Pango ensures no user is left behind—making the parking experience intuitive and accessible for all.

Key Localization Features

Multilingual Interface:

Pango currently supports English, Spanish, and French, with the ability to expand into other languages as needed. Users can easily select their preferred language at launch or switch anytime in-app.

Regional Settings & Formatting:

Adapts automatically to the user's locale for date, time, currency, and number formats—eliminating confusion and enhancing comfort.

Right-to-Left (RTL) Language Readiness:

The app is architected to support RTL languages (e.g., Arabic, Hebrew) if ever required, offering future flexibility for broader regional use.

Multilingual Notifications & Receipts:

Push notifications, email confirmations, and digital receipts are delivered in the user's selected language, maintaining consistency across communication channels.

Community-Centered Translations:

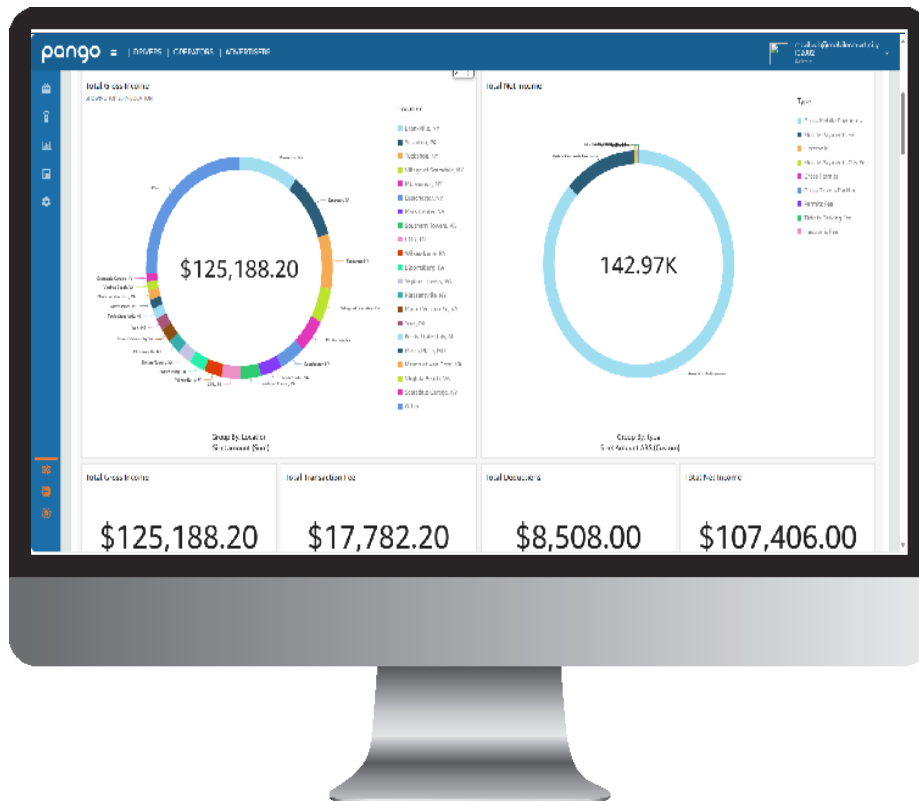
All translations are conducted and reviewed by native speakers—not machines—ensuring accuracy, nuance, and cultural relevance.

Accessible Language Switching:

Users can change their preferred language at any time through the app's settings, with no need to reinstall or restart the app.

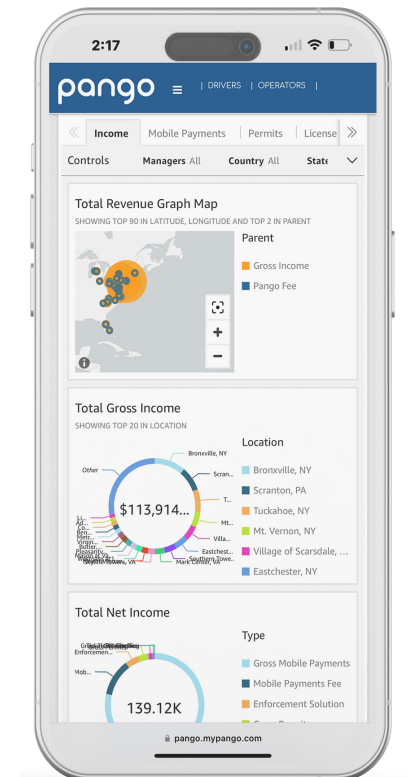
C.15. ANALYTICS AND REPORTING (3.3.15)

The Pango Parking Campus Administration Platform is a robust, web-based solution designed to provide seamless and efficient management of campus parking operations. The platform is accessible exclusively to designated campus administrators at no additional cost, ensuring that institutions can fully leverage its features without incurring unexpected fees. By offering unrestricted, no-fee access, Pango Parking supports campuses in effectively managing their parking facilities, enhancing user experience, and optimizing revenue without financial barriers.



Backend Access Thru The Web

The Pango website provides users with access to the account manager, where they can easily make updates to their account and purchase parking services.



In App

Users can access the account manager directly through the application, making it easy to manage their account details and parking services on the go.

Administrators can access the platform from any internet-enabled device, including desktops, laptops, tablets, and smartphones, ensuring flexibility and ease of use whether they are on campus or working remotely. The system is designed to be intuitive and user-friendly, allowing administrators to quickly navigate and manage parking zones, policies, and configurations as needed, with no additional costs or subscription fees required.

Security and Access Control Features for Designated Users

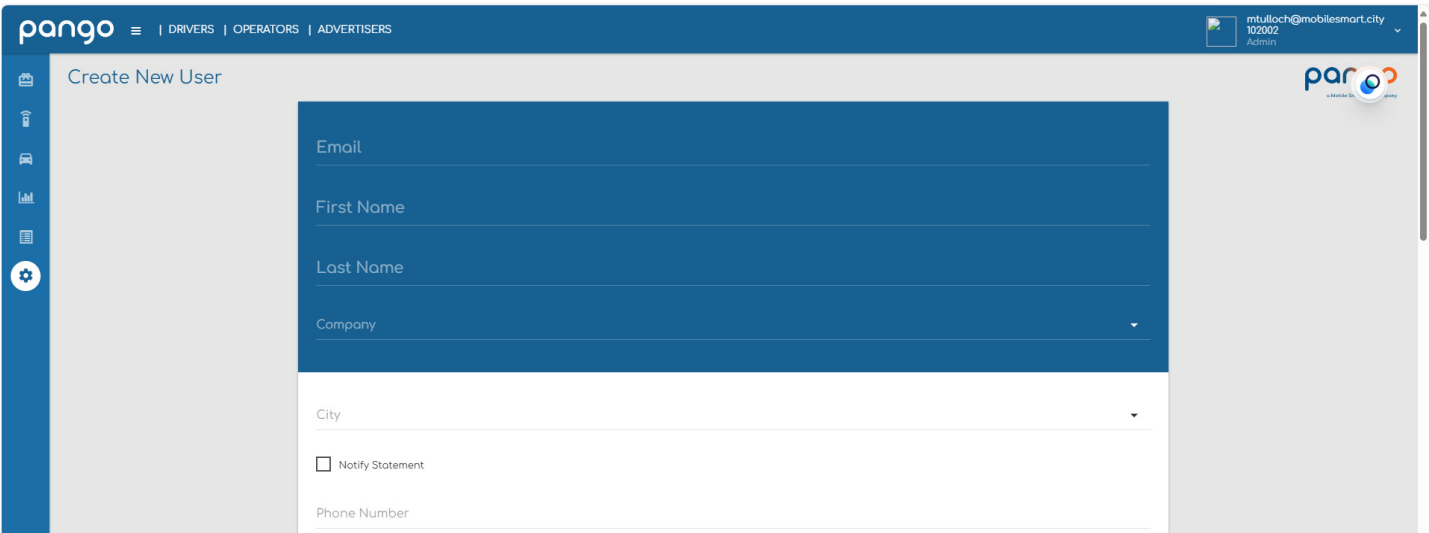
Security is a top priority for the Pango Parking Campus Administration Platform. The platform employs multiple layers of security protocols to protect sensitive information and ensure that only authorized personnel have access to administrative tools and data. Key security and access control features include:

