



Date: September 13, 2016

Proposal Recommendation for:

**City of Hollywood, FL**

Parking Citation & Permit Database System: Solicitation # RFP-44532-16-JE



Prepared By:

**Complus Data Innovations, Inc.**

560 White Plains Road

Tarrytown, NY 10591

914-747-1200



October 13, 2016

City Hall/ Procurement Services Division  
2600 Hollywood Blvd., Room 303  
Hollywood, FL 33020

Ms. English,

Complus Data Innovations, Inc. (Complus) is pleased to present our response to the City of Hollywood's (City) Request for Proposals (Solicitation: #RFP-4532-16-JE) for Parking Citation and Permit Database System. This proposal is valid for one hundred and eighty (180) days from the RFP submittal deadline of October 13, 2016. We have received, read, and understand all addenda to this RFP.

For 30 years, Complus has been providing the services outlined in the RFP and we are confident that our solution and services will exceed the requirements of the City. We encourage Hollywood to reach out to our references to confirm the Complus focus on exceptional customer service, enhanced revenue generating abilities, and all-inclusive training, maintenance, and support programs.

As part of our end-to-end management package, Complus will:

- Work closely with your personnel and any appropriate agencies to maximize revenue collection – and to do so with maximum efficiency and accuracy.
- Supply all of the equipment, data processing, training, expertise, and ongoing support necessary to effectively manage each parking citation and permit.
- Monitor the results of our mutual efforts through our reporting functions and analyze those results on a regular basis.
- Keep you on the "cutting edge" of technology, continually helping you to take full advantage of the latest solutions available in the parking industry.

This document will detail the scope of services Complus will provide. For questions and clarification, please contact Stephen J. Hittman - Chief Operating Officer at (914) 747-1200.

Our headquarter office is located at 560 White Plains Road, Tarrytown, NY 10591. I, Jeff G. Grossman, President, am the individual within our corporation who is authorized to commit our company to this contract.

We welcome the opportunity for post-bid clarification discussions with the City of Hollywood in order to add additional depth and clarity to our response, and to learn how Complus' services could be further tailored to meet the City's desired outcome.

Sincerely,

A blue ink signature of Jeff G. Grossman.

Jeff G. Grossman  
President  
Complus Data Innovations, Inc.

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\*Please note, as requested in the City's RFP, **Signed City Forms** have been included in the Appendix B folder of this electronic submission.

\*\* As requested in the City's RFP, a **Sample Contract** has been included in the Appendix A folder of this electronic submission.

## 1. PROFILE OF PROPOSER

Complus Data Innovations, Inc. (Complus) is a leading provider of parking citation and permit management tools – our hardware, software, and associated services offer the City of Hollywood an innovative downtown and beach parking solution. Founded in 1986, Complus is one of the largest parking management companies in the United States, especially on the East Coast. Our reputation for superior collection results and personalized customer services is unmatched in the industry. Complus' sole objective is to provide the tools, services, and support needed by Hollywood for success in your day to day parking operations.

Complus' proprietary software, **FastTrack™**, supports end-to-end citation and permit management. All functions are executed and tracked within this centralized platform. Integrated with our back office processing services, exclusively developed handheld software, and state-of-the-art handheld devices, Complus offers the City of Hollywood a robust solution that includes:

- Permit and citation processing under one, cohesive system, allowing the user to restrict permits sales until all outstanding citations have been paid
- Ability to enforce license plate permits with no need for a physical decal
- Retrieval of current registered owner information directly from DMVs nationwide
- An active interface with Florida Department of Highway Safety and Motor Vehicles (DHSMV) for processing FL vehicle registration suspensions and holds
- Fine escalation and late fee assessment
- Automated delinquent noticing including up to three notices and one final notice
- Handheld and LPR enforcement list management for boot/tow eligible and valid permit plates
- Court/Review adjudication management and reporting
- Management and statistical reporting
- User-friendly Ad Hoc inquiry and reporting
- Online integration supporting online payment citation, appeals, and permit renewals
- Automated citation issuance via handheld devices
- Custom designed handheld program including timed parking enforcement
- Integrations with pay by cell, pay by plate, and multi-space meters providers
- Partnerships with LPR providers for enhance scofflaw and permitting enforcement

Superior client service is the core foundation of Complus. Our team is committed to providing clients with the innovative solutions, critical information, and the reliable support and training they need. Our hands-on approach will ensure that Hollywood staff and enforcement officers learn directly from Complus service experts throughout the life of the contract. Users will have the knowledge and ongoing support necessary to take full advantage of the enforcement and management tools provided with the Complus solution.

### Company Size

We currently have 38 full-time employees providing ongoing service to over 200 clients. With the exception of optional 3<sup>rd</sup> party collection services, all work is done in-house and services are rendered from our headquarters located in Tarrytown, NY.



### Contact Information

Complus Data Innovations, Inc.  
560 White Plains Road  
Tarrytown, NY 10591  
Telephone: (914) 747-1200  
Toll Free: (800) 331-8802  
Fax: (914) 747-0632  
[www.complusdata.com](http://www.complusdata.com)



Jeff G. Grossman, President: [jeffg@complusdata.com](mailto:jeffg@complusdata.com)  
Mr. Grossman is authorized to contractually bind Complus to any future agreements.

Stephen J. Hittman, Chief Operating Officer: [stephenh@complusdata.com](mailto:stephenh@complusdata.com)  
Mr. Hittman is authorized to negotiate and answer questions about our company; in addition, he will provide contract administration duties.

### Similar Municipal Projects

The following current clients have received similar services as to those outlined in the City's RFP. We have included contact information for each project and highlighted services that we feel are of particular interest to Hollywood.

<b>Client Name :</b> City of White Plains, NY	<b>Contact:</b> John Larson (914) 422-1232 jlaron@whiteplainsny.gov 255 Main Street Annex Building White Plains, NY 10601
<b>Average Yearly Citation Revenue:</b> \$7,700,000	
<b>Number of Citations Issued Annually:</b> 280,000	
<b>Collection Rate:</b> 94%	
<b>Services Provided By Complus:</b> <ul style="list-style-type: none"><li>• <b>FastTrack™</b> software</li><li>• Handwritten citation data entry</li><li>• Handheld citation writers with customized programming</li><li>• Integrations with multi-space pay stations and pay-by-cell services</li><li>• IVR and Web-based payments</li><li>• Nationwide DMV lookups</li><li>• Webmaster assistance</li><li>• Help Desk and Client Services</li></ul>	
<b>Service Highlights:</b> <p>As one of the fastest growing metropolitan areas in New York State, White Plains effectively manages its downtown parking district with parking technology integrations and custom handheld programming. Multi-space meters and pay by phone services integrate with Complus handhelds for quicker citation issuance, increased revenue, and encourage compliance with parking ordinances. For more efficient on-street timed parking enforcement, the City employs our handheld electronic chalking capabilities. Furthermore, to decrease municipal frustrations over frivolous appeals, our custom handheld programming provides “grace periods” so parkers will not be ticketed while en route to pay stations to pay for parking.</p>	

<b>Client Name :</b> City of Westport, CT	<b>Contact:</b> Chief Koskinas (203) 341-6026 fkoskinas@westportct.gov 50 Jesup Road Westport, CT 06880
<b>Average Yearly Citation Revenue:</b> \$ 770,000	
<b>Number of Citations Issued Annually:</b> 99,600	
<b>Collection Rate:</b> 98%	
<b>Services Provided By Complus:</b> <ul style="list-style-type: none"><li>• <b>FastTrack™</b> software</li><li>• Handheld citation writers</li><li>• Permit program with online permit renewals</li><li>• IVR and Web-based payments</li><li>• Nationwide DMV lookups</li><li>• Webmaster assistance</li><li>• Help Desk and Client Services</li></ul>	
<b>Service Highlights:</b> <p>Using our online permit renewal service, Westport has moved more than 60% of permit renewals out of the office. This migration alleviated a considerable strain on the Westport staff, and as a result, 1/3 of City staff has been reallocated to other municipal duties. The City has also employed our online permit waitlist capabilities for an automated way to track the next customer in line and the number of permits available.</p>	

<b>Client Name :</b> City of Manitou Springs, CO	<b>Contact:</b> Joe Ribeiro (719) 685-5407 jribeiro@comsgov.com 606 Manitou Avenue Manitou Springs, CO 80829
<b>Average Yearly Citation Revenue:</b> \$222,500	
<b>Number of Citations Issued Annually:</b> 13,800	
<b>Collection Rate:</b> 86%	
<b>Services Provided by Complus:</b> <ul style="list-style-type: none"><li>• <b>FastTrack™</b> software</li><li>• Handheld citation writers with customized programming</li><li>• Partnership with Genetec LPR services</li><li>• Permit Management</li><li>• IVR and Web-based payments</li><li>• Nationwide DMV lookups</li><li>• Webmaster assistance</li><li>• Help Desk and Client Services</li></ul>	
<b>Service Highlights:</b> <p>Manitou Springs incorporated LPR services to assist with permit management. Complus provides the City a list of plates with valid permits, which is then uploaded to the LPR system. During parking enforcement, officers are able to quickly identify vehicles without valid permits, leading to increased revenue and achievement of City permit program goals.</p>	

## References

The following clients will not only attest to Complus' successful citation and permit management services, but the superior support available to our clients. **Reference Questionnaires** for these clients can be found on the following pages.

<i>Client:</i> <b>City of Anna Maria, FL</b>	Services: <ul style="list-style-type: none"> <li>• <b>FastTrack™</b> software</li> <li>• Handheld citation writers</li> <li>• IVR and Web-based payments</li> <li>• Nationwide DMV lookups</li> <li>• Webmaster assistance</li> <li>• Help Desk and Client Services</li> </ul>
<i>Contact:</i> Pamela Gibbs Parking and Code Enforcement Manager (941) 705-0519 City of Anna Maria 307 Pine Ave. PO Box 779 Anna Maria, FL 34216	
<i>Client:</i> <b>City of Bradenton, FL</b>	Services: <ul style="list-style-type: none"> <li>• <b>FastTrack™</b> software</li> <li>• Handheld citation writers</li> <li>• IVR and Web-based payments</li> <li>• Nationwide DMV lookups</li> <li>• Webmaster assistance</li> <li>• Help Desk and Client Services</li> </ul>
<i>Contact:</i> Lt. Valerie Shoates (941) 932-9374 Valerie. Shoates@cityofbradenton.com 100 10th Street SW Bradenton, FL 34205	
<i>Client:</i> <b>City of New Rochelle, NY</b>	Services: <ul style="list-style-type: none"> <li>• <b>FastTrack™</b> software</li> <li>• Handheld citation writers with customized programming</li> <li>• Data entry of handwritten citations</li> <li>• Partnerships with Cale and Parkmobile for Pay-by-Plate services</li> <li>• Partnership with Capital Recovery collection agency</li> <li>• IVR and Web-based payments</li> <li>• Nationwide DMV lookups</li> <li>• Webmaster assistance</li> <li>• Help Desk and Client Support</li> </ul>
<i>Contact:</i> Adam Salgado Operations Manager/Department of Development (914) 654-2190 asalgado@ci.new-rochelle.ny.us City of New Rochelle City Hall 515 North Ave New Rochelle, NY 10801	

## REFERENCE QUESTIONNAIRE

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

Giving reference for: Complus Data Innovations, Inc.

Firm giving Reference: City of Anna Maria, FL

Address: City of Anna Maria ,307 Pine Ave., P.O. Box 779, Anna Maria, FL 34216-0779

Phone: 941-705-0519

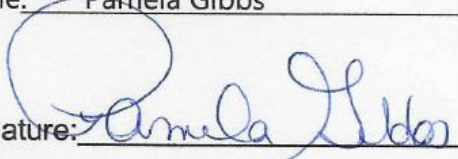
Fax: \_\_\_\_\_

Email : \_\_\_\_\_

1. Q: What was the dollar value of the contract?  
A: A new client, Anna Maria's citation revenue for April -August 2016 was over \$98,000.
2. Q: Have there been any change orders, and if so, how many?  
A: Na
3. Q: Did they perform on a timely basis as required by the agreement?  
A: yes
4. Q: Was the project manager easy to get in contact with?  
A: yes
5. Q: Would you use them again?  
A: yes
6. Q: Overall, what would you rate their performance? (Scale from 1-5)  
A: ☐ 5 Excellent ☒ 4 Good ☐ 3 Fair ☐ 2 Poor ☐ 1 Unacceptable
7. Q: Is there anything else we should know, that we have not asked?  
A: NO

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

Name: Pamela Gibbs Title : Parking and Code Enforcement Manager

Signature:  Date: 9/20/16

## REFERENCE QUESTIONNAIRE

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

Giving reference for: Complus Data Innovations, Inc.

Firm giving Reference: City of Bradenton, FL

Address: Bradenton Police Department, 100 10th Street West, Bradenton, FL 34205

Phone: (941) 932-9339

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

Email: \_\_\_\_\_

1. **Q:** What was the dollar value of the contract?  
**A:** Bradenton's citation revenue for 2015 was \$82,000.
2. **Q:** Have there been any change orders, and if so, how many?  
**A:** Yes, two.
3. **Q:** Did they perform on a timely basis as required by the agreement?  
**A:** Yes.
4. **Q:** Was the project manager easy to get in contact with?  
**A:** Yes.
5. **Q:** Would you use them again?  
**A:** Yes.
6. **Q:** Overall, what would you rate their performance? (Scale from 1-5)  
**A:** ☒ 5 Excellent ☐ 4 Good ☐ 3 Fair ☐ 2 Poor ☐ 1 Unacceptable
7. **Q:** Is there anything else we should know, that we have not asked?  
**A:** Representatives are very helpful and eager to assist.