Role-Based Access Control (RBAC)

- Administrators can assign specific roles and permissions to users, ensuring that each individual only has access to the tools and information necessary for their role. This minimizes the risk of unauthorized access and simplifies user management.
- Roles can be customized to align with the institution’s organizational structure, enabling tailored access control based on responsibilities, such as zone management, reporting, or payment processing.

2. Self-Service and On-Demand Access

The Pango Parking Campus Administration Platform is designed to provide seamless, self-service access for campus administrators across multiple devices. Our web-based platform is fully responsive and compatible with a wide range of devices, including desktops, laptops, tablets, and smartphones. Administrators can access the platform on-demand, whether they are in the office or on the go, ensuring that essential parking management functions are always within reach.



Key features of platform accessibility include:

- Cross-Platform Compatibility: The platform is accessible via major web browsers (e.g., Chrome, Firefox, Safari, Edge) on Windows, macOS, iOS, and Android devices.
- Mobile-Optimized Interface: A streamlined interface ensures that administrators can efficiently perform tasks such as updating parking zones, managing rates, and generating reports from their mobile devices without compromising usability.
- Secure Login and User Authentication: Multi-factor authentication and role-based access control ensure that only authorized personnel can access the platform, maintaining security while enabling flexibility.

Real-Time System Availability and Reliability

The Pango Parking Campus Administration Platform guarantees real-time system availability, allowing campus administrators to access features and data whenever needed without delays. The platform's robust cloud-based infrastructure ensures continuous operation, even during peak usage times, providing reliable service for all administrative functions.

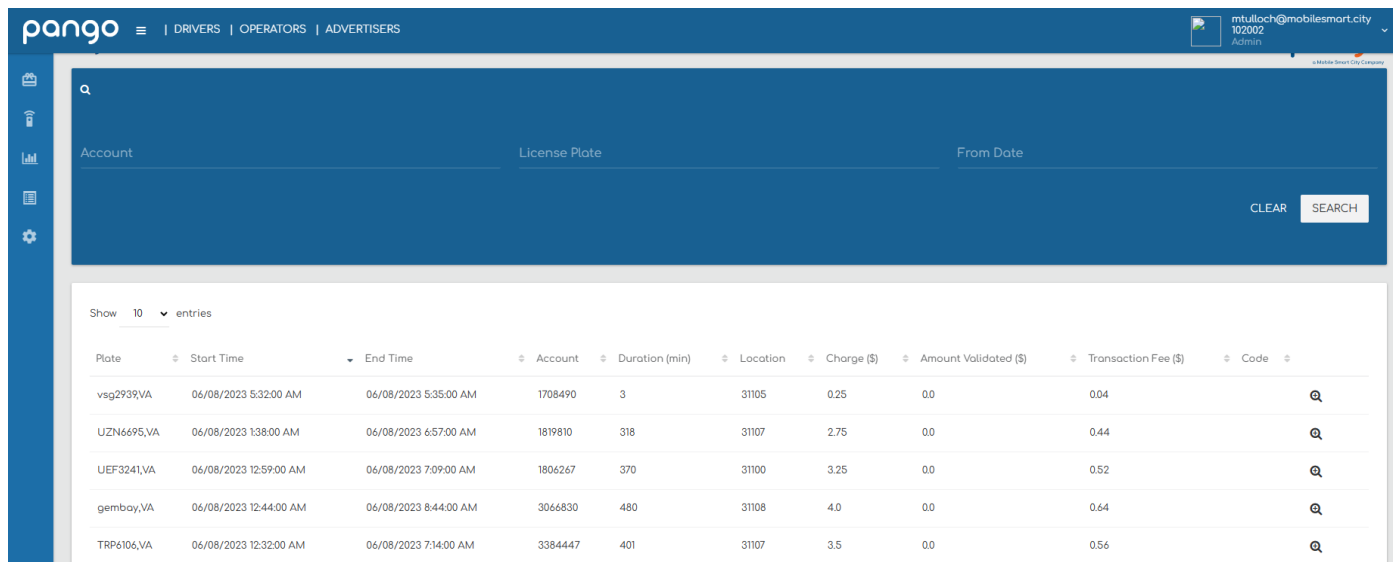
Our commitment to system availability and reliability includes:

- **High Uptime Guarantee:** The platform is hosted on a scalable and secure cloud infrastructure, with a service uptime commitment of 99.9%, ensuring that administrators can always access the system when needed.
- **Real-Time Data Processing:** Administrators can make immediate changes to zones, rates, and policies, with updates reflected across the system in real-time. This functionality is critical for managing dynamic parking environments and responding to changing needs.
- **Redundant Backup and Disaster Recovery:** To ensure uninterrupted service, the platform includes redundant backup systems and disaster recovery protocols, safeguarding data and maintaining system integrity even in the event of unexpected disruptions.

With self-service, on-demand access, and reliable real-time functionality, the Pango Parking Campus Administration Platform empowers campus administrators to efficiently manage parking operations, enhance user experiences, and streamline processes without the need for constant IT support.

3. Zone, Rate, and Policy Management

Effective management of parking zones, rates, and policies is critical for ensuring a smooth and efficient parking experience across campus. The proposed platform offers robust features that allow campus administrators to customize, update, and manage these elements seamlessly, ensuring compliance with campus-specific requirements and policies.



| Plate | Start Time | End Time | Account | Duration (min) | Location | Charge (\$) | Amount Validated (\$) | Transaction Fee (\$) | Code |
|------------|------------------------|-----------------------|---------|----------------|----------|-------------|-----------------------|----------------------|------|
| vsg2932,VA | 06/08/2023 5:32:00 AM | 06/08/2023 5:35:00 AM | 1708490 | 3 | 31105 | 0.25 | 0.0 | 0.04 | Q |
| UZN6695,VA | 06/08/2023 1:38:00 AM | 06/08/2023 6:57:00 AM | 1819810 | 318 | 31107 | 2.75 | 0.0 | 0.44 | Q |
| UEF3241,VA | 06/08/2023 12:59:00 AM | 06/08/2023 7:09:00 AM | 1806267 | 370 | 31100 | 3.25 | 0.0 | 0.52 | Q |
| gemboy,VA | 06/08/2023 12:44:00 AM | 06/08/2023 8:44:00 AM | 3066830 | 480 | 31108 | 4.0 | 0.0 | 0.64 | Q |
| TRP6106,VA | 06/08/2023 12:32:00 AM | 06/08/2023 7:14:00 AM | 3384447 | 401 | 31107 | 3.5 | 0.0 | 0.56 | Q |

Customization and Management of Parking Zones

The platform provides a comprehensive suite of tools that enable campus administrators to define and manage parking zones easily. Administrators can create, modify, and delete zones based on the campus layout, special events, or changing needs. This includes setting specific rules for each zone, such as time restrictions, reserved spaces, or designated areas for specific user groups (e.g., students, staff, visitors).

Key features include:

- **Zone Creation and Adjustment:** Easily create new parking zones or adjust existing ones to accommodate changing needs, ensuring efficient use of campus parking resources.
- **Real-Time Updates:** Changes to zone configurations are immediately reflected across the system, ensuring up-to-date information for users and enforcement teams.
- **Special Designations:** Ability to designate zones for special purposes, such as short-term parking, electric vehicle charging, or loading/unloading areas.

Rate Adjustment and Policy Implementation

Our platform offers flexible rate management, allowing administrators to set and adjust parking fees based on various factors, such as location, time of day, or user type. This dynamic approach to rate setting ensures that parking management can be adapted to optimize revenue, encourage turnover, or provide incentives for specific parking behaviors.

In addition, the platform supports the implementation of customized policies, including compliance with legal requirements, such as ADA regulations. Administrators can easily configure zones to limit use to ADA-compliant spaces, set restrictions, or apply special rates for accessible parking.

Key features include:

- **Dynamic Rate Adjustment:** Modify parking rates in real-time to respond to demand, special events, or operational needs, providing flexibility and control.
- **Policy Configuration:** Set rules for specific user categories, such as discounted rates for staff or students, or restrictions for ADA-accessible parking spaces.
- **Automated Policy Enforcement:** Ensure compliance by automatically applying policies and restrictions based on pre-defined rules, reducing the need for manual intervention.

User-Friendly Interface for Real-Time Updates

The platform's intuitive interface makes it simple for administrators to manage all aspects of parking operations in real-time. Designed with user experience in mind, the system provides clear, accessible menus and dashboards that allow for quick navigation and efficient management. Whether making adjustments to rates, creating new zones, or updating policies, the interface ensures that changes can be implemented smoothly without disrupting day-to-day operations.

Query Functionality for Payment, Zone, and Duration Data

The Pango Parking Campus Administration Platform is equipped with robust query functionality that empowers campus administrators to access critical data necessary for effective citation adjudication. Administrators can easily retrieve detailed information related to payment transactions, including:

- **Payment Time Stamps:** Accurate records of when a parking session was initiated and completed, enabling verification of compliance with parking rules.
- **Zone Information:** Identification of specific parking zones associated with each transaction, allowing administrators to verify if vehicles were parked in designated or restricted areas, such as ADA-only zones.
- **Duration of Parking Sessions:** Detailed logs of how long a vehicle was parked in a given zone, helping to determine if there was a violation of time-limited parking policies.

These data points are available on-demand through the platform's intuitive interface, enabling campus administrators to quickly and easily verify the facts related to disputed citations.

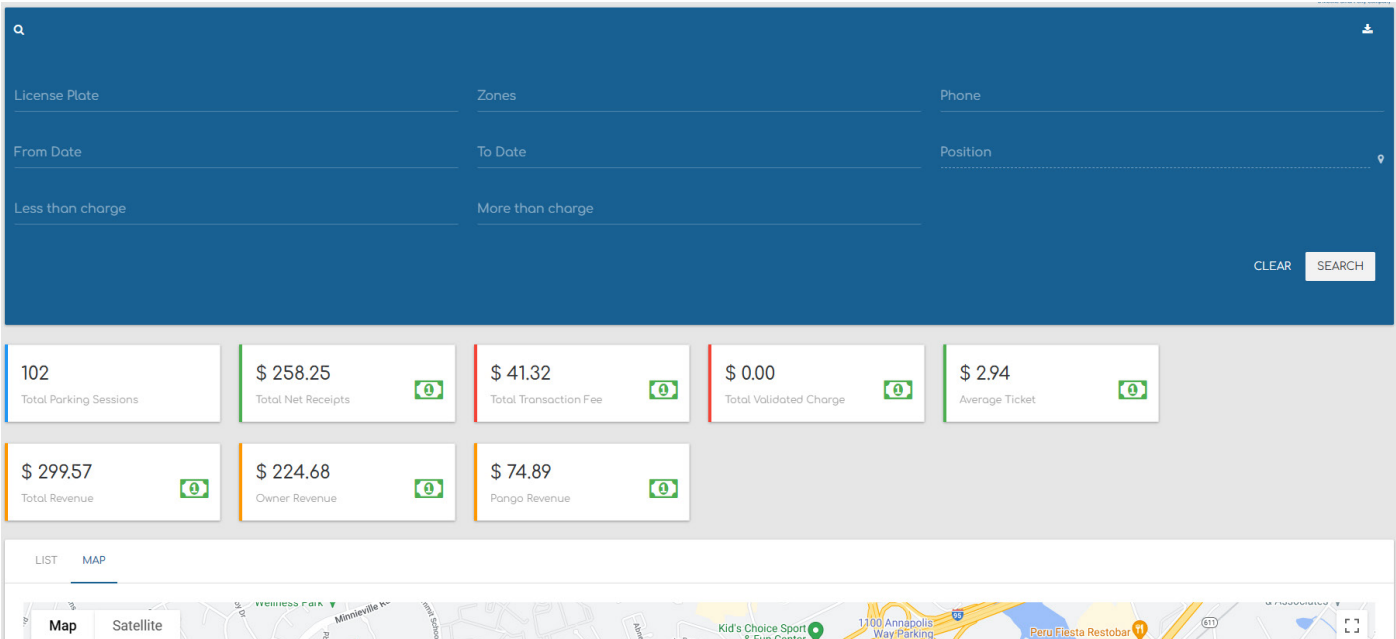
Role in Supporting Citation Adjudication Processes

The platform's ability to provide real-time access to comprehensive parking session data plays a vital role in supporting the citation adjudication process. By having immediate access to accurate and up-to-date information, campus administrators can:

- **Efficiently Verify Compliance:** With instant access to payment and zone information, administrators can quickly determine if a vehicle was parked legally, making the adjudication process smoother and more efficient.
- **Reduce Dispute Resolution Time:** The ability to promptly access data related to payment history, zone assignment, and session duration allows for quicker and more informed decision-making, reducing the time required to address disputes.
- **Enhance Fairness and Transparency:** Clear and detailed transaction data ensures that all adjudication decisions are based on factual information, promoting fairness and transparency. This reduces the likelihood of unresolved disputes and enhances trust in the parking management process.