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

Name: Lieutenant Valorie Shoates Title: Civilian Administrator

Signature: [Handwritten Signature] Date: 9-28-2016



## REFERENCE QUESTIONNAIRE

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

Giving reference for: Complus Data Innovations, Inc.

Firm giving Reference: City of New Rochelle, NY

Address: City of New Rochelle, City Hall, 515 North Ave, New Rochelle, NY 10801

Phone: (914) 654 - 2190

Fax: (914) 632 - 3626

Email: asalgado@ci.new-rochelle.ny.us

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

A: New Rochelle's citation revenue for 2015 was \$2.1 million.

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

A: There has been one no cost change order

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

A: Yes, Comp Plus can be relied upon to deliver their work timely

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

A: Yes. Comp Plus is always available to assist and develop solutions to issues as they arise

5. Q: Would you use them again?

A: yes

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

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

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

A: Com Plus is an excellent company that brings a wealth of valuable experience to the table

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

Name: Adam Salgado Title: Operations Manager/Department of Development

Signature:  Date: 9/23/16



## Client Satisfaction

Perhaps the greatest testament to our capabilities is client satisfaction. We are proud of our 98.82% contract renewal rate - Complus clients stay with Complus over the long term! Don't just take our word for it - the following testimonials have been offered by some of our present clients:

"Working with Complus has significantly reduced the labor hours previously needed to administer parking citations. The handheld devices are simple to use and have reduced the number of data entry errors we previously experienced. Having timely citation information in the database has improved our ability to assist our customers. The service we've received from Complus has been top notch. I've not experienced such personalized service with other software vendors."

-Melissa Hurtado, Revenue Operations Manager, City of Thousand Oaks

"The Bethlehem Parking Authority decision to partner with Complus was based on their unparalleled experience, ability to stream-line multiple functions, and provide excellent customer service. Complus' ability to thoroughly evaluate and streamline multiple operational functions sets them apart from their competitors. The integration process is well thought out, and more importantly, as stress free as any integration the Bethlehem Parking Authority has undertaken. Complus is ready and willing to do whatever it takes to ensure we're operating at one-hundred percent and happy."

-Kevin Livingston, Executive Director, Bethlehem Parking Authority

"The software and services provided by Complus have been nothing short of exceptional! Westfield State University was seeking to provide students with enhanced on-line services for both citation payments and permit purchases and Complus was the only company that provided all of the services the University was looking for in one comprehensive package. The services Complus provides have streamlined our issuance, appeals and collection processes for both our Public Safety, students and staff. In addition, students are now able to purchase their parking permits on-line over the summer thereby eliminating the need for them to stand in long lines to make their purchase in person."

-Kim Morgan, WSU Student Affairs/Parking Clerk

"It has been a pleasure working with Complus. I could not have asked for a more professional, friendly and responsive group of people to count on to assist with any concern or questions I ever called with."

-Lt. Dan Dowd (RET), Beacon Police Department

## Disclosure of Litigation

Complus was involved in a patent infringement lawsuit involving a manufacturer whose equipment we were using. The case has been resolved in our favor in a Texas jurisdiction and Complus has **NEVER** been found at fault in any lawsuit or legal proceeding. Complus is not currently involved in any pending litigation.

## Financial Stability and Florida Business License

On the following pages, we have included a copy of our license to conduct business in the State of Florida and a letter of reference from Chase bank demonstrating that Complus is financially sound and able to meet the financial obligations required by the City.

**R. Lamont Bynoe, VP**  
Business Relationship Manager  
Telephone: (914) 949-3254



September 21, 2016

City Hall/ Procurement Services Division  
2600 Hollywood Boulevard, Room 303  
Hollywood, FL 33020

RE: Complus Data Innovation Inc.

To whom it may concern

We are pleased to provide information regarding the above named customer. Complus Data Innovations, Inc. has maintained a strong business banking relationship with JPMorgan Chase since 2001. We regard this company as one of our most valued relationships and enjoy doing business with them.

Complus Data Innovations, Inc. maintains average balances in the low to mid seven figures. Complus Data Innovations, Inc. is a client in good standing with our bank.

We hope you find this information helpful. If you have any further questions or need additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Bynoe", with a long horizontal flourish extending to the right.

R. Lamont Bynoe  
Vice President



FLORIDA DEPARTMENT OF STATE  
Division of Corporations

March 10, 2015

CORPORATION SERVICE COMPANY/ COURTNEY

Qualification documents for COMPLUS DATA INNOVATIONS, INC. were filed on March 9, 2015 and assigned document number F15000000962. Please refer to this number whenever corresponding with this office.

Your corporation is now authorized to transact business in Florida.

To maintain "active" status with the Division of Corporations, an annual report must be filed yearly between January 1st and May 1st beginning in the year following the file date or effective date indicated above. If the annual report is not filed by May 1st, a \$400 late fee will be added.

A Federal Employer Identification Number (FEI/EIN) will be required when this report is filed. Apply today with the IRS online at:

<https://sa.www4.irs.gov/modiein/individual/index.jsp>.

Please notify this office if the corporate address changes.

Should you have any questions regarding this matter, please contact this office at (850) 245-6052.

Valerie Herring  
Regulatory Specialist II  
New Filing Section  
Division of Corporations

Letter Number: 515A00004802

Account number: I20000000195

Amount charged: 70.00

[www.sunbiz.org](http://www.sunbiz.org)

Division of Corporations - P.O. BOX 6327 -Tallahassee, Florida 32314

## 2. SUMMARY OF PROPOSER'S QUALIFICATIONS

### Project Manager

An Implementation Team, led by an assigned Client Service Manager (CSM), will work closely with City personnel to smoothly transition Hollywood from its current system to **FastTrack™**. Together, we will develop a mutually agreeable schedule for the timely delivery of all defined hardware, software and associated services.

The CSM will be assigned upon contract execution and Complus prides itself on the most well-trained and knowledgeable client service professionals in the industry. Every CSM is hired with an eye toward experience, intelligence, customer-centric values, and professional expertise. Once hired, they typically spend over six (6) months in supervised, mentored training before being entrusted with client accounts.

After facilitating the transition to the Complus system, the assigned CSM will continue to guide the Hollywood account, ensuring all work meets City requirements. The City's primary point of contact, the CSM will be responsible for training personnel and on-going support regarding current procedures and newly implemented enhancements. As part of their duties, the CSM will also conduct on-site visits, schedule requests, and handle questions and issues as needed.

All CSM team members are knowledgeable of client needs and will back each other up if necessary. The client service management team is led by Janine Marsigliano, Vice President of Client Services. As the team supervisor, she is ultimately responsible for ensuring our client's needs are met.

### Project Team

The following Complus team members have all been instrumental in the implementation and ongoing project management of Complus nationwide. Complus team members will dedicate as much time as needed to ensure the effective and timely delivery of required City services. As requested and found in the Appendix A folder of this electronic submission, we have included resumes of the team members who will be responsible for implementation and ongoing success of the City's Parking Citation and Permit Database System.

Founder and President, **Jeff G. Grossman**, began his career as an independent consultant for municipal governments. An expert programmer, he assisted in a wide range of municipal areas including accounting, court administration, and personnel. Building on these experiences, he founded Complus in 1986 and was a pioneer in the parking management industry. His technical expertise in the government sector has driven the development of programming and services that specifically support municipal parking management. Jeff continues to provide overall direction to the Complus team, overseeing all technical developments and keeping Complus on the leading edge of technological innovation.

All Complus client accounts are administered under the supervision of **Stephen J. Hittman**, Chief Operating Officer. An original member of the Complus team, his wealth of industry knowledge and management experience translates into an indispensable asset for Complus and our clients. Stephen is responsible for all executive functions relating to pricing, competitive analysis, customer relations, and business development. In his role as Contract Administrator, Stephen oversees agreement negotiations and is the primary contact for contract inquiries.

Technological innovation and superior client service are the defining features of Complus. Ensuring that team members have all the training and resources necessary to provide clients with the innovative solutions, critical information, and reliable support they need is imperative.

**Jennifer Rentz**, Vice President – Business Operations oversees all existing operational structures, while also developing new concepts that keep Complus on the cutting edge. Her active affiliations with the IPI Technology Committee and Women in Parking provide access to the latest information and developments in parking management. By fostering relationships with providers of parking services like Pay-by-Cell, Pay-by-Plate, Multi-Space Meters, and License Plate Recognition, Jennifer's experience enables Complus to be an innovator in the industry.

Our clients benefit from a wealth of experience few companies can offer. Not only do we provide the expertise gathered from our years in the industry, but also the flexibility and varied skill set gained from working with diverse clients. Led by our Vice President of Client Services, **Janine Marsigliano**, our Client Service team translates these experiences into superior client support. As Vice President, Janine provides strategic client direction, ensures that projects are implemented according to plan, and sees that client expectations are met. She has a solid history of successful project completions – under her direction, Complus has successfully implemented more than 200 clients and maintains a 98.82% contract renewal rate.

The management of all day to day IT operations is the responsibility of **Denise Mangano**, Information Technology Director. A member of the Complus team for over 14 years, her experience and intimate knowledge of the Complus network is invaluable to the overall design, reliability, and security of our data and telecommunications infrastructure. Always striving to provide our clients the best in enforcement, citation, and permit management systems, we are continuously exploring new technologies and services to improve our solution. Denise oversees new developments and ensures that there are minimal service disruptions during their implementation. As director of the IT Support Department, she is ultimately responsible for all technical and handheld support provided to our clients by phone and in the field.

Growing our client base has helped expand our range of services and supports effective solution delivery to all Complus clients. As Director of Business Development, **John Beehler** is responsible for developing new accounts and supporting our current client base. He has translated his extensive sales experience into creating new business opportunities and represents Complus as the primary point of contact for prospective clients during the RFP process.

As the technical component of our client support team, Help Desk and Field Support Technicians assist clients with technical questions, troubleshoot hardware issues, and provide onsite handheld training. As a former technician, **Daniel Mascaro**, the team's Information Technology Support Supervisor has extensive "in the field" experience and provides both technical expertise and administrative leadership. Daniel currently oversees Help Desk support to all Complus clients, assists with handheld implementations, and conducts regular client maintenance visits.

## City Project Roles and Responsibilities

The following chart outlines City support needed for implementation and on-going project management for the Complus solution.

Project Role	Responsibility
Contract Administration	Oversees contract negotiations and is the primary contact for contract inquiries.
City Project Management	Primary City contact during the implementation process and ongoing project management. Will work with the CSM to create citation, notice, and letter forms; define reporting needs; provide DMV information; schedule training; and act as a project liaison for the entirety of the implementation process and ongoing project management.
Programming/ IT Specialist	Assists when needed when needed during the system testing phase.
Network Administration	Grant administration rights to the City's network to grant access to <b>FastTrack™</b> .
System Operators	All required users of the <b>FastTrack™</b> system to participate in system training.
Enforcement Officers	All required users of the enforcement devices to participate in handheld training.

## Resources and Information

During the implementation phase, Complus will need City staff assistance with citation and letter proofing, ordering and delivery of hardware, answering questions, and training. To ensure that the system is working properly and implementation target dates are met, the City must provide a test file, in the proper form and layout, well in advance of the Go Live date.



### 3. PROJECT UNDERSTANDING, PROPOSED APPROACH, AND METHODOLOGY

#### Methodology

Since the company's inception, Complus has specialized in parking management software, hardware, and services. With a unified approach to enforcement and collections, we streamline processes and increase efficiencies. Our flexible parking model enables us to tailor services on an individual client basis, and we are constantly evolving to meet clients' changing needs. Complimented by our dedicated team of parking professionals, Complus delivers the most effective solution in the industry.

Complus' only business is to provide parking citation and permit management tools and services for our clients. A small and personal company, Complus employs a "hands-on" approach where our top executives play an active role in account maintenance. Our clients benefit from the singular philosophy that personifies Complus: parking management is our only business and providing these services is our sole purpose.

#### Client Support Services

Complus service and IT representatives are readily available to meet all of our client's service expectations. In addition to regular client visits, City employees will continue to have access to live client service assistance via a nationwide, toll free number between the hours of 8:30 AM and 5:00 PM, Monday through Friday, Eastern Time, with afterhours emergency support for critical technical issues. Complus also provides remote diagnosis and resolution.

CSMs and IT technicians are able to address questions regarding the services outlined in this document, as well as troubleshoot open citations for operational issues that employees may encounter. All support services are available to the City for the **life of the contract at no additional cost.**

#### Training

Complus team members will provide on-site training to all necessary parking services personnel on both the **FastTrack™** system and the handheld citation writers. Training includes a combination of classroom based preparation for all users and "in the field" sessions for handheld operators. Complus will supply all users with training manuals - manual updates will be provided as new enhancements are released. As requested in the RFP, we have provided the Table of Contents from both the **FastTrack™** and handheld training manuals in the Appendix A folder of this electronic submission so the City may have a better idea of the topics covered and resources provided with the Complus training process.

After the initial implementation training and system launch, Complus will be available to provide refresher training or new staff member training at no additional charge throughout the term of the contract. **All reasonable requests for training by the City will be provided by Complus at no charge—including all travel costs for Complus personnel.**

## The Customer Experience

Based on our review of the City's Public Parking Forum found on Hollywood's website, we understand that balancing parking management with customer relations is important to the City. As the parking industry moves away from punitive parking models, Complus leads the way in this growing trend. The following tools and services demonstrate our commitment to meeting the growing demands of our clients while helping to enhance the parker's experience.

- We work with **pay by cell, pay by plate, and multi space meter** vendors so customers can conveniently pay for parking and do not have to worry about being ticketed. Our relationship with **LPR** providers partnered with our permit services leads to more accurate enforcement and ensures permit holders have access to adequate parking availability.
- We offer convenient **online payment, appeal, and permit renewal options** – all can be completed with the simple click of a button. Both the ParkingTicketPayment.com and BuyMyPermit.com websites are easy to navigate and completely secure. By simplifying processes, customers can easily take care of their parking needs and avoid accruing unnecessary violations.
- If Hollywood wishes to use enforcement to educate the public, our handheld programming allows for **custom citation notes** and **warning citations** - these tools can be used to directly inform violators of additional parking options so they can avoid being ticketed in the future.
- Service is the core of the Complus business model and we offer parker resources to answer questions regarding how to use online services and trouble shoot citation issues. The success of our online services led to the development of **Webmaster**, an online customer service tool. Users email technical support questions related to the online payment or appeal of a citation to the Webmaster, and Complus team members respond within two business days. The City may also opt for **customer telephone support services**. One of our value adding enhanced services, customers can speak live with a Complus parking professional for citation information or guidance on how to resolve a parking citation issue.

## Types of Services

We understand that Hollywood is seeking a comprehensive solution that includes all aspects of the parking citation and permit management life cycle. Throughout the following sections we will describe the delivery and benefit of Complus services that meet these management requirements. All are designed to add efficiency, effectiveness, and ease to the City's parking operations, and support the City in accomplishing both current and future goals.

## Citation and Permit Management Software - **FastTrack™**

**FastTrack™** is a centralized management system which includes:

- Appeals Management
- Boot and Tow System
- Correspondence
- Payment Management Services
- Permit Program
- Reporting Functions

The system accounts for and processes all newly issued parking citations. Linking each citation to a particular license plate, **FastTrack™** provides a complete history of all associated transactions. Fines automatically escalate and penalties are applied according to schedules defined by the client.

### *New Parking Citation Entry*

**FastTrack™** provides a concise template for entering manual citation information into the system. Citations issued by the handheld citation writers will be added to the system upon wireless transfer or upon docking at the end of the enforcement officer's shift.

### *Document and Image Storage*

The Complus system offers several document and image storage functions:

- **Ticket View** - Scanned manual and uploaded handheld citations are available for "Ticket View", allowing software users to view an image of the citation through **FastTrack™** and violators to view their citation on the web-based payment site.
- **Digital View** - Similarly, images captured by the handheld citation writers can also be viewed through **FastTrack™** and the web-based payment site.
- **Online Appeals** - The **FastTrack™** System allows for scanned documents to be attached to online appeals. These supporting documents can be accessed through the appeal program and are linked by citation number.
- **Online Permit Purchases** - If required by the client, customers can upload supporting documents needed for permit purchase (ex. registration or proof of residency). These documents can be accessed during the fulfillment process to ensure only qualified customers receive the proper permits.



**Image of Violation available in **FastTrack™** and the web-based payment site**

## **FastTrack™ Permit Program and Online Permit Services**

The **FastTrack™** Permit Program can streamline all of Hollywood's permitting and citation management services under a single, centralized system.

- By cross referencing the parking citation database in the Complus **FastTrack™** system, the City could restrict a permit/decal sale to an individual until all citations are paid in full. In person payments made through the **FastTrack™** cashiering module will alert City staff to outstanding citations so the customer can resolve citation and permit payments.
- Using the **BuyMyPermit.com** website, permit customers can purchase or renew their permits without having to visit a physical facility.<sup>1</sup>
- Permit payments are updated in real time, recorded separately from citation payments on a daily journal report, and the City will have full financial controls for tracking and reconciliation purposes.
- Our system will allow Hollywood to create, issue, and track any permit type it may need. Users will be able to search permits by:
  - permit number
  - last name
  - street name
  - plate number
  - key word or global search
- In addition to traditional permits, Complus offers "virtual permits" where the purchaser's license plate is used as the permit. Reducing issuance time and permit fulfillment costs, virtual permits provide a convenient means of enforcement – the City can employ Complus enforcement list services so officers simply scan the vehicle's license plate with a handheld or LPR device to determine if the vehicle has a valid permit.
- The program can be configured to assign multiple permits to a single address and up to four (4) vehicles to a single permit.
- Before a permit issued, the program allows for a review and approval process to ensure that only valid applicants receive permits and that specific permits are correctly assigned based on issuing criteria.
- Permits will be issued according to City defined criteria and the system automatically generates a wait list once a City specified "max count" is reached.
- The City can take advantage of Complus' in-house printing services to mail notification of permit renewals.

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<sup>1</sup> A percentage of the transaction amount will be assessed as a convenience fee payable to Complus Data Innovations, Inc. The fee will either be \$5.00 or 3.5% of the transaction, whichever is greater. The convenience fee can be paid by the customer or absorbed by the City.

## Nationwide DMV Lookups

Outstanding customer service, ease of use and technologically advanced software, customized noticing, web-based payments, ongoing support, and management consultation services are all important features of the Complus program. **However, there is no single part of the Parking Citation Management process that is as important to the ultimate successful disposition of each citation as DMV registration retrievals.** This is the reason why DMV registered owner retrieval information should come directly from each DMV (no matter how many or how few citations were issued to vehicles from each state) and should be a mandatory part of the process.

For FL plates that receive a "No Hit" return for registered owner information, Complus continues to resend the plate to the DHSMV **on a monthly basis for up to one year.**

We have the most extensive In-State and Out-of-State registration program in the industry. Complus will interface directly with the Florida Department of Highway Safety and Motor Vehicles (DHSMV) for registered owner information and to process violators via registration holds in accordance with State of Florida flagging guidelines.

## Delinquent Noticing

Complus specializes in generating and mailing delinquent notices and these are services we have advanced and perfected over the last 30 years. Never outsourced, all noticing functions are executed in-house on automated schedules determined by client needs. To ensure timely delivery, all notices are run and brought to the Post Office for delivery on the same business day.

Addresses supplied by the DMV are validated and updated against the USPS National Change of Address database to ensure we are using the most current information available. By standardizing and supplementing address information, the accuracy and speed of collection correspondence delivery is greatly improved.

**Complus clients  
enjoy over a 99%  
successful  
delinquent notice  
delivery rate!**

**Complus will provide the City of Hollywood up to three (3) delinquent notices and one (1) final notice for violator's with outstanding parking citations.**

## Delinquent 3<sup>rd</sup> Party Collections

Using our extensive DMV look-up capabilities, violation noticing, and cutting edge technology, clients achieve average collection rates over 91%. As a result, most clients do not experience a need for a third party agency to help collect backlogged citations. However, upon request, Complus can offer optional collection services on older, unpaid violations. We will work with a collection agency of the City's choice to manage the process and ensure seamless transition of citation data and payment transaction(s).

## Payment Processing

Complus offers our clients an integrated payment processing and tracking system with several convenient customer payment options. In addition to traditional payments (paid in full), **FastTrack™** and our reporting functions support exceptional payments such as:

- partial
- skeletal (citation information not yet uploaded from handheld citation writer)
- overpayments

### *Window Cashiering*

Complus' on-line cashiering program allows clients to process all walk-in payments on-site. With the ability to work with or without a cashier drawer, payments for parking citations and permits are updated on the **FastTrack™** system in real-time as they are posted through the cashier workstations. Additionally, **FastTrack™** contains a built-in accounting audit trail for all cashier payments and adjustment transactions.

The IVR line offers a **customized** voice response system available in both **English and Spanish.**

### *Web/Phone Citation Payments*

Complus hosts a secure solution to accept real-time citation payments online or by phone. Violators benefit from being able to make these payments for a nominal convenience fee of \$3.50 per citation and the City receives 100% of the citation amount. These parking citation payment tools allow customers to pay their outstanding citations with their credit card (Visa, MasterCard, and Discover) or PayPal (online only) account. The entire service is completely integrated with the **FastTrack™** system and is both PCI compliant and secured with the latest encryption technology.

## Appeal Tracking/Hearing Calendars

The Appeal Tracking component of the **FastTrack™** system allows the operator to record a "not guilty" plea along with hearing/trial date information. Inquiries can be made by license plate, trial date, and officer shield number and appeals can be related to one or more citations.

The Court Program feature of **FastTrack™** functions as a docket management system. Users can schedule in-person appeals by date and time, and this schedule can be printed and used as the court docket. For added convenience, custom hearing notification letters can be printed directly from the court program.

The **FastTrack™** Not Guilty Program provides custom disposition codes that indicate an appeal outcome. All activity related to the appeals process (including financial activities) can be reviewed in the audit trail for each citation. The **FastTrack™** system can also keep a record of whether any telephone or written correspondence has been received or sent.

## Online Appeals

In addition to online payments, the Complus web portal can offer customers an opportunity to file an appeal using our hosted parking citation payment website. Clients have access to manage the overall process, review individual cases, and enter dispositions that are relevant to any of the appeals that are filed. Violators can attach scanned documents, digital images, or other electronic items to their appeal file.



## Correspondence System

Working together, Complus and the City will design letters that meet Hollywood's specific needs. Whenever an end-user needs to send a letter, they simply select the type of letter to be sent, enter the citation number or license plate, and the software does the rest.

## Reporting Features

Complus reporting features are invaluable monitoring and analysis tools and yield valuable data that can be used in Hollywood's parking performance evaluation. Reports are compiled in several forms so the City has access to the most comprehensive information possible. We have included several sample reports in the Appendix A folder of this electronic submission for the City's review.

- **FastTrack™ Reports**

Authorized users can access citation issuance and revenue dashboard reports directly through the **FastTrack™** program. Designed for quick and easy access, these standard reports use graph and figures to provide summary and comparison information "at a glance".

- **Auto-Generated Reports**

Complus will provide the City with several standard reports on a predetermined monthly, weekly, or daily schedule. An important citation management tool, these reports assist in tracking payments, noticing, permits, appeals, etc., and facilitate improved efficiency and revenue. Initial report templates are created specific to the City's individual needs. These reports are then produced at scheduled intervals and emailed directly to the appropriate City staff member.

- **Crystal Reports**

For customized reports created specifically and tailored to the needs of the City, Complus provides access to **Crystal Reports**. A popular Windows-based report writer, **Crystal Reports** provides real-time access to parking data and allows City employees to create reports *on the fly*.

As part of this service, Complus supplies several custom report templates. These can be run at any time, and grant City personnel an instant snapshot of operations for the most up-to-date system analysis possible. Should the City wish to take further advantage of our report writing capabilities, additional customized reports will be provided for a preapproved fee.

- **Handheld Reporting Utility**

This reporting utility will assist the City with monitoring citation issuance and enforcement operations analysis. Installed on the City's handheld download computer, the utility includes reporting functions that help chart issuance patterns relevant to date, location, officer, and violation; assist supervisors in monitoring individual officer use of time and behavior; and provide an overall picture of citation issuance for revenue and policy analysis.

## Enhanced Back Office Processing Services

We work to develop service plans that best fulfill the needs of each specific client – in addition to the **FastTrack™** management modules previously discussed, we also offer several optional back office processing services for nominal, supplementary fees. Each of the following services is designed to help alleviate strains on the parking office and allow City employees to focus on other responsibilities.

- *Data Entry*  
Complus can enter all handwritten citations on behalf of the City. Citations will be inputted within 48 hours of receipt and entries are reviewed to ensure accuracy. All citations will be scanned and images will be available to view by City staff and violators.
- *Payment Processing and Lockbox Services*  
All mail-in payment processing functions are completed using procedures driven by the client. A Post Office Box will be established for the client's payments. A report of each day's receipts is prepared and transmitted on a daily basis. In addition, Complus retains images of all check payments processed on behalf of the client.
- *Appeal Processing*  
To further reduce the burden on municipal resources, Complus staff can provide additional appeal processing. Upon request, Complus representatives can make determinations regarding the outcome of appeals by following strict guidelines provided by the City. As an alternative, City staff can make decisions on appeals and dispositions can be returned to Complus for entry, and notification of the appeal's outcome will be generated and sent.
- *Permit Fulfillment Services*  
To alleviate the burden of preparing physical permits, Complus offers optional permit fulfillment services. Stickers and hangtags are printed and mailed by Complus staff on a pre-determined schedule defined by the City.
- *Violator Call Center Service*  
In order to assist the public directly with citation questions, City violators can have access to live customer service assistance via a nationwide, toll free number. Our representatives will follow a strict call script, approved by Hollywood, and any complaints will be escalated to the appropriate City employee.

## ENFORCEMENT

Traditional methods of parking enforcement are greatly enhanced when partnered with technology, and these innovations are an integral part of the Complus enforcement solution. Through state-of-the-art handheld citation writers, specialized programming, and integrations, we offer increased automation in enforcement services. Optional GPS capabilities afford advanced reporting options, providing officer and issuance information that can be used to guide future enforcement policies. Our integrated boot and tow program provides additional enforcement options that motivate citation payment and encourage compliance with the local parking laws.

### Handheld Enforcement

#### Citation Issuance Programming

In order to maximize citation issuance efficiency, our units offer special features that allow officers to enter citations quickly while in the field. Programming features include:

- Drop down menus for all fields where users can choose from client determined preset options.
- Auto-fill option where the software will automatically populate suggested information based on previous citations.
- Location "zone" option where the locations presented in the drop down menu are specific to the zone chosen by the user.
- "Quick Ticket" feature which limits the amount of information needed to issue citations for specific violations. Citations can be issued from a single screen.