Report Generation Capabilities

The Pango Parking Campus Administration Platform offers robust, on-demand reporting features that empower campus administrators to efficiently manage parking operations. The platform enables administrators to generate a variety of reports in real-time, providing insights into parking usage, revenue, compliance, and other key metrics. Reports can be generated quickly, ensuring that administrators have immediate access to critical data without any delays.



Key features of the report generation capabilities include:

- Real-Time Data Access: Administrators can generate reports based on live data, ensuring that all information is up-to-date and accurate.
- Pre-Configured and Custom Reports: The platform offers a range of standard, pre-configured reports for common use cases, such as occupancy rates, revenue summaries, and violation statistics. Additionally, administrators have the flexibility to create custom reports tailored to specific needs.
- User-Friendly Interface: The intuitive interface allows administrators to easily navigate and configure reports without requiring technical expertise, streamlining the data analysis process.

Customizable Data Parameters and Export Options

Understanding that each campus has unique requirements, the Pango Parking platform offers customizable data parameters, allowing administrators to tailor reports to specific scenarios. This flexibility ensures that the generated reports align closely with the institution’s needs, supporting data-driven decision-making and strategic planning.

Customizable Filters and Data Fields: Administrators can customize reports by selecting specific data parameters, such as date ranges, parking zones, user categories, and payment methods. This flexibility allows for detailed analysis based on the campus’s operational focus.

D. SYSTEM INTEGRATION AND COMPATIBILITY:

(RFP REF: 4.2.D; 3.1.A; 3.3)

D.1. INTEGRATION STRATEGY OVERVIEW

Unified Systems. Seamless User Experience.

Mobile Smart City Corp's Pango Mobile Application is built on a flexible, API-first architecture designed for deep and secure integration with municipal parking systems. Our integration strategy ensures that the City of Hollywood can unify its existing platforms—including permit systems, payment processors, and license plate recognition—into a single mobile experience for users, without disrupting current operations.

Our approach emphasizes interoperability, minimal lift for City IT teams, and long-term adaptability to future technologies.

Integration Philosophy

- **API-Driven Architecture:**
Pango's platform is built on RESTful APIs that support real-time bi-directional data exchange with third-party systems, enabling efficient integration with Hollywood's existing parking infrastructure.
- **Middleware Flexibility:**
Where APIs are unavailable, Pango supports integration via middleware connectors, custom data bridges, and secure file-based (SFTP) exchanges—ensuring interoperability across legacy systems.
- **Modular Integration Layers:**
We separate each integration layer (e.g., permits, payments, enforcement) for easier troubleshooting, system upgrades, and independent module updates without downtime.
- **Vendor Collaboration Framework:**
Pango has a proven record of successful integrations with leading platforms such as Gtechna, ParkMobile, T2, Tiba, and Genetec LPR. Our technical team collaborates directly with vendor engineering teams to streamline onboarding and avoid finger-pointing between systems.
- **Testing & Validation Protocols:**
Every integration undergoes a structured test suite covering functional accuracy, load tolerance, and data integrity. Sandbox testing is followed by staged rollout and final validation in the City's live environment.
- **Scalable for Future Growth:**
Our integration model is designed to evolve with the City's needs—supporting new system additions, API upgrades, or data standards without the need for app reinstallation or redevelopment.

D.2. INTEGRATION WITH GTECHNA, PARKMOBILE, T2, TIBA, PARIS

Bridging Systems. Powering a Unified Experience.

Mobile Smart City Corp's Pango Mobile Application is built to integrate seamlessly with the City of Hollywood's existing parking ecosystem. We have extensive experience interfacing with the following platforms, each of which plays a vital role in Hollywood's parking operations:

- Gtechna (Permits & Citations)
- ParkMobile (Mobile Payments & Enforcement Data)
- T2 Luke (Multi-Space Pay Stations)
- Tiba (Garage Access & Monthly Cards)
- PARIS (Billing & Accounts Receivables)

By integrating these systems under a single user-friendly app, we eliminate friction, reduce administrative burden, and deliver a connected experience for residents, visitors, and City staff alike.

Integration Capabilities by System:

Gtechna – Parking Permits, Appeals, and Citations

- Real-time permit lookup and application submission via SSO
- Seamless integration for citation payment and appeal workflows
- Real-time citation status retrieval using license plate or ticket number
- Two-way data sync ensures accurate enforcement and user updates

ParkMobile – Existing Mobile Payment Ecosystem

- API-level interoperability to retrieve zone status, availability, and rates
- Redirect or deep-link capabilities to honor current ParkMobile sessions
- Shared enforcement data pipelines to prevent user duplication or conflict
- Supports continued ParkMobile use as part of a hybrid model if needed

T2 Luke – Multi-Space Pay Station Integration

- Real-time sync with T2 APIs to retrieve live payment session status
- Cross-system validation for paid zones to avoid double payment
- Mapping of on-street and lot-based T2 zones within the Pango app

Tiba – Downtown Garage Access Cards

- Monthly pass sales and renewals processed via secure Tiba integration
- Support for 24-hour or 12-hour access types with user document upload
- Automated access card issuance workflows upon City approval
- Integrated with Tiba's backend to verify active credentials at gates

PARIS – Billing & Accounts Receivables

- Secure handoff of transactional data to PARIS system for reconciliation
- Monthly permit purchases, citation payments, and garage access synced

D.3. FUTURE SYSTEM COMPATIBILITY PLANNING

Built to Integrate. Ready to Consolidate.

Mobile Smart City Corp's Pango Mobile Application is architected for long-term adaptability, giving the City of Hollywood the best of both worlds: full interoperability with third-party parking technologies and the option to consolidate systems under one unified, end-to-end platform.

Our flexible integration model ensures that Hollywood can seamlessly onboard future technologies while preserving current investments. At the same time, our in-house suite of hardware and software—including multi-space meters, PARCS, LPR, enforcement, and permits—is already integrated with Pango and centrally managed through a single backend dashboard.

This dual capability reduces friction today and unlocks new efficiencies tomorrow.

Option 1: Third-Party Integration Flexibility

Open API Architecture:

Pango is built on RESTful APIs and supports secure data exchange protocols (OAuth 2.0, SFTP, Webhooks), enabling seamless interoperability with vendors like Gtechna, TIBA, ParkMobile, T2, and PARIS.

Standards-Compliant Framework:

Adheres to evolving industry standards (GBFS, NEMA, C2P) to support new services like EV charging, shared mobility, and curbside management.

Coexistence Model:

Enables phased migration or parallel operation with existing systems—ideal for minimizing disruption while transitioning to newer technologies.

Built-In Sandbox & Testing Environments:

Allows safe and efficient validation of future system integrations.

Option 2: Unified In-House Ecosystem

Multi-Space Meters (Proprietary):

Fully integrated with Pango for live session management, dynamic rate control, and enforcement syncing.