#### Enforcement Programming

Our handheld software also offers unique capabilities for better tracking and improved overall enforcement. These include:

Function	Benefit
Automatic "grace" period for pay station time expiration	Reduces the number of frivolous appeals due to minor timed parking infractions.
Multiple integrations available on the same unit	Creates a more specialized tool for the City's specific needs.
Image printing on the physical citation	Helps preserve the chain of evidence in citation disputes.
Public and private custom notes	Notes printed on citations allow for communication directly with violators. Private notes are used to for internal communication.
Create and customize hot lists	Client-specific administration for repeat offenders promotes parking rule compliance.
Create and manage boot/tow lists	Enhances boot/tow management, discourages repeat offenders, and increases citation collection rates.
Electronically chalk tires for timed parking zones	A more efficient method for recording and managing timed parking without defacing customer vehicles. These lists can be saved and exchanged between officers for more effective vehicle tracking.
Make notes regarding needed meter and signage repairs	Improves meter and sign maintenance for increased revenue and an improved customer experience.
VIP List	Manage list of vehicles not eligible for ticketing and prompt PEO for appropriate action. This list can be maintained directly by the City in the <b>FastTrack™</b> system.
Ability to create citation "blacklists"	These are lists of violators who have been ticketed in a specified time period so officers avoid re-ticketing the vehicle.

### **Complus Android Enforcement Software**

Original and custom designed, units installed with our proprietary Android software include added benefits like:

- Quick Ticket issuance from a single screen
- Faster entry by automatically "jumping" to the next required field
- The ability to share marked tire information among devices to improve efficiency in timed parking programs

### **Handheld Unit Options**

We pride ourselves on providing industry-leading, handheld citation writing technology. Our solution is simple in design, enabling efficient citation issuance and parking enforcement. All Complus handheld units offer the following features:

- Real-time transmission of citations to **FastTrack™** via Wi-Fi or cellular network
- High-resolution color photo camera
- Pay by Cell, Pay by Plate, Multi-Space Meters, and License Plate Recognition (LPR) integration
- Touch screen display
- Integrated or separate Bluetooth connected printer
- Ability to print machine readable bar codes on issued citation

### **Recommended Unit - Two Technologies N5 Print**

While the City may choose the enforcement device that best suits your enforcement needs, we recommend that Hollywood strongly consider the Two Technologies N5Print. Specific to the needs of Hollywood, the N5 boasts features such as:

- The newest in ruggedized, one-piece technology
- Installed with our proprietary Android software, this unit allows for the exchange of timed parking information among units in the field.
- Integrated Wi-Fi and GPS capability for convenient real-time citation and digital image upload, integration with enforcement technology (such as multi-space meters and pay-by-cell services), and GPS services.
- Hot swap batteries for extended battery life
- Sealed to IP65
- 13 megapixel camera



### **Additional Units**



#### ***Samsung Galaxy S7 with Zebra Printer***

Capitalizing on the latest in Smartphone technology, officers will have the added capability of using the Samsung unit for enforcement calls, eliminating the need to carry a separate cell phone. The Zebra iM320 printer is designed for printing on the go.

#### ***Casio® IT-9000***

This unit provides tried and trusted purpose-built handheld technology on a windows-based device. A one piece unit, the IT-9000 has a completely integrated thermal printer and weighs less than 2 pounds.

*\*Please refer to the Appendix D folder of this electronic submission for additional information on all proposed units.*



## Maintenance

Maintenance, repair, and replacement of the handheld equipment will be the responsibility of Complus for normal wear and tear. This includes handhelds, printers, batteries, chargers, and cables. Should the City choose the Samsung Galaxy phone for enforcement, Complus will provide a maximum of one unit replacement for each original phone provided, throughout the duration of a five (5) year contract. Repairs which, in the opinion of the original manufacturer or authorized repair facility, are required as a result of neglect or misuse of the equipment will be made at the sole expense of the City.

On-going maintenance includes:

- Tech support for handheld programming and operational issues
- Operational support for the handheld reporting utility
- Updating of violation codes and locations if needed
- Replacement of damaged units due to normal wear and tear

### 36 Month Technology Upgrade Policy

We pride ourselves on providing industry-leading handheld citation writing equipment. As part of our handheld enforcement program, Complus will ensure Hollywood is using the latest in citation writing technology with **our unprecedented 36 month technology upgrade policy**. With each successive 3 year contract renewal, Hollywood may replace existing Complus enforcement equipment for new units at **no additional cost**.

## Laptop Enforcement Application



As an alternative for automated citation issuance or to replace handwritten book citations, the City may be interested in our Laptop Enforcement Application<sup>2</sup>. Officers can take advantage of Complus enforcement software, which will be installed on an in-vehicle laptop, to issue citations from the convenience of an enforcement vehicle. This is particularly useful for municipalities that already own the laptops and do not want to further invest in handheld units or require officers to carry additional equipment. The application can print to select in-vehicle printers, or new printers can be provided for additional cost.

## Booting and Towing System

Hollywood can manage all boot and tow activity with the Boot and Tow component of **FastTrack™**. All activity is tied to the vehicle plate in **FastTrack™**, providing a central database of streamlined information for ease of retrieval and storage. Features include maintaining a file of authorized tow companies, as well as programs to maintain tow lot locations and boot inventory.

A unique feature of the boot and tow program is that it links all plates registered under a specific violator into a single "case". Therefore a violator, who may not meet the requirements for boot and tow on a single plate, does collectively on multiple plates as the single registered owner, and will become eligible for enforcement. This will not only give Hollywood a more accurate picture of individual parking behavior, but encourage personal parking responsibility within the community and increase compliance with municipal parking rules.

<sup>2</sup> Additional fees apply.

## Enforcement List Management Services

Holding violators accountable and encouraging compliance with City parking ordinances is key to an effective parking program. To achieve this, the City can take advantage of our Enforcement List Management Services for boot/tow and plate permitting enforcement. Useful in both short and long term parking enforcement, these lists will be updated on a daily basis and uploaded to the handheld enforcement devices and/or the LPR service provider of the City's choice.

## Handheld Integrations

Complus will support the Hollywood's goal of improved enforcement and enhanced efficiency through integrations with various parking technologies. We have active integrations with several leading parking industry providers for pay-by-cell, pay-by-plate, and multi-space meter services, and consistently add new integrations to broaden the flexibility of our services.

<u>Service</u>	<u>Benefits</u>	<u>Complus Active Integrations</u>
<b><i>Pay-by-Cell</i></b>	<i>Offers drivers a convenient way to pay for or extend parking without having to be physically present at the meter.</i>	<ul style="list-style-type: none"> <li>• <b>Parkmobile</b></li> <li>• <b>Passport</b></li> <li>• <b>PaybyPhone</b></li> <li>• <b>MobileNOW!</b></li> </ul>
<b><i>Pay-by-Plate</i></b>	<i>Allow municipalities to maximize parking areas as pre-determined spaces are no longer necessary. When paired with LPR enforcement systems, parking enforcement officers can quickly determine which vehicles have and have not paid for parking. Eliminates the need for drivers to display a receipt (pay and display) or remember a space number or paint parking spaces (pay by space).</i>	<ul style="list-style-type: none"> <li>• <b>Cale</b></li> <li>• <b>Digital</b></li> </ul>
<b><i>Multi-Space Meters</i></b>	<i>Eliminate the need for maintaining numerous single space meters, offer drivers numerous payment options, and integrate with pay-by-cell capabilities for increased parking payment compliance.</i>	<ul style="list-style-type: none"> <li>• <b>Cale</b></li> <li>• <b>Digital</b></li> <li>• <b>Parkeon</b></li> </ul>

When new integrations or services are introduced to the City's parking program, officers can add **custom citation notes** to handheld citations to ensure that Hollywood customers are aware of the additional services. By helping to educate parkers, we aim to support a smooth transition to new services and ensure customers benefit from all the advantages these technologies have to offer.



## Partnerships with Additional Enforcement Services

For improved enforcement and enhanced efficiency, Complus partners with providers of the following parking services.

### License Plate Recognition Services

A valuable enforcement tool, Complus has developed custom programming and services that work with License Plate Recognition technology and supports current end-to-end management of the citation lifecycle. We will work with the LPR provider of the City's choice, to establish mutually agreeable data file formats for boot/tow and plate permit enforcement. In addition, Complus has also developed the Quick Response application to further automate enforcement and increase the overall efficiency of vehicles using mobile LPR systems.



To demonstrate how Complus supports LPR services, we have highlighted our role in LPR enforcement of boot/tow programs and plate permitting. Though Complus offers the flexibility of partnering with several LPR providers, we have a close working relationship with PCS Mobile (PCS). For PCS pricing specific to Hollywood and additional service and hardware information, please refer to the Appendix C folder of this submission.

### Scofflaw Identification / Boot and Tow Enforcement

For quickly identifying scofflaw registrations, Complus will generate a boot and tow list through our reporting capabilities and supply this list to the in-vehicle LPR program. LPR cameras scan license plates, and officers are alerted when one matches a plate from the list.

A similar process can also assist with the enforcement of additional lists such as: outstanding warrants, stolen vehicles, BOL ("Be On Lookout"), AMBER Alert, and unmarked police vehicle lists.



### *Quick Response Application*

For greater automation in scofflaw enforcement, Complus has developed the Quick Response Application to quickly issue handheld citations. As the LPR cameras scan license plates, an alert is given when a scofflaw vehicle is identified. The in-vehicle laptop will show a Quick Response screen, which includes a unique QR code, picture of the vehicle in violation, and the vehicle information (State, Plate, Make, etc.). The officer simply uses the handheld to scan the QR code which populates the date on the citation, fills in missing data, and prints the citation.

### Permit Enforcement

As previously mentioned, Complus can support LPR enforcement of "virtual permits" through license plate permitting technology. A Complus managed enforcement list of valid permits will be uploaded to the LPR system so officers can quickly identify vehicles without valid permits and are eligible for enforcement.

### Self-Releasing Boot Services

Should the City wish to expand and enhance its booting program, Complus works with **PayLock**<sup>3</sup>, a self-releasing boot provider. This service offers drivers the convenience of paying fines and boot fees on the spot and having immediate access to their vehicle without the need of boot release by parking enforcement officers.

<sup>3</sup> Additional fees apply.

## System Security and Disaster Recovery

The **FastTrack™** system is protected by both hardware and software components. Complus will work with the City to preregister devices that will require access to **FastTrack™** and our authentication process ensures that only authorized devices and users can access the City's data through our system. In addition, security measures are in place to ensure that no Hollywood employee can access data of Complus' more than 200 clients and vice versa. Data segregation from one client to another is a critical factor in ensuring privacy standards are upheld.

Lastly, access to the **FastTrack™** software is only granted through a secure https connection ensuring that all data is encrypted with a 256bit SHA1 SSL certificate during transmission.

## User Restrictions

A system administrator in **FastTrack™** has the ability to control activity of all other users. Every single action can be turned on or off easily. The administrator can also add users, delete users, and change security options at any time. This feature also allows an administrator to update passwords or choose full system access.

## Payment Application Security

Our Web Security Protocols are as follows:

- Client access to **FastTrack™** data, as well as reports, is granted through a Citrix https connection secured with a 256 bit SSL certificate.
- Customer credit card payments are accepted solely through our parkingcitationpayment.com (PTP) website and IVR systems, and are also processed via an https connection secured with a 256 bit SSL certificate.
- The PTP website undergoes an annual PCI assessment

## Back-up Process and Business Continuity

Complus has a comprehensive backup system, including nightly back-ups of all files, full system redundancy, and backup telecommunication lines into our data center. We closely monitor our data center, telecommunications infrastructure and business applications to ensure optimal uptime of all systems. The City can expect minimal downtime, with advanced notification via email of any planned outages. In the event of any unplanned events, Complus sends an email alert notifying our clients of the issue, it's progress, and ultimately it's resolution.

## **Disaster Recovery Plan**

We take extra precautions to ensure the integrity of the data that we manage on our clients' behalf is never compromised. Maintaining a database of over 200+ clients' parking citations (representing millions of dollars in revenue annually) is something that we take very seriously.

Should unforeseen circumstances render our primary data center inoperative, Complus has developed a Disaster Recovery Plan. In addition to nightly tape backups that are taken off-site, Complus has established a backup data center and telecommunications infrastructure in the event of a service interruption at our headquarter facility. This secure disaster recovery co-location facility is located 125 miles from our headquarter office and Disaster Recovery tests are performed to ensure full preparedness.

In the event of a catastrophic event, Complus Management would determine if the outage is extensive enough to declare a disaster. If so, we will notify all of our clients that a disaster occurred and that we are cutting over to backup servers at our mirrored backup facility. Our contingency plan ensures the integrity of and access to the data of our 200+ clients is not affected by power outages, server outages or hardware/software failures.

The disaster recovery plan would be executed as follows:

- Formal notification to clients regarding declared disaster
- Formal declaration of disaster to off-site data center facility
- Begin following a thoroughly documentation recovery plan:
  - Spin up all replicated systems and test applications as well as connectivity between virtual and physical systems.
  - Redirect all internet traffic (payment web site, IVR, FastTrack, etc.) to the systems located at the back up datacenter.
  - Redirect all phone and IVR lines to the backup phone system
  - Redirect all notice printing and mail services
  - Test all access and functionality.
- Formal notification to clients that service has been restored.
- Complus Management will determine if/when the headquarters' data center will become accessible. If the time frame is extensive, then Complus Management will procure office space to be used as the new headquarters and focus efforts on rebuilding.

## Implementation and Project Plan

### Conversion

Complus will provide a seamless transition from your existing system to the latest version of **FastTrack™**. All of the City's current parking citation data will be converted to the Complus **FastTrack™** system at no additional cost (assuming a useable file format can be provided). All data conversion will be done to a one-hundred percent (100%) quality standard, with no value or meaning being lost.

### Deliverables and Services

Complus will work with City personnel to develop the required citations, notices, and custom service letters according to City, State, and Federal standards. All deliverables will receive final approval from the City and will be tailored according to the City's needs. In addition, Complus will ensure that all DMV paperwork is properly submitted for direct access and that all necessary banking agreements and credit card compliance are in place for billing and online/ phone payment purposes.