PARCS – Access Control for Garages:

Our in-house PARCS solution connects directly to Pango for access card issuance, occupancy tracking, and gate automation—streamlining garage operations.

LPR (License Plate Recognition):

Pango integrates with our mobile and fixed LPR systems for real-time verification of paid sessions, permits, and citations—supporting touchless enforcement and reduced error rates.

Unified Backend Command Center:

One dashboard for managing meters, permits, payments, LPR, citations, and analytics—eliminating vendor sprawl and simplifying staff workflows.

D.4. LETTERS OF SUPPORT OR PROOF OF PAST INTEGRATIONS

Mobile Smart City Corp has a demonstrated history of successful system integrations with municipal parking infrastructures—ensuring reliable, real-time data exchange between enforcement systems, payment platforms, and mobile applications. As the provider of the Pango Mobile App, we have completed seamless integrations with key systems such as Gtechna, Passport and other providers, similar to those used by the City of Hollywood.

To illustrate our capability and experience, we offer the following cities as reference projects:

Village of Bronxville, New York

We integrated the Pango Mobile App with the Village's existing parking systems, including Gtechna enforcement tools. The project included zone mapping, live citation sync, and permit logic for residential and commuter users. The launch was completed on time and is actively used by residents and enforcement officers today.

City of Mount Vernon, New York

Mount Vernon required advanced integration between Passport Mobile Application, and the Pango platform. Our team successfully delivered a unified system that supports real-time parking payments, occupancy visibility, and violation processing—all through the Pango mobile app.

These references serve as concrete proof of our ability to deliver on the technical requirements outlined in Section 3.3 of the RFP. Letters of support from both municipalities are available upon request, and we welcome direct contact with these agencies to validate our performance and collaborative approach.

E. DATA SECURITY AND PRIVACY:

(RFP REF: 4.2.E; 3.3.11; EXHIBIT B)

Built to Integrate. Ready to Consolidate.

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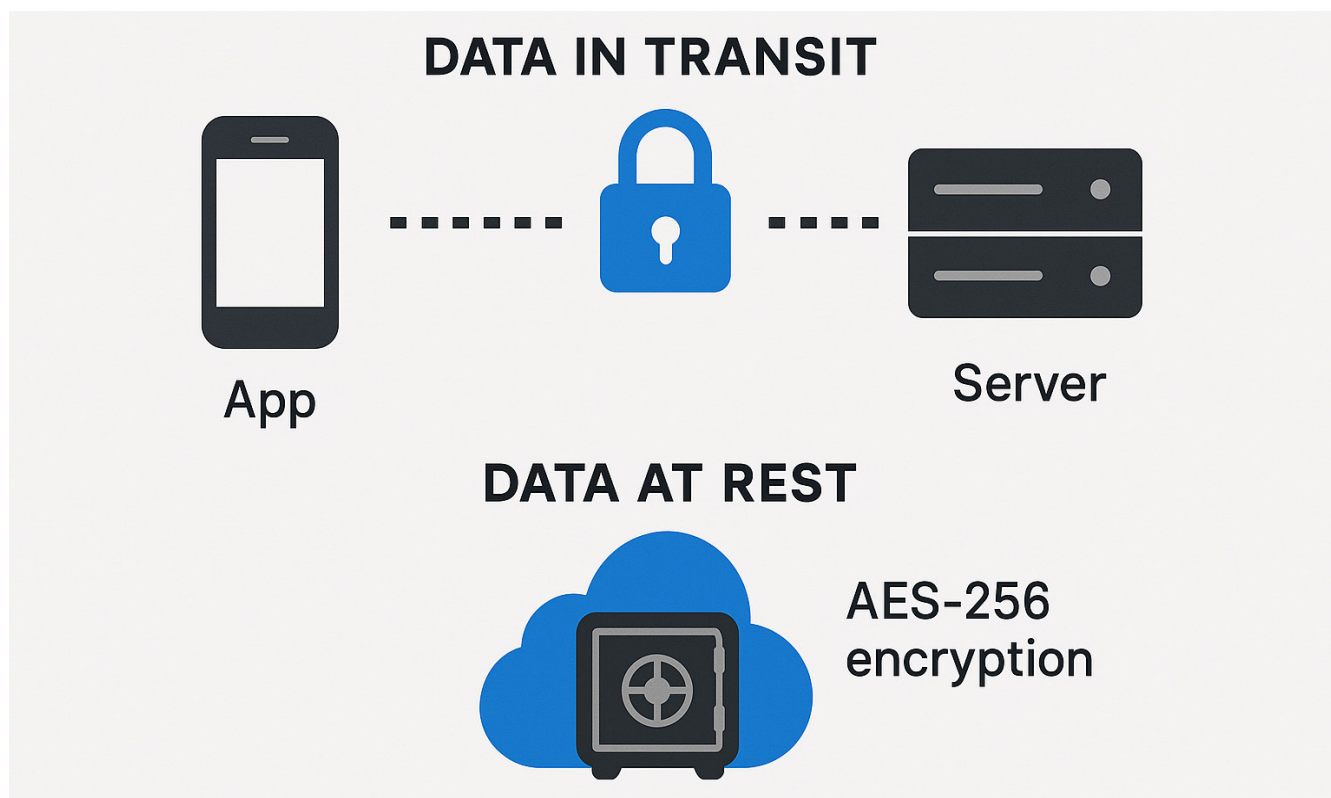
LPR (License Plate Recognition):

Pango integrates with our mobile and fixed LPR systems for real-time verification of paid sessions, permits, and citations—supporting touchless enforcement and reduced error rates.

D.4. LETTERS OF SUPPORT OR PROOF OF PAST INTEGRATIONS

At Mobile Smart City Corp, data protection is not just a requirement—it's a responsibility we uphold at every layer of our infrastructure. The Pango Mobile Application is built on a zero-compromise security architecture that ensures all user, payment, and operational data is encrypted, monitored, and protected—both in transit and at rest.

We adhere to the highest standards in cybersecurity and data privacy, ensuring full compliance with PCI DSS, industry best practices, and the City of Hollywood's internal IT security policies.



Key Protection Measures

1. End-to-End Encryption (E2EE):
All data transmitted between the Pango application, backend servers, and integrated systems is encrypted using TLS 1.2+ (or higher), safeguarding against eavesdropping and man-in-the-middle attacks.
2. AES-256 Encryption at Rest:
All sensitive data stored on Pango's cloud infrastructure—such as payment information, user profiles, and permit data—is encrypted using Advanced Encryption Standard (AES) 256-bit encryption, the gold standard for at-rest security.
3. Tokenization of Payment Data:
Payment card information is never stored directly. Instead, it is tokenized and securely transmitted to PCI DSS-certified payment processors, minimizing risk and ensuring full payment data isolation.
4. Role-Based Access Controls (RBAC):
Access to data is restricted using strict RBAC protocols, ensuring that only authorized personnel have access to specific datasets, based on job function and clearance level.

E.2. PCI DSS AND CYBERSECURITY FRAMEWORKS

As a payment service provider, we understand the importance of protecting the privacy and security of all financial information. Our system is designed to meet the highest level of security standards set by the payment card industry, and we are certified as a PCI Level 1 compliant service provider, and every year we voluntarily go through recertification.