### Complus Implementation Team

Complus Personnel	Team Role	Responsibility
Stephen J. Hittman	Contract Administrator	Oversees contract negotiations and is the primary Complus contact for contract inquiries
Jennifer Rentz	Oversees Strategic Partnerships, Handheld Projects, and DMV	Provides overall operational guidance to the entire implementation process; Ensures all DMV paperwork and requirements are in order; Works with parking technology partners to facilitate handheld integrations
Janine Marsigliano	Oversees Implementation Project Management and Software Training	Supervises and supports the assigned CSM and offers additional expertise when needed
Denise Mangano	Oversees IT Department	Supervises the testing phase and troubleshoots programming issues that may arise; directs the development of the City's web portal and services
Daniel Mascaro	Oversees Handheld Implementation and Training	Schedules and supervises handheld implementation and training
Assigned Client Service Manager	Project Manager	Primary contact during the implementation process and ongoing client management. The CSM assists with citation, notice and letter forms; defines reporting needs; and trains City personnel.
Assigned Programmer	System Configuration and Data Conversion Specialist	Configures all required fields in <b>FastTrack™</b> , creates enforcement lists, establishes file share parameters, works with current vendor on conversion of existing client data, and assists when needed in the testing phase
Assigned IT Field Technician	Handheld Training	Trains all required users on selected enforcement devices

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### Implementation Quality Management

Unlike larger companies, communication with and within Complus is a simple process. We are small and personal – team members speak directly to each other and to our clients on a regular basis to monitor ongoing relationships. During implementation, the assigned CSM and the City will conduct regular, weekly Project Plan Review meetings by phone to directly assess project progress and address issues if need be. Please refer to the sample implementation plan in Section 6 – Project Time Schedule for an outline of major implementation tasks and projected time frames.

Before going live with the **FastTrack™** software, Complus will ensure the system is working properly through comprehensive implementation testing. During the implementation phase, Complus will receive a test file in flat ASCII format (or other mutually agreed upon file format) along with a record layout. Using this file we will perform a test conversion and confirm that all data files will transfer over to our system cleanly and properly.

### Ongoing Project Quality Management

All technical support requests are captured by an electronic tracking system managed by the IT Supervisor. Each request, or "ticket", is time stamped, assigned its own tracking number, categorized, and immediately assigned to one of our experienced Help Desk technicians. For tracking purposes, each entry includes a description of the request/issue and all responses or corrective action taken. These detailed notes are available for review even after the ticket is closed and closed requests are stored by client. To ensure that all technical requests are addressed in a timely manner, email alerts are sent to both the assigned technician and the IT Supervisor should a ticket remain open and inactive for a predefined time period.

All other requests are managed by each client's specifically assigned CSM. Reporting and programming requests are submitted and tracked electronically through our internal **Quick Base** application and are directed to the appropriate department based on the nature of the required action. Time estimates and additional fees (if applicable) are immediately accessed and communicated to the client if necessary. As with Help Desk requests, email alerts are sent to department supervisors for open requests that remain inactive for a specified time period.

#### 4. EXHIBITS A-E

Please refer to the **Exhibits A-E PDF** included in this electronic submission.



## 5. SUMMARY OF THE PROPOSER'S FEE STATEMENT

Providing top notch services in the most cost effective manner possible is central to the Complus solution. We wish to highlight how our pricing method reflects the **partnership philosophy** central to the Complus business model. Rather than flat rates or per ticket fees which are calculated from isolated components of the parking system, our pricing is based on a percentage of revenue. Determined by the totality of all Complus services, this pricing model demonstrates our deeply vested interest in the success of our clients' parking programs and confidence in the effectiveness of our management practices. With Complus, your success is our success.

As the City expressed interest in several handheld pricing options, we have provided the following distinct fee schedules:

- **FastTrack™** citation and permit management software and associated services partnered with a handheld **leasing** option
- **FastTrack™** citation and permit management software and associated services partnered with a handheld **purchasing** option

To better illustrate the value of our service options, we have outlined all the hardware and software to be included with each pricing model. While both fee schedules will benefit the City, we recommend that Hollywood strongly consider the Complus leasing option for the following reasons:

- **Cost Effective** - Purchasing options save money for tools that will be used over the long term. However, handheld technology is constantly evolving, and most clients wish to update enforcement programs by taking advantage of the latest handheld capabilities. Therefore a long term purchase option may prove more expensive as the City will need to purchase new handhelds in the next few years or risk losing efficiency by being stuck with obsolete enforcement devices.
- **Upgrade Policy** - Our 36 Month Technology Upgrade Policy is included in the leasing option, but NOT the purchasing option. To ensure that our clients are using the most up-to-date enforcement technology, we provide the option to replace leased Complus provided handheld units, **for no additional fees**, with each 36 month contract renewal.

Please note, though requested in the City's RFP, the Complus citation and permit processing software, **FastTrack™** is not available for purchase. Rather, with both the handheld purchase and lease options, we will provide the City ten (10) software licenses granting access to the system for the life of the contract.

As required in the City's RFP, we have also provided the **Cost Proposal Form PDF** with this electronic submission. Pricing will remain firm for one hundred and eighty (180) days from the proposal due date and is based on an initial Five (5) Year Agreement. Three (3) additional one (1) year options are available thereafter at the same fixed pricing schedule.

## Pricing for **FastTrack™** Citation and Permit Management Software with Handheld Leasing Option

Complus is pleased to offer the products and services described in this proposal for:

- **11.2% of Citation Revenue**

The table below summarizes the full list of services and products that the City of Hollywood will receive at this price.

<b>Hardware</b>	<b>Included</b>
Two (2) – Bar Code Readers	x
Two (2) – Cash Register Drawers	x
Two (2) – Receipt Printers (with validators)	x
Thirteen (13) – Handheld citation writers plus printers (if required)	x
Handheld peripherals including batteries, car chargers, charger cradles, cases, screen protectors, and styluses	x
Handheld Citation Stock	x
<b>Data Plans</b>	<b>Included</b>
For real-time transmission of handheld citations and exchange of timed parking information among the Android units	x
<b>Maintenance</b>	<b>Included</b>
Maintenance, repair, and replacement of the handheld equipment will be the responsibility of Complus for normal wear and tear.	x
36 Month Technology Upgrade Policy	x
<b>Software</b>	<b>Included</b>
Ten (10)– <b>FastTrack™</b> software licenses	x
Access to all <b>FastTrack™</b> software modules, including the Permit Program	x
Proprietary handheld ticketing software	x
Handheld integration with <b>Cale, ParkMobile, and IPS Group</b>	x
Access to Crystal Reports, Automated standard reports, and Handheld Reporting Utility	x
<b>Back Office Support Services</b>	<b>Included</b>
Preparation and mailing of delinquent violation notices ( <i>postage not included</i> )	x
Preparation and mailing of permit renewal letters ( <i>postage not included</i> )	x
Handheld enforcement list management (including boot /tow and valid permits)	x
Florida DHSMV and Nationwide DMV queries for registered owner information	x
Processing of Florida DHSMV holds and clears	x
<b>Online Services</b>	<b>Included</b>
Secure IVR and online citation payments	x
Secure customer online permit renewal and account management services	x
<b>Training and Support Services</b>	<b>Included</b>
On-site system training and ongoing toll-free telephone support for Hollywood personnel (includes travel expenses)	x
Online technical support for City violators via email (Webmaster)	x

## Pricing for **FastTrack™** Citation and Permit Management Software with Handheld **Purchasing Option**

Complus is pleased to offer the products and services described in this proposal for:

- **One-time Fee of \$4000 per Handheld Citation Writer (\$52,000 for 13 Units)**
- **10.2% of Citation Revenue**

The table below summarizes the full list of services and products that the City of Hollywood will receive at this price.

Hardware	Included
Two (2) – Bar Code Readers	x
Two (2) – Cash Register Drawers	x
Two (2) – Receipt Printers (with validators)	x
Thirteen (13) – Handheld citation writers plus printers (if required)	x
Handheld peripherals including batteries, car chargers, charger cradles, cases, screen protectors, and styluses	x
Handheld Citation Stock	x
Data Plans	Included
For real-time transmission of handheld citations and exchange of timed parking information among the Android units	x
Maintenance	Included
Maintenance, repair, and replacement of the handheld equipment will be the responsibility of Complus for normal wear and tear.	x
Software	Included
Ten (10)– <b>FastTrack™</b> software licenses	x
Access to all <b>FastTrack™</b> software modules, including the Permit Program	x
Proprietary handheld ticketing software	x
Handheld integration with <b>Cale, ParkMobile, and IPS Group</b>	x
Access to Crystal Reports, Automated standard reports, and Handheld Reporting Utility	x
Back Office Support Services	Included
Preparation and mailing of delinquent violation notices ( <i>postage not included</i> )	x
Preparation and mailing of permit renewal letters ( <i>postage not included</i> )	x
Handheld enforcement list management (including boot /tow and valid permits)	x
Florida DHSMV and Nationwide DMV queries for registered owner information	x
Processing of Florida DHSMV holds and clears	x
Online Services	Included
Secure IVR and online citation payments	x
Secure customer online permit renewal and account management services	x
Training and Support Services	Included
On-site system training and ongoing toll-free telephone support for Hollywood personnel (includes travel expenses)	x
Online technical support for City violators via email (Webmaster)	x

## Additional Pricing Terms

The following exclusions apply to both the leasing and purchasing fee structures:

- Postage will be reimbursable at cost and Complus will pass any discounts received onto the City of Hollywood.
- For online permit purchases, a percentage of the transaction amount will be assessed as a convenience fee payable to Complus. The fee will either be \$5.00 or 3.5% of the transaction, whichever is greater. The convenience fee can be paid by the customer or absorbed by the City.
- For online citation payments, a \$3.50 per citation convenience fee will be added to each transaction and payable to Complus. The convenience fee can be paid by the violator or absorbed by the City.
- Permit stock will be supplied by the client or will be reimbursable to Complus.
- Up to 40 hours custom programming will be included at no additional charge to the City. Additional programming will be billed to the City at the rate of \$150 per hour.
- Pricing for additional Complus services and products can be provided to the City upon request.

## 6. PROJECT TIME SCHEDULE

### Implementation Timeline

Complus will work with Hollywood to develop a mutually agreeable implementation timeline. The City should, however, be aware that system delivery time will be partly dependent on:

- the amount of assistance provided by the current vendor in terms of data and answering questions
- citation proofing and approval by the City
- ordering and delivery process
- the availability of City staff to answer questions
- receiving test file in advance and no more than minor issues with data file and layout
- receiving cut off production file as scheduled

A detailed Implementation and Project Plan outlining all of the key deliverables will be provided upon contract award and during the implementation kickoff meeting. For illustrative purposes, we have provided the following sample 90 Day Implementation Schedule that describes an overall time line for the implementation phase.

TASK NAME	DURATION (days)	START DATE	FINISH DATE
	<b>88</b>	<b>Monday, January 02, 2017</b>	<b>Friday, March 31, 2017</b>
<b>Receive Signed Contract</b>	0	Monday, January 02, 2017	Monday, January 02, 2017
<b>Project Kick-Off Meeting</b>			
Handheld Questionnaire	0.25	Wednesday, January 04, 2017	Wednesday, January 04, 2017
Implementation Questionnaire	0.25	Wednesday, January 04, 2017	Wednesday, January 04, 2017
<b>Project Status Meetings</b>			
Week 1 - Project Plan Review/Resource Assignment	0.25	Monday, January 09, 2017	Monday, January 09, 2017
Week 2 - Project Plan Review	0.25	Monday, January 16, 2017	Monday, January 16, 2017
Week 3 - Project Plan Review	0.25	Monday, January 23, 2017	Monday, January 23, 2017
Week 4 - Project Plan Review	0.25	Tuesday, January 31, 2017	Tuesday, January 31, 2017
Week 5 - Project Plan Review	0.25	Monday, February 06, 2017	Monday, February 06, 2017
Week 6 - Project Plan Review	0.25	Monday, February 13, 2017	Monday, February 13, 2017
Week 7 - Project Plan Review	0.25	Monday, February 20, 2017	Monday, February 20, 2017
Week 8 - Project Plan Review	0.25	Monday, February 27, 2017	Monday, February 27, 2017
Week 9 - Project Plan Review	0.25	Monday, March 06, 2017	Monday, March 06, 2017
Week 10 - Project Plan Review	0.25	Monday, March 13, 2017	Monday, March 13, 2017
Week 11 - Project Plan Review	0.25	Monday, March 20, 2017	Monday, March 20, 2017
Week 12 - Project Plan Review	0.25	Monday, March 27, 2017	Monday, March 27, 2017

Project Wrap Up and Review	0.25	Friday, March 31, 2017	Friday, March 31, 2017
<b>Parking Program</b>			
Send File Layout Requirements	0.25	Monday, January 09, 2017	Monday, January 09, 2017
Develop Program	28	Monday, January 16, 2017	Monday, February 13, 2017
Receive Test file and Test Successfully	14	Monday, February 13, 2017	Monday, February 27, 2017
Receive Final Backlog File and Test Successfully	7	Monday, February 27, 2017	Monday, March 06, 2017
<b>DMV Services</b>			
Provide letters/forms to Hollywood	0.25	Monday, January 09, 2017	Monday, January 09, 2017
Complete letters/forms and return to Complus	14	Monday, January 09, 2017	Monday, January 23, 2017
Submit to respective DMV office	21	Monday, January 23, 2017	Monday, February 13, 2017
<b>Delinquent Violation Notices</b>			
Provide copy of current notice	0.25	Monday, January 23, 2017	Monday, January 23, 2017
Draft cumulative notice	7	Monday, January 23, 2017	Monday, January 30, 2017
Complus Review and approval	7	Monday, January 30, 2017	Monday, February 06, 2017
Client review and approval	7	Monday, February 06, 2017	Monday, February 13, 2017
Develop 12 month schedule	7	Monday, February 20, 2017	Monday, February 27, 2017
<b>Payment Processing</b>			
<b>•Web</b>			
Complete Web Worksheet	1	Monday, January 09, 2017	Tuesday, January 10, 2017
Assign Web Address	7	Monday, January 16, 2017	Monday, January 23, 2017
Complete Merchant Account Set-Up	7	Monday, January 23, 2017	Monday, January 30, 2017
Develop Site (Customize as needed)	14	Tuesday, January 31, 2017	Monday, February 13, 2017
<b>•Phone</b>			
Reserve 800 Number	7	Monday, February 06, 2017	Monday, February 13, 2017
Draft Script	7	Monday, February 13, 2017	Monday, February 20, 2017
Review & Approve	7	Monday, February 20, 2017	Monday, February 27, 2017
Record	4	Monday, February 27, 2017	Friday, March 03, 2017



<b>FastTrack</b>			
Program Violation Codes	7	Wednesday, January 25, 2017	Wednesday, February 01, 2017
Code Penalty Schedule	7	Wednesday, February 01, 2017	Wednesday, February 08, 2017
Program Location File	1	Wednesday, February 08, 2017	Thursday, February 09, 2017
Officer File Maintenance	1	Thursday, February 09, 2017	Friday, February 10, 2017
Establish Client Preferences	0.5	Friday, February 10, 2017	Friday, February 10, 2017
Assign User ID's	0.5	Friday, February 10, 2017	Friday, February 10, 2017
<b>Correspondence Program</b>			
Provide Letter language	5	Monday, January 09, 2017	Friday, January 13, 2017
Draft Letters	14	Monday, January 16, 2017	Monday, January 30, 2017
Review & Approve	7	Monday, January 30, 2017	Monday, February 06, 2017
Program	7	Monday, February 06, 2017	Monday, February 13, 2017
<b>Reporting</b>			
Define Reporting Needs	14	Monday, January 30, 2017	Monday, February 13, 2017
Develop Reports	18	Monday, February 13, 2017	Friday, March 03, 2017
Train on Crystal Reports	0.5	Tuesday, March 28, 2017	Tuesday, March 28, 2017
<b>Boot &amp; Tow Program</b>			
Establish Preferences Options	4	Friday, February 03, 2017	Tuesday, February 07, 2017
<b>Appeal Program</b>			
Establish Preferences Options	4	Friday, February 03, 2017	Tuesday, February 07, 2017
<b>Handheld Citation Stock</b>			
Develop Proof	14	Wednesday, January 04, 2017	Wednesday, January 18, 2017
Draft	14	Wednesday, January 18, 2017	Wednesday, February 01, 2017
Review & Approve	7	Wednesday, February 01, 2017	Wednesday, February 08, 2017
Order Inventory	21	Wednesday, February 08, 2017	Wednesday, March 01, 2017
<b>Equipment &amp; Software</b>			
Order Equipment	21	Monday, February 06, 2017	Monday, February 27, 2017
Test data transfer from Handhelds to <b>FastTrack™</b>	14	Monday, February 27, 2017	Monday, March 13, 2017

<b>Training</b>			
Schedule HH Training	7	Monday, February 27, 2017	Monday, March 06, 2017
Schedule Software Training	7	Monday, February 27, 2017	Monday, March 06, 2017
Complete Initial Handheld Training	2	Monday, March 27, 2017	Wednesday, March 29, 2017
Complete Initial Software Training	2	Monday, March 27, 2017	Wednesday, March 29, 2017
<b>Complete Installation</b>	<b>0.25</b>	<b>Friday, March 31, 2017</b>	<b>Friday, March 31, 2017</b>

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<b>Pricing</b>								
<b>Number</b>	<b>Product Description</b>	<b>Available (yes or no)</b>	<b>Qty</b>	<b>Total Initial Purchase</b>	<b>Lease cost per year</b>	<b>Lease cost per month (billed</b>	<b>Additional monthly costs</b>	<b>Additional yearly costs</b>
	<b><u>Citation &amp; Permit Management</u></b> *							
1	Licensing Fee - require 10 users	Y	10	-	Included	Included	\$0	\$0
2	Hosted Solution Fee	Y	10	-	Included	Included	\$0	\$0
3	Electronic Cash Drawer- require 2 drawers (City currently has 2 drawers)	Y	2	-	Included	Included	\$0	\$0
4	Receipt Printer - require 2 printers	Y	2	-	Included	Included	\$0	\$0
5	Other Hardware or Software Components (barcode scanner)	Y	2	-	Included	Included	\$0	\$0
	<b><u>E-Commerce Business Solution</u></b> *			-		Included		
6	Citation Management Component	Y		-	Included	Included	\$0	\$0
7	Permit Management Component	Y		-	Included	Included	\$0	\$0
8	Citation Appeal Management Component	Y		-	Included	Included	\$0	\$0
9	Web Hosting fees for citation payments, permit sales, etc.	Y		-	Included	Included	\$0	\$0
10	Transaction fee for web processing – per citation \$3.50/convenience fee paid by user or city. For permit, \$5 or 3.5% of transaction whichever is greater paid by user or city.	Y	Per ticket paid and per permit purchased	\$3.50/ticket, \$5 or 3.5% per permit paid by user or City	\$0	\$0	\$0	\$0
11	Other Components	N		\$0	\$0	\$0	\$0	\$0

\* The Complus citation and permit management software, *FastTrack™*, is not available for purchase.

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	Handheld Hardware & Software							
12	Handheld Devices - require 13 units (12 users, 1 spare)	Y	13	<u>Complus Handheld Purchasing Option:</u> (\$4,000/unit) \$52,000 for 13 units + ongoing fee of 10.2% of citation revenue	<u>Complus Handheld Leasing Option:</u> 11.2% of citation revenue	<u>Complus Handheld Leasing Option:</u> 11.2% of citation revenue	\$0	\$0
13	Printers for handheld devices (if separate)			Included	Included	Included	\$0	\$0
14	Enforcement software subscription for the handhelds	Y	13	Included	Included	Included	\$0	\$0
15	Wireless Communication Fee	Y	13	Included	Included	Included	\$0	\$0
16	Charging Stations(s)	Y	13	Included	Included	Included	\$0	\$0
17	Data Interface Cradle(s)	Y	13	Included	Included	Included	\$0	\$0
18	Data Storage Devices	Y	13 (Built into Handheld Device)	Included	Included	Included	\$0	\$0
19	Replacement Batteries	Y	13	Included	Included	Included	\$0	\$0
20	Ticket/Envelope Stock	Y		Included	Included	Included	\$0	\$0
21	Other Hardware Components	N		\$0	\$0	\$0	\$0	\$0

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	<u>Integrations/Interface Services</u>							
22	w/ Pay by phone System <sup>†</sup>	Y	1	Integration with ParkMobile Included	Integration with ParkMobile Included	Integration with ParkMobile Included	\$0	\$0
23	w/ Pay by Plate Multi-Space Meter System <sup>†</sup>	Y	1	Integration with Cale Included	Integration with Cale Included	Integration with Cale Included	\$0	\$0
24	w/ Single Space, Credit Card Enabled Meter System <sup>†</sup>	Y	1	Integration with IPS Group Included	Integration with IPS Group Included	Integration with IPS Group Included	\$0	\$0
25	w/ DMVs for search and uploading of customer addresses for outstanding citations	Y		Included	Included	Included	\$0	\$0
26	w/ Collection Agencies for export of outstanding citations and import of paid citations to collection agency to parking management	Y	1	30% of collected revenue	30% of collected revenue	30% of collected revenue	\$0	\$0
	<u>Future Integrations/Interface Services</u>							\$0
27	w/ Enterprise Resource Planning (ERP) Systems	Complus will explore the possibility of developing these services.		\$0	\$0	\$0	\$0	\$0
28	w/Single Sign-on Integrations	Complus will explore the possibility of developing these services.		\$0	\$0	\$0	\$0	\$0
	<u>Optional - LPR System &amp; Integration<sup>‡</sup></u>							
29	Licensing Fee – Genetec AutoVu ALPR	Y	2	\$65,000	\$0	\$0	\$0	\$4,200

<sup>†</sup> Should the City wish to integrate with additional technology providers, up to 40 hours of custom programming is included with the Complus contract. Additional programming will be billed to the City at the rate of \$150 per hour.

<sup>‡</sup> The following is based on pricing provided by PCS Mobile.

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30	Hosting Fee	Y	2	\$0	\$0	\$0	\$0	\$0
31	Laptops incl. wireless modem	Y	2	\$11,950	\$0	\$0	\$0	\$0
32	Cameras	Y		\$0	\$0	\$0	\$0	\$0
33	Printers	N		\$0	\$0	\$0	\$0	\$0
34	Integration with the City's Parking Citation & Permit Database System	Y	1	\$0	\$0	\$0	\$0	\$0
35	On-site Installation and Training	Y		\$4,000	\$0	\$0	\$0	\$0
36	Other Equipment/Service Components – a.) MOB/MAM support, b.) Patroller/SMA Base/Mapping License, c.) AutoVu Managed Service, d.) Security Center installation, e.) project management, f.) travel cost, g.) shipping	Y		a.) \$ 2,500 b.) \$ 1,720 c.) \$ 4,200 d.) \$ 1,000 e.) \$ 1,000 f.) \$ 1,400 g.) \$ 300	\$0	\$0	\$0	a.) \$2,500 b.) \$1,720 c.) \$4,200
37	<b><u>Professional Services</u></b>							
38	Training	Y		Included	Included	Included	\$0	\$0
39	Travel	Y		Included	Included	Included	\$0	\$0
40	Support	Y		Included	Included	Included	\$0	\$0
41	Data Conversion	Y		Included	Included	Included	\$0	\$0
42	Installation	Y		Included	Included	Included	\$0	\$0
43	<b><u>Other Costs</u></b>							
44	Warranty Fees (optional 5 yrs. on LPR listed)	Y		\$19,264 (Optional 5 year Warranty on equipment supplied by PCS Mobile)				
45	Fees for additional data storage if needed	N						
46	Other Fees (Describe in detail) - postage for notices	Y					Postage will be reimbursable at cost and Complus will pass any discounts received onto the City of Hollywood	



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47	Other Fees (Describe in detail) - \$3.50 per web ticket, \$5/3.5% web permit fee paid by user or City	Y		As previously mentioned, \$3.50/ticket, \$5 or 3.5% per permit paid by user or City				
48	Other Fees (Describe in detail)							
49	<b>TOTAL COSTS</b>			<u>Complus Handheld Purchasing Option:</u> \$52,000 for 13 units + ongoing fee of 10.2% of citation revenue + optional LPR fees.	<u>Complus Handheld Leasing Option:</u> 11.2% of citation revenue + optional LPR fees.	<u>Complus Handheld Leasing Option:</u> 11.2% of citation revenue + optional LPR fees.	Postage will be reimbursable at cost and Complus will pass any discounts received onto the City of Hollywood.	\$8,420 yr 2-5 PCS Mobile Assurance, AutoVu Managed Service (Required support fee from PCS mobile. Optional only if LPR package is not chosen.)
	<u>OPTIONAL Per Unit Pricing</u>							
	<u>(Note: Please list if cost is per citation, permit, transaction, etc.)</u>							
50	Cost per _____							
51	Other Fees (Describe in detail)							
52	Other Fees (Describe in detail)							
53	Other Fees (Describe in detail) - Postage							
54	Other Fees (Describe in detail)							
55	<b>TOTAL COSTS</b>							

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<b>Exhibit A – Parking Citation &amp; Permit Database System</b>			
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>Application Requirements</b>		
	Objective: The City is seeking a Parking Citation & Permit Database System	Y	
	<b>General System Requirements</b>		
1	Capability to function over a secured connection via the Internet.	Y	via Crystal Reports
2	Employ a fully relational database that allows data to be manipulated, linked, and queried.	Y	
3	Ability to disable fields, define fields as required, change field titles, and associate default values by user ID.	N	
4	Shall allow for the creation of a profile for each individual user. Profiles shall specifically detail access rights and security privileges as defined by the system administrator.	Y	
5	Shall allow for a wide range of user access control that varies by module and security level from read-only to complete insert/edit/delete capability anywhere in the software system.	Y	
6	System shall provide history (name, date, time and action taken if any) of each user accessing any record.	Y	
7	Shall provide a tracking/auditing trail of modifications/transactions executed by a particular user.	Y	
8	Shall allow for the revocation of user access without affecting history of records access.	Y	
9	Shall be fully functional with little downtime -Vendor should note proposed amount of uptime.	Y	
10	Shall include 24/7 technical support.	Y	
11	Facility where equipment & data is stored shall be of high security.	Y	
12	Shall have backup procedure/Disaster Recovery plan for system outages.	Y	
13	Hosted version shall support the current version of any industry standard Internet Browser – list specific requirements.	Y	
14	Shall be able to securely encrypt data during the transmission process and provide protection to prevent unauthorized access.	Y	
15	System maintenance shall not be scheduled during normal working hours Monday-Friday, 6:00 AM – 6:00 PM Eastern Time.	Y	
16	The hosted service shall allow for the City to extract or export data in CSV, TXT or XML format for import or integrations.	Y	via Crystal Reports
17	The City shall have the ability and right to access the data housed in the hosted solution for the purposes of data extraction and export.	Y	