Our compliance with PCI DSS (Payment Card Industry Data Security Standards) means that our system has undergone rigorous testing and evaluation to ensure that it meets the strict security requirements set by the payment card industry. Our system is regularly monitored and audited to ensure that it continues to meet these standards.

In addition to our PCI compliance, we employ a multi-layered security approach that includes industry-standard encryption technologies, user authentication and access controls, and a dedicated security team that continuously monitors and updates our system.

E.3. INCIDENT RESPONSE PROTOCOLS

Mobile Smart City Corp follows a rigorous, time-bound Incident Response Protocol (IRP) to immediately detect, respond to, and remediate any cybersecurity event that could impact the City of Hollywood's systems, data, or operations. Our framework aligns with Exhibit B of the City's Vendor Engagement Policy and is grounded in best practices outlined by NIST SP 800-61 (Computer Security Incident Handling Guide).

From the moment of detection to final resolution, our team is committed to minimizing risk, preserving data integrity, and keeping the City informed every step of the way.

Key Elements of Our Incident Response Plan

24/7 Monitoring & Threat Detection:

Pango's infrastructure is continuously monitored using automated intrusion detection systems (IDS), antivirus engines, and behavioral analytics to identify threats in real time.

12-Hour Breach Notification Guarantee:

In accordance with Exhibit B, the City of Hollywood will be notified within 12 hours of any suspected or confirmed incident that may impact its digital environment or data.

Tiered Incident Classification:

Incidents are triaged based on severity—ranging from low-risk anomalies to critical breaches—ensuring the right resources and urgency levels are deployed.

Dedicated Incident Response Team (IRT):

Our internal IRT consists of cybersecurity analysts, engineers, and executive-level oversight. This team initiates containment, forensic investigation, and root cause analysis immediately upon activation.

Collaborative Communication:

Upon initial alert, the City is assigned a direct point of contact for incident updates, mitigation strategies, and status reports until full resolution.

Post-Incident Review & Reporting:

A full post-incident report is delivered to the City within 5 business days, including:

Timeline of events

Impact assessment

Remediation steps

Future risk mitigation recommendations

Continuous Improvement:

Every incident—regardless of impact—feeds into our security operations playbook to enhance our prevention and detection capabilities over time.

E.4. EXHIBIT B COMPLIANCE NARRATIVE

Our organization is fully committed to upholding the City of Hollywood's Vendor Engagement Policy, ensuring end-to-end security, accountability, and data integrity throughout the life of the contract. We understand that this mobile parking application will interface directly with sensitive digital infrastructure, and we have designed our systems and protocols to align with every requirement outlined in Exhibit B.

Cybersecurity Architecture and Incident Response

- **Proactive Risk Assessment**
We conduct ongoing cybersecurity risk and criticality assessments for all client deployments, including at onboarding and annually thereafter. These assessments evaluate financial, operational, reputational, and compliance risks and inform any required mitigation plans.
- **Cybersecurity Controls**
We have implemented layered defenses in accordance with the NIST Cybersecurity Framework and PCI DSS, ensuring protection of the City's digital environment from intrusion or data compromise.
- **Incident Reporting**
In the event of a cyber incident, we follow a strict 12-hour notification policy and provide actionable reports to assist in mitigating any risk to City systems. Our team is available 24/7 to coordinate technical response and recovery.

Data Governance, Access Control, and Transparency

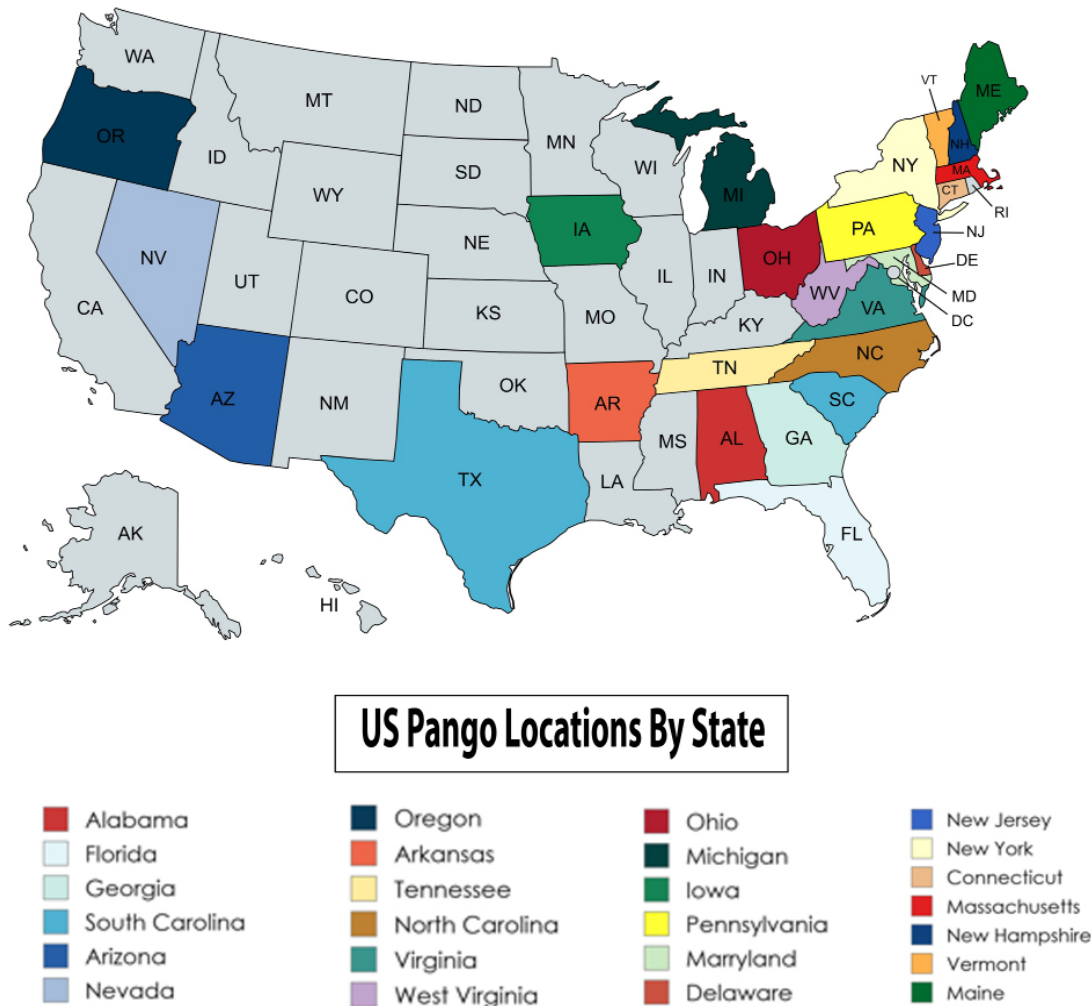
- **City-Owned Data, On U.S. Soil**
All City data is hosted exclusively within U.S.-based Tier 4 data centers, ensuring compliance with national security requirements. No data is routed through or stored in foreign jurisdictions.
- **Data Ownership and Transfer Rights**
We affirm that the City retains full ownership of all data collected through the application. Upon contract termination or request, all data will be securely returned or destroyed, including metadata and backups, within 30 days.
- **Remote Access Security**
Any remote access to the City's systems is time-bound, user-specific, and logged using session monitoring tools approved by the City. All default system passwords are replaced, and strong encryption protocols are enforced at both the transport and storage levels.
- **Encryption Standards**
All data in transit uses TLS 1.3 encryption, and all data at rest is encrypted using AES-256.
- **Third-Party Accountability**
Any subcontractors or third parties involved in hosting, integration, or support will be contractually bound to meet the same standards required by Exhibit B, and will undergo our internal security vetting process.

INTENTIONALLY OMITTED

F. REFERENCES:

(RFP REF: 4.2.F; 5.0)

Our commitment to excellence and proven track record are demonstrated through successful projects completed for various municipalities across the country. In compliance with the RFP requirements, we proudly submit three references that showcase our capabilities, commitment to quality, and strong client relationships. The following references include key project details and contact information for individuals who can provide valuable insights into our performance:



Our firm has been recognized and awarded
on other national contacts such as



- | | |
|--------------------------------------------------------------|------------------------------------------------------|
| ■ Austria | ■ Lebanon |
| ■ Belgium | ■ Netherlands |
| ■ Bosnia and Herzegovina | ■ Poland |
| ■ Germany | ■ Portugal |
| ■ Finland | ■ Slovenia |
| ■ France | ■ Sweden |
| ■ Hungary | ■ Switzerland |
| ■ Israel | ■ Spain |
| ■ Italy | ■ United Kingdom |



EUROPE PANGO LOCATIONS AND CITIES

- | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ■ Austria - Town of lenzing - City of Graz - Town of Gleisdorf | ■ Germany - City of Carolinensiel - City of Dusseldorf - City of Aachen - City of Oldenburg - City of Hagen - City of Hamburg - Town of Dessau - Charlottenburg - Municipality of Alsdorf - Freiburg - City of Darmsdtadt - City of Chemnitz - Fürstenfeldbruck - City of Karlsruhe - Stuttgart - City of Frankfurt | ■ Finland - Tampere | ■ Lebanon - Furn El Chebbak | ■ Slovenia - Town of Grosuplje | ■ Spain - City of Pamplona - Barakaldo municipality - City of Leon - City of Madrid - City of Toledo - City of Valencia - City of Palma |
| ■ Belgium - City of Bruxelles - City of Charleroi - Forest - Town of Nieuwpoort - City of Hasselt - Etterbeek | ■ Hungary - City of Cegled | ■ Netherlands - City of Hilversum | ■ Sweden - City of Sundsvall | ■ Switzerland - City of Monthey - Village of Andermatt - City of Bellinzona | ■ United Kingdom - Town of Chesterfield |
| ■ Bosnia and Herzegovina - City of Tuzla | ■ Israel - City of Beit Shemesh | ■ Poland - Town of Walcz - Europark, Warsaw - Krynica-Zdroj - Town of Czysta Chowa | ■ Portugal - Matosinhos - Town of Fatima - Emel | | |



REFERENCE INFORMATION



Entity Name
Village of Bronxville

Point Of Contact
Linda Thomas

Contact Info
Lthomas@vobny.com

Annual Volume
384,642 Parking Transactions

SINCE 2013 | 1,350 SPACES HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

The Village of Bronxville Parking Department expertly operates, manages, and maintains the comprehensive parking system, consisting of a state-of-the-art indoor garage, 9 well-kept surface lots, 600 convenient on-street meters, and a variety of time-restricted areas on local streets.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

Using Pango's Permit/Reservation Solution a user will go to our website and create an account and then buy the Permit/Reservation.



RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

REFERENCE INFORMATION



Entity Name
City of Scranton

Point Of Contact
Vito Del Vescovo

Contact Info
Vito.DelVescovo@abm.com

Annual Volume
197,048 Parking Transactions

SINCE 2013 | 3,038 SPACES HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

The City of Scranton is expertly managed by ABM Parking Services, ensuring efficient issuance of municipal parking permits, proper functioning of parking meters, and strict enforcement of parking regulations through the issuance of summonses. In an effort to further enhance the parking experience, Mobile Smart City has teamed up with ABM to offer the cutting-edge Pango mobile payment solution.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

Using Pango's Permit/Reservation Solution a user will go to our website and create an account and then buy the Permit/Reservation.



RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.

REFERENCE INFORMATION



Entity Name
City of Wilkes-Barre

Point Of Contact
Rob Sliker

Contact Info
570-208-4232

Annual Volume
66,361 Parking Transactions

SINCE 2008 | 450 SPACES

HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

Mobile Smart City aids the Parking Enforcement Department in enforcing parking regulations in meter districts, timed zones, loading zones, and restricted zones. By doing so, MSC helps to ensure a seamless turnover of parking spaces.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

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RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

REFERENCE INFORMATION



Company Name
Village of Tuckahoe

Point Of Contact
Chief Costanzo

Contact Info
(914) 231-0202

SINCE 2013 | 1,500 SPACES HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

Mobile Smart City aids the Parking Enforcement Department in enforcing parking regulations in meter districts, timed zones, loading zones, and restricted zones. By doing so, MSC helps to ensure a seamless turnover of parking spaces.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

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RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

REFERENCE INFORMATION



Company Name
Central Michigan University

Point Of Contact
Fred Harris

Contact Info
Harri1fa@cmich.edu

Address
1200 S. Franklin St Mount Pleasant, Mi 48859

SINCE 2018 | 1,200 SPACES HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

The Parking Services division of the CMU Police Department is tasked with issuing parking permits to CMU affiliates and visitors, alongside managing all corresponding documentation. Additionally, this division oversees the enforcement of parking regulations through the collection of parking fines and processing of citation appeals. Mobile Smart City Corp enhances these parking operations by providing the Pango mobile payment solution and digital permits, catering to the convenience of visitors, students, and staff.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



PANGO MOBILE PAY

This allows parkers to pay for the parking session using an easy and convenient mobile application or web application.



DIGITAL PERMITS

Using Pango's Permit/Reservation Solution a user will go to our website and create an account and then buy the Permit/Reservation.



RESERVATIONS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access.



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.



REFERENCE INFORMATION



FERRIS STATE UNIVERSITY

Company Name

Ferris state University

Point Of Contact

Sheree Schrot

Contact Info

ShereeSchrot@ferris.edu

Address

1201 S. State Street, Big Rapids, Mi 49307

SINCE | SPACES

HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

At Ferris State University, the partnership with Pango introduces a streamlined, user-friendly parking experience for students, faculty, visitors, and staff. Utilizing Pango's innovative mobile enforcement application, users can effortlessly pay for parking tickets through their smartphones, eliminating the need for physical cash or standing in line.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED



ZEUS PARKING ENFORCEMENT

The Zeus Mobile Enforcement App provides clients with an easy-to-use, real-time parking enforcement solution.