18	Vendor should note if there are data storage limitations and provide additional information if expanded data storage for any records will be needed.	Y	
19	Provide for return of data at end of contract in usable format to the City	Y	
	<b>Citation Management</b>		
20	The software shall have the ability to provide direct access to citation information.	Y	
21	Shall allow the user to manually enter a citation into the system via keyboard and/or automatically upload via handheld.	Y	
22	If entering a handwritten citation into the system manually, the original ticket shall be scanned into the record.	Y	
23	Shall display detailed violation information including fine structure (original fine, late fees, amount paid, amount due).	Y	
24	Shall provide extensive notes field including date and entered by.	Y	
25	Ability to create various statuses of a citation to include: void, transfer, uncollectible, reduction, etc.	Y	
26	Ability to change the status of a citation to include: void, transfer, uncollectible, reduction, etc.	Y	
27	Void status shall have at least one hundred (100) user-definable reason codes which shall show on status screen.	N	
28	Ability to track all changes and adjustments made to a citation to a specific individual, date and time.	Y	
29	Shall support the attachment of scanned documentation, digital images, or electronic items to the citation.	Y	
30	Ability to directly access receipt (payment) information from the citation.	Y	
31	Shall limit access to parking citation to read-only or full edit capability based on individual user accounts.	Y	
32	Generate and print notification letters while maintaining an audit trail within the application. Direct access to letter history and copies of each letter shall be retained.	Y	
33	Ability to generate e-mail notifications and account statements. Direct access to each e-mail sent attached to each record.	N	
34	Ability to define one violation per citation.	Y	
35	Ability to assign one unique account number per customer.	N	
36	Ability to insert numerous user-defined fields for each customer, if not already available in the system. Example: DOB, driver's license number, permit numbers assigned, etc. Vendor's proposal should note what fields are available to link to each customer record.	Y	
37	Shall include a detailed list of the history of a customer association with a citation.	Y	

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38	Shall include a detailed list of the history of a license plate and association with various cars via plate transfer from sale or lease termination.	Y	
39	Direct access to the financial information related to the citation including; payments, adjustments, late fees, etc.	Y	
40	Automatically assess escalations/late fees on user-defined dates that meet predetermined criteria without further user interaction.	Y	
41	Automatically generate letter for overdue citations without the user initiating the process (starting the procedure with a simple command).	Y	
42	Ability to provide summaries of payments paid and amounts due per owner.	Y	
43	Ability to generate receipt copies showing amount paid and amount due.	Y	
44	Ability to categorize registered owner information. Examples: Owner, leasing company, lessee, rental company, renter, etc.	Y	
45	Ability to create categories/subcategories of registered owner under one vehicle. Examples: Rental company, renter, etc.	Y	
46	Ability to reassign citations to a different customer. Examples: from vehicle leasing company to lessee or from rental company to renter.	Y	
47	Ability to identify potential duplicate records with option to merge the duplicated record into one.	Y	
48	Ability to import and export text (.txt or .csv) files.	Y	
	<b>Boot &amp; Tow Management</b>		
49	The software shall generate Boot & Tow lists automatically, based on business rules set forth by the City.	Y	
50	The software shall allow entry of boot fees and other administrative fees.	Y	
51	Ability to generate Boot & Tow notice for mailing and flag violations as receiving notice.	Y	
52	Ability to send Boot & Tow list information to handhelds and LPR software.	Y	
53	The software shall provide a module for vehicle boot and tow notification/disposition as follows:		
54	Officer can enter boot/tow information directly into the handheld to create record, including boot number and/or tow company (if used).	Y	
55	Officer can enter boot/tow release information directly into the handheld to update record, including tow company (if used).	Y	
56	Generate and print notification letters for disposition of scofflaw vehicles. Direct access to letter history and copies of each letter shall be retained.	Y	
57	Generate monthly scofflaw disposition report showing how many vehicles were impounded, how many tickets were paid, how many vehicles were released and how many vehicles have other dispositions	Y	



	(Towed, sold, scrapped, etc.)		
58	System shall provide notification at cashier level when booted vehicle is being paid. Notice shall be given if any outstanding tickets remain to be paid so cashier can notify customer vehicle will not be released until all eligible tickets are paid.	Y	
	<b>Citation Appeals &amp; Court Management</b>		
59	Shall track the citation appeals and court process. When a citation is place into appeal/court mode, the information related to the citation shall be linked or copied into the appeal record or court module.	Y	
60	Shall provide extensive notes field including date and entered by.	Y	
61	Shall support the attachment of scanned documentation, digital images, or electronic items.	Y	
62	Ability to place/flag citations that are being appealed.	Y	
63	Ability to temporarily stop fine escalations on citations that are being appealed.	Y	
64	Ability to flag files to not accept payment at City level once citation is placed in appeal status.	Y	
65	Ability to modify the citation to reflect the court decision and keep a history of these modifications.	Y	
66	Ability to create notification of Findings, Decision and Order reflecting the court decision and keep a history of these notifications. Direct access to notification history and copies of each letter shall be retained.	Y	
67	Inclusion of a judgment decision note field that can be incorporated in the printed Findings, Decision and Order. The field shall be able to be populated from a user-defined menu or by freeform comments.	Y	
68	Ability to change payment status of citation upon creation of notification of the appeal decision.	Y	
69	Ability to restart fine escalations on citations that have been appealed and upheld.	Y	
70	Display a visual alert to those citations that are on appeal, to include a printed listing and amounts due.	Y	
71	Preference: The software should track the citation appeal and court process at the customer level. The module should provide the customer the ability to view all activity associated with appeals and track contact information related to a customer including multiple addresses, phone numbers, and e-mail addresses.	Y	
72	Ability to view a summary section with direct access to all information and invoices with a customer screen.	Y	
73	Vendor should note the number of addresses, both physical and e-mail, their system can record in history for each customer.	Y	
	<b>Parking Permit Management</b>		
74	The system shall provide the capability to set up, issue, track and manage parking permits.	Y	

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75	When a permit is issued, a relationship should be established between a customer, a vehicle, and the permit.	Y	
76	Record a permit effective date, issuance date, and expiration date.	Y	
77	Ability to register more than one vehicle to a permit.	Y	
78	Ability to inventory and track permits as they are being issued.	Y	
79	Ability to download permit information to handheld ticket writers.	Y	
80	Restrict the number of permits a customer can purchase.	N	will work with Hollywood
81	Restrict the number of permits that can be associated with a specific address.	N	Will work with Hollywood
82	Ability to set permit fees and generate billing statements.	Y	
83	Ability to handle a prioritized or non-prioritized waiting list.	Y	
84	Automatic update of the wait list position number when records are inserted or edited.	Y	
85	Ability to print permits.	Y	
86	Support attachments of scanned documents, digital images, or other electronic files.	Y	
87	Capable of e-permitting.	Y	
88	Ability for customers to make online payments and pay via credit card (MasterCard, Visa)	Y	
89	Ability to generate a receipt to the customer automatically.	Y	
90	Ability to add permits, update permits, generate lists of valid permits and other pertinent reports.	Y	
91	Ability to sell permits in bulk permit to customers.	Y	
92	Ability to create permits for specific locations.	Y	
93	Ability to notify customers on payment plans that payments are late or card is declined.	Y/N	no payment plan
94	Ability for customers to pay with cash and credit card.	Y	
	<b>Payment and Cash Management</b>		
95	The cash management software shall allow for a receipt printer and electronic cash drawer attached to a standard City PC workstation thus creating a true, fully functional cash management system. The software shall allow for direct posting to the proper financial account and complete convenient access to virtually any information in the system without leaving the cash management screen.	Y	
96	Ability to work with or without a cash drawer.	Y	
97	Ability to track all transactions by cashier regardless of PC used.	Y	
98	Posting of payments for citations, permits, access cards, and fees.	Y	
99	Ability to accept and post both full and partial payments.	Y	
100	Ability to post payments before citation information has been imported from handheld ticket writers ("skeletal" citation) and have that information automatically updated when the citation is later uploaded	Y	

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	from the handheld.		
101	Ability to disallow the acceptance of payment (example: NSF checks) on specific accounts, license plates, or individuals.	Y	
102	Print a receipt that clearly identifies individual transactions or items purchased, including citations paid, permits paid, access cards paid.	Y	
103	Complete close out process with detailed daily reconciliation reports.	Y	
104	Ability to restrict a permit sale until all citations are paid.	Y	
105	Ability to print receipts on demand.	N	printed at time of payment
106	Ability to establish payment plans.	Y	
107	Capability to back out payments from returned checks, mark return check receipts, and associated fees, send customer a defined standard return check notification.	Y	
108	Ability to adjust or reduce the fine amount of any citation. This ability shall be set only to high security access levels.	Y	
109	Ability to change the payment status of any citation (Void, uncollectible, warning, etc.). This ability shall be set only to high security access levels.	Y	
110	Ability to void a payment after receipt is processed and ability to repay once voided. (This can be used to adjust errors by reversing payments and re-applying them). This ability shall be set only to high security access levels.	Y	
	<b>Notice and Letter Generation</b>	Y	
111	The software shall provide a module to allow for the notification of overdue invoices, overdue permit payments, permit renewals, return check or non-sufficient funds, installment of payment plan, vehicle boot and tow notification/disposition, unpaid citation notices (i.e. second notice and third and final), and customer balance statements.	Y	
112	Send notices and letter via e-mail and retain a copy attached to the citation record. Note/record if message is returned undeliverable.	N	
113	For each type of standard letter in the database file, the software shall allow the user to print only one such letter applicable to only one citation, vehicle, or customer or complete "batch" of that type of letter for all applicable citations, vehicles, or customers when certain user defined conditions are met.	N	
114	Allow letter to be printed on a standard printer that can be accessed via a local workstation.	Y	

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115	Generate and print notification letters while maintaining an audit trail within the application. Direct access to letter history should be provided as well as storing a copy of the e-mail in the history.	Y	
116	Allow a number of user-defined letter headings to be selected by letter type. Give the #	Y	
117	Ability to remove letter notification should letters be printed in error. This ability shall be set only to high security access levels.	Y	
118	Automatically generate letters/e-mails for overdue citation notices without user initiating the process.	Y	
	<b>Task Scheduler</b>		
119	Support execution of pre-defined tasks including escalating fines, generating letters, and data imports/exports.	Y	
120	Ability to perform user defined tasks which may include but not be limited to: report generations, data exports, data imports, handheld downloads and uploads.	Y	
	<b>Report Generation</b>		
121	The software shall be capable of producing pre-defined reports concerning citation activity and permit sales activities with a variety of sorting options such as but not limited to: Date ranges, Ticket # ranges, Outstanding Citations, Citations Issued by Officer, Citations issued by Location, and Citations issued by Violation. The following are examples of types of reports that the software shall produce, however, this is not a complete list.	Y	
122	A listing of citations written by violation type sorted by user defined structure such as: date range, officer, location, violation.	Y	
123	A listing of all outstanding citations by person or vehicle.	Y	
124	Number and percentage of citations issued for a violation type.	Y	
125	Monthly accounts receivable report for citations paid, unpaid, and partially paid.	Y	
126	A listing of all outstanding citations by citation number, license number, date or customer name as defined by user.	Y	
127	A listing of license plates that do not have registered owner information. The report shall also list how many times the R/O information has been requested. This report shall be in Excel so the data can be manipulated	Y	
128	A detailed report of all activity for a given cash drawer on a given day. The report shall be broken into revenue transaction category	Y	
129	A report that will produce aging status for unpaid citations and invoices. This report can be broken down by past due status such as: 30 days, 60 days, 90 days, and 120 days.	Y	
130	Vendor shall note the reporting program/software used for creating reports. Any licensing required shall be provided as part of the Vendor's package.	Y	Crystal Reports

131	Vendor shall note if reports can be exported to other formats. Those formats shall be listed in the proposal.	Y	
	<b>Inquiry Manager</b>		
132	The software shall include a query manager tool that can be used for information inquire/query building and data export.	Y	
133	A query viewer should be available that includes the name of the query, description, and if the query is associated to a task.	Y	
134	Ability to maintain queries. Maintenance items include the ability to view, edit, export, import, clone, and delete queries from the query viewer.	Y	
135	Query builder that allows users to create a new query. A wizard should guide the user through the query creation process.	Y	
136	Instruction guide on how to use the Query Manager tool.	Y	
137	Ability to use a query to edit data in batch form.	N	
	<b>Document Management</b>		
138	They system shall generate and regenerate email, letter or invoices manually or automatically based on settings created by administrators. Triggers for automated communication should be able to be configured based on a variety of parameter combinations, including customer data and sales history, and shall be scheduled or sent immediately, in the future, or at regular intervals.	Y	
	<b>Data Import/Export</b>		
139	The software shall be capable of creating file formats that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies or departments, including various other software programs. Two examples are the Department of Motor Vehicles and outside collection agency.	Y	
	<b>Web Services/Mobile App</b>		
140	The system should include a comprehensive e-commerce portal as well as an optional iOS and Android mobile application, which allow customers to manage their parking needs from any computer or mobile device.	Y/N	Web e-commerce available for customers, no mobile app.
141	The software system shall offer web services to allow external programs access to features within the application. Web services shall, at a minimum, specifically interface with citation payments, permit sales, appeals, waiting lists, with the ability to access account information. The system should allow for the creation of a web-based interface allowing secure online transactions.	Y	
142	Ability to allow for administrative control for editing the e-commerce web page.	N	Changes to be coordinated with Complus