G. INSURANCE DOCUMENTATION:

(REFERENCED FROM: EXHIBIT A)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/08/2024

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

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

| | | |
|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| PRODUCER Hiscox Inc. 5 Concourse Parkway Suite 2150 Atlanta GA, 30328 | CONTACT NAME: PHONE (A/C, No, Ext): (888) 202-3007 FAX (A/C, No): E-MAIL ADDRESS: contact@hiscox.com INSURER(S) AFFORDING COVERAGE INSURER A: Hiscox Insurance Company Inc INSURER B: INSURER C: INSURER D: INSURER E: INSURER F: | NAIC # 10200 |
|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

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

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVR | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|----------|--------------------|-------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: | Y | | UDC-4974563-CGL-21 | 10/01/2024 | 10/01/2025 | EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 0 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ S/T Gen. Agg \$ |
| | AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> | | | | | | COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ |
| | UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$ | | | | | | EACH OCCURRENCE \$ AGGREGATE \$ \$ |
| | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below | | | | | | E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$ |
| | | | | | | | |

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

| | |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CERTIFICATE HOLDER | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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ACORD 25 (2016/03)

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CITY OF HOLLYWOOD | DUE DATE: APRIL 14, 2025
RFQ-282-25-SA | MOBILE PARKING APPLICATION

H. COMPLIANCE WITH VENDOR ENGAGEMENT POLICY:

(REFERENCED FROM: EXHIBIT B)

Our organization affirms full compliance with the City of Hollywood's Vendor Engagement Policy (Exhibit B) and embraces its intent to safeguard the City's digital infrastructure, preserve public trust, and ensure responsible vendor operations. We implement a robust cybersecurity and governance framework designed to not only meet but exceed the City's requirements in the areas of access control, data handling, encryption, monitoring, and compliance documentation.

H.1. Cybersecurity Measures

Enterprise-Grade Security Frameworks

We operate within the NIST Cybersecurity Framework and maintain PCI DSS v4.0 compliance. Our infrastructure is hardened through continuous vulnerability scanning, penetration testing, and employee cybersecurity training.

Cybersecurity Incident Response Plan

In accordance with the policy, any cybersecurity incident will be reported to the City within 12 hours of discovery. We maintain a 24/7 incident response team and a formal escalation protocol to support immediate containment and resolution.

Shared Intelligence Protocols

If a threat is identified, we commit to proactive information sharing to help the City mitigate further risk.

H.2. Access Control and Data Handling Policies

Strict Role-Based Access

Access to the City's systems is granted only to designated personnel, time-restricted, monitored, and logged. Shared credentials are explicitly prohibited.

Data Residency and Sovereignty

All data collected or managed on behalf of the City is stored exclusively on U.S.-based servers. We guarantee that no City data is stored or transmitted internationally.

H.3. System Monitoring, Password, and Encryption Policies

Monitoring and Session Logging

Remote access to the City's systems will be monitored in real-time, using City-approved portals and tracking tools. Access logs will be made available for audit upon request.

Password and Account Security

We enforce mandatory changes of all default system passwords, utilize strong password policies, and apply two-factor authentication for all privileged accounts.

Data Encryption Standards

All data in transit is secured with TLS 1.3 encryption; data at rest is encrypted using AES-256. Backups are also encrypted both in storage and during transfer.

H.4. Data Retention, Ownership, and Transfer Practices

Full Data Transparency

Upon request, we provide the City with:

I. IMPLEMENTATION TIMELINE:

(REFERENCED FROM: 3.5)

Because our mobile parking application is fully developed, field-tested, and already live on both iOS and Android platforms, we can configure and deploy a customized version for the City of Hollywood in under 45 days from contract execution.

Our process is focused on setup—not software development—which significantly reduces implementation risk and ensures a faster time to value. We'll onboard the City's zones, integrate required data feeds, and tailor the user experience to meet the City's branding and operational needs.



I.1. Project Phases and Durations

| Phase | Duration | Description |
|-------------------------------------------|------------|-----------------------------------------------------------------------------------------------------------------------------------|
| Phase 1 – Kickoff & Configuration Mapping | Days 1–3 | Confirm zones, pricing rules, permit types, citation logic, access card policies, and integration points. |
| Phase 2 – City Environment Setup | Days 4–10 | Configure City of Hollywood within the admin portal. Input zone mapping, create user roles, and assign digital permit categories. |
| Phase 3 – Integration & Data Sync | Days 11–20 | Establish live data integrations with Gtechna, T2, ParkMobile, TIBA, PARIS, and LPR systems. Sync permit and citation data. |
| Phase 4 – City Testing & Validation | Days 21–30 | Conduct QA walkthroughs, test payment flows, verify zoning accuracy, and simulate real-time occupancy updates. |
| Phase 5 – City Review & Final Approval | Days 31–35 | Gather final sign-off from stakeholders; make minor UI or config adjustments based on feedback. |
| Phase 6 – Launch & Knowledge Transfer | Days 36–45 | Flip the system live for public use, provide training to admin users, and deliver documentation and support access. |

I.2. MILESTONES AND DELIVERABLE DATES

| Milestone | Target Date (Day #) | Deliverable |
|------------------------------|---------------------|----------------------------------------------------------------|
| Kickoff Completed | Day 3 | City zone, permit, and citation structure defined |
| Hollywood Environment Built | Day 10 | System configured with user roles and parking logic |
| Live Data Feeds Established | Day 20 | Integrations connected and validated |
| QA and City Testing Complete | Day 30 | Zone validation, payment testing, and user work-flows approved |
| Final Adjustments Made | Day 35 | Feedback implemented and launch checklist complete |
| Go-Live | Day 45 | App publicly enabled for Hollywood users, staff trained |

Our implementation is guided by clearly defined milestones that ensure transparency, accountability, and progress at every stage. From initial kickoff and environment setup to full integration with existing systems and stakeholder validation, each deliverable is strategically aligned to support a seamless go-live within 45 days. With a pre-built platform and proven deployment process, we're able to move rapidly while maintaining high standards for accuracy, usability, and security—culminating in a successful public launch and City staff readiness.


I.3. KEY DEPENDENCIES

To meet the accelerated timeline, the following items will be coordinated in partnership with the City:

- **Zone and Pricing Data**
Final confirmation of active zones, rate structures, and enforcement windows.
- **API Access & Test Credentials**
Read-only or test-mode access to Gtechna, T2, ParkMobile, TIBA, and PARIS to validate data flows.
- **Approval for App Branding Elements**
City branding assets (logo, color palette) and optional splash screen content.
- **Staff Availability for Testing & Training**
Dedicated testing and sign-off team; scheduling of 1–2 training sessions during final rollout phase.

Pre-Built, Field-Tested, and Ready to Deploy

With our app already published and in use by other municipalities, the City of Hollywood benefits from a mature, stable platform—not a prototype. Our role is to onboard, configure, and activate your environment quickly and securely. This turnkey approach allows us to go live confidently within 45 days from notice to proceed.



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