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143	E-commerce page should support all forms of credit card payment and meet all PCI/DSS compliance standards.	Y	does not accept Amex
144	Web services shall support user authentication (login/password).	Y	
145	Web services shall be capable of operating over a secure network connection.	Y	
146	All activities performed by a web service shall be logged in the system activity and/or financial log of the system.	Y	
147	Web services shall offer real-time interaction with the parking database.	Y	
148	Web services shall allow a customer to pay a parking citation by the citation number or license plate number including one citation or all citations.	Y	
149	Web services shall fully allow for permit sales waiting list information entry.	Y	
150	Web services shall allow for a customer to update personal address information without viewing any current data; information updates shall be provided via a report.	N	Not currently but will work with Hollywood
	<b>Booting/Towing</b>	Y	
151	The software shall allow the user to process a booted/towed vehicle. This includes booting/towing the vehicle and releasing to the owner.	Y	
152	Field entry for boot report number and location.	Y	
153	Ability to enter towing information.	Y	
154	Support the attachment of scanned documentation, digital images or other electronic items for the record.	Y	
155	Extensive notes field.	Y	
	<b>Application Development Rights</b>	Y	
156	The system should allow for non-commercial, custom application development against the system. The organization should be able to create custom programs and have the system execute those programs in an unattended manner according to the City's desired schedule.	Y	
	<b>Data Conversion</b>	Y	
157	The vendor shall offer data conversion services. Data is currently stored in a hosted environment by T2 Systems. Data to be converted includes customers, vehicles, citations and permits. Vendor should explain what is included in the proposed data conversion service.	Y	

<b>Exhibit B – Handheld Unit Specifications</b>			
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>Application Requirements</b>		
	<b>Handheld Hardware</b>		
1	The handheld enforcement units shall be able to integrate with the Parking Citation & Permit Database System proposed.	Y	
2	The handheld enforcement units shall have cellular voice and data communications (Internet connection to provide real-time operation).	Y	
3	Built in printer or support Bluetooth connection for printer.	Y	
4	Battery life over 8 hours in normal usage (Hot-Swappable Battery or Extended Battery Case).	Y	
5	High-resolution color touchscreen that is easily readable in full sunlight – i.e. high contrast, no glare, large font size.	Y	
6	An operating system that emphasizes ease of use in performing everyday tasks, and hides advanced features by default (to be enabled when necessary).	Y	
7	At least a five (5) megapixel or higher quality camera with flash capability that can provide up to four (4) images per citation. Vendor should note storage capacity of proposed handheld equipment.	Y	
8	Handhelds shall have the capacity to store a large amount of photographs.	Y	
9	Internal Global Positioning System (GPS) for geo-spatial functionality and reporting.	Y	
10	Preferred: The GPS system should also notify the officer if they are trying to write a ticket on an incorrect location. Example: the officer is writing a ticket on 2nd Street but enters 2nd Avenue on the ticket. The location is far enough from the GPS location of the handheld that the unit notifies the user and asks for verification.	N	
11	Light-weight and durable- Able to function properly in various weather conditions. (Hot, cold, wet).	Y	
12	Preferred: Unit should support one-touch audio recording for interactions with customers.	Y	
13	Explain process of data transfer and/or battery charging.	Y	
14	Ticket stock should be available to purchase from multiple vendors.	Y	
	<b>Handheld Software</b>		
15	The software shall require a password / security sign on. The software should require the user to sign in again after user-defined amount of inactivity.	Y	
16	The software shall be completely configurable so that the Office of Parking may select data entry fields and make them a required entry, an optional entry, or an unused field.	Y	Project tailored to Hollywood specifications



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17	The software shall easily allow the user to display all citation data entered to that point and to edit or modify any field without disruption of the citation entry process.	Y	
18	The software shall automatically fill certain fields from the previous citation, e.g. street and violation to make the issuing process easier for the user. Auto-filled fields should require verification from the user.	Y	
19	The software shall be able to notify the user of various issues that can arise in the field, e.g. vehicle is boot-eligible, stolen, has expired registration, etc. These notifications should be definable by the user.	Y	
20	The software shall allow the creation of a file of special notifications (GET VIN, TOW IMMEDIATELY, etc.) to be sent to the handheld.	Y	
21	The software shall allow the user to view any citation written by the user since the last upload of data to the host.	Y	
22	The software shall support reprinting of an issued citation. This reprinted citation shall contain the same time as the original citation, not simply the time it was reprinted.	Y	Reprints available for last ticket issued
23	When the license plate is entered during a citation entry, the software automatically searches the scofflaw and tow request file for a match. If a match is found, the vehicle information shall be automatically entered into the proper data fields without additional keying by the officer. If a match is found in the scofflaw or tow request file, the software shall display the number of unpaid citations and outstanding balance as of the last download of data to the handheld..	Y	
24	The software shall have the ability to scan barcodes.	Y	
25	The software shall support entry of information such as vehicle make, model, color, style, plate type, violation, void, and standard codes. The citation entry screen shall be a selectable format such as drop down menus.	Y	
26	The software shall have the ability to enter both public and private comments that can be transferred into the database. The software shall be adaptable so the user may be able to enter up to three (3) lines of printable comments per citation. Any additional line of comments can be added but not printed on the citation. This additional line can be used as "private" comments by the issuing officer.	Y	
27	The Comment file for the handheld should be definable by the City so specific comments can be found by typing only a few keys. Example: NPD would equal "No Permit Displayed", NP9NWE would equal "No Parking 9AM-Noon Wednesday". All shortcuts and long form comments would be definable by the City.	Y	
28	The software shall support the ability to issue a citation warning.	Y	
29	The software shall have the ability to enter, track and issue parking infractions from a tire chalking application.	Y	

30	Preferred: All data used for electronic tire chalking be communicated to all powered devices in the field so the data is usable by all enforcement staff over multiple shifts.	Y	
31	The software shall have the ability to set certain violations with requirements the officer must follow in order to issue a citation. Examples: i. All violations require at least one comment in the Comment field. ii. Timed violations require the original time the vehicle was “chalked” if the original timing was not performed using the handheld device iii. Permit parking violations require the user to verify the citation issuance if a valid permit is noted and that verification shall be recorded iv. Handicap parking violations require at least two images. Fire hydrant, crosswalk and double parking violations require at least one image. The handheld should require the necessary number of images for violations that require them as evidence.	Y	
32	The software shall support the ability to have photographic images transmitted electronically to the parking management system along with the violations to which the images pertain.	Y	
33	The software shall support the ability to allow the officer to review photographs taken in the field and to retake photos where images are distorted, unclear, etc.	Y	
34	The software shall have the ability to provide an audit trail via GPS of citation issuance for each handheld.	Y	
35	The software shall have the ability to communicate in real-time with the City’s multi-space meter parking system and pay-by-cell parking provider to verify payments.	Y	
	<b>Hardware and Software Maintenance and Support</b>		
36	Vendor shall offer a maintenance agreement that will cover all parking management system hardware and software support. This should include troubleshooting, installing upgrades, training, and performing routine checks to achieve maximum performance. Upgrades and preventative maintenance should be handled remotely and after normal business hours, leaving our operation with little or no downtime.	Y	

<b>Exhibit C - Required Integrations/Interfaces</b>			
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>Application Requirements</b>		
	<b>w/ Parking Mobile Payments</b>		
1	The system shall have the ability to integrate/interface with pay-by-phone systems. Please disclose the pay-by-phone vendors that your firm have proven integration.	Y	PayByPhone, ParkMobile, MobileNOW! Passport
2	<b>w/ Multi-space Pay By Plate Parking Meters</b>	Y	
3	The system shall have the ability to integrate/interface with pay-by-plate multi-space meter systems. Please disclose the pay-by-plate meter vendors that your firm have proven integration.	Y	Parkeon, IPS, Cale, Digital/T2
	<b>w/ Single-space Credit Card Enabled Meters</b>	Y	
4	The system shall have the ability to integrate/interface with single-space, credit card enabled meter systems. Please disclose the single space, credit card enabled meter vendors that your firm have proven integration.	Y	Parkeon, IPS, Cale, Digital/T2
	<b>w/ Florida Department of Highway Safety and Motor Vehicles (DMV)</b>	Y	
5	The system shall provide an interface with the State of Florida DMV using FTP technology, or a suitable alternative acceptable to the DMV, to send inquiries to and receive back registered owner (RO) name and address information on a monthly basis.	Y	
6	The system shall provide the ability to import out-of-state vehicle registration information from all other United States vehicle registration departments. If using an outside vendor for this service, please provide the name and pertinent information for that vendor.	Y	
7	The system shall provide ability to automatically link registered owners to their license plate in the system.	Y	
8	The system shall provide a list, after each upload from the Florida DMV or other state DMV's, of all vehicles without corresponding registered owner (RO) information so data can be reviewed for inaccuracies.	Y	
9	The system shall allow the City to delete vehicle records created due to errors of data entry.	Y	
	<b>w/ Outside Collection Agencies</b>		
10	The system shall support processing of export/import files from collection agencies. Please disclose the collection agency vendors that your firm have proven integration/interface.	Y	Capital Recovery Systems
	<b>w/ License Plate Recognition Systems</b>		
11	The system shall have the ability to integrate/interface with license plate recognition systems. Please disclose the license plate recognition vendors that your firm have proven integration.	Y	Genetec, Elsag

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<b>Exhibit D - Future Integration /Interfaces</b>			
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>Enterprise Resource Planning Software (ERP)</b>		
1	Please disclose the vendors that your firm have partnered with regarding ERP systems.	N	
	<b>Single Sign-On Integrations</b>		
2	Please disclose the clients/customers that your firm have provided single sign-on integrations.	N	

<b>Exhibit E - (Optional) License Plate Recognition System</b>			
<b>Number</b>		<b>Available (Yes or No)</b>	<b>Vendor Comments</b>
	<b>System Requirements</b>		
	<b>General Requirements</b>		
1	The system shall have the ability to integrate/interface with the City's Parking Citation & Permit Database System. Please disclose vendor(s) that your firm have proven integration.	Y	
2	The system should allow LPR data being collected in the field, including any field alerts, to be viewed from the back office software	Y	Security center
3	System shall have a real-time interface with Luke II multi-space parking meters or pay-by-phone vendor Parkmobile for pay-by-plate paid parking	Y	
4	The system shall have ability to provide covert notification to supervisors without notification to the user in the vehicle.	Y	
	<b>Hardware Minimum Requirements</b>		
5	At least two (2) Camera Systems for two vehicles	Y	
6	Variable light conditions cameras	Y	
7	Waterproof and impact resistant - IP67 preferred	Y	
8	Cameras to be self-illuminating infrared/color LPR cameras	Y	
9	Cameras able to view plates in different parking orientations, e.g. parked parallel, 45° angle or perpendicular to the curb	Y	
10	Processor should have a "self-trigger" mode to detect license plates in a prest field of view	Y	
11	Processor should be trunk-mounted with a power supply that provides safe start and stop of the system	Y	
12	Touchscreen tablet (Panasonic Toughpad or similar) needed for running system to be provided in proposal	Y	
13	All wiring, cables, docking station and equipment necessary for an operational system	Y	
14	All hardware to be new - no demonstrators or used equipment	Y	
	<b>Software Minimum Requirements</b>		
15	Software shall be designed for touchscreen usage	Y	
16	Secure logins/passwords set for all users through back office	Y	
17	GPS coordinates recorded for all plate reads	Y	
18	Single button to turn on/off camera configurations	Y	

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19	Software shall allow enforcement officer to select area/time zone they are enforcing and notify them when the selected zone does not match the current GPS location of the vehicle	Y	auto select
20	LPR system shall simultaneously enforce the following applications: a. Timing enforcement b. Permit enforcement c. Pay-by-plate by multi-space meter d. Pay-by-plate by phone e. Scofflaw (boot/tow – unpaid tickets) f. Multiple Hotlists	Y to all	
21	Preferred: software shall exchange vehicle timing records with other LPR vehicle systems in real time	N	
22	Software shall give a unique audible and visible alert when an illegally parked vehicle is discovered	Y	
23	Software shall allow the enforcement officer to manually enter plates that are unreadable	Y	
24	System shall have integrated ticketing so, when an enforcement officer has an LPR “hit”, they can simply press one button to complete enforcement activities (citation generation, booting, towing, permit issuance) within the same LPR application. The citation should be saved to the parking enforcement database and then be printed for the officer to leave on the vehicle	Y	
25	System shall provide a feature to enable or disable “fuzzy-logic” plate matching in each LPR vehicle to enable the system to match common number character issues (such as 0/O and 8/B) or unknown characters	Y	
26	Any software subscription/maintenance annual fee shall be listed on the pricing sheet	Y	
27	Provision of technical support and software maintenance, fixes, patches, upgrades, and utilities	Y	
28	Make searches for whole or partial license plate numbers	Y	
29	Capable of generating numerous data reports	Y	
30	On-site Installation and Training (to include set up, system configuration, and demonstration of all product features)	Y	

## **Jennifer Rentz**

jenniferr@complusdata.com

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### PROFESSIONAL EXPERIENCE

#### **COMPLUS DATA INNOVATIONS, INC. Tarrytown, NY • 2003 to present**

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Director Of Client Services

- Oversee variety of related projects directed toward strategic business and additional organizational objectives.
- Identify and lead projects, allocating functions to project staff, including cost management and scheduling to ensure successful completion and client satisfaction.
- Direct extensive contract negotiations and vendor management.
- Lead, develop, and supervise technical and project teams.
- Continuously assess, design, and implement streamlined process improvements to improve efficiency.
- Mitigate risk factors through careful analysis of financial and statistical data.
- Anticipate and manage change effectively in rapidly evolving global-business environments.

#### **ADPRESS, INC. New York, NY • 2001 to 2003**

Provides clients with marketing project management, including production, distribution, and fulfillment.

Marketing Projects Manager

- Developed organizational direction and source of revenue by developing new integrated marketing and technology products.
- Trained and allocated administrative and operational functions to team.
- Fostered vendor relationships and negotiated pricing and scheduling.
- Established and upheld project budgets and timelines.

#### **SILICON ALLEY REPORTER New York, NY • 1998 to 2001**

Media company specializing in Media, Finance, and Technology industries, producing conferences for industry executives and publishing online and print publications

Marketing Manager/Associate Publisher

Special Projects Coordinator

- Designed marketing plans and initiated relationships with media partners to promote publications and conferences.
- Created partnership packages, including revenue and co-promotional operations .
- Collaborated with outside counsel to develop several versions of term sheets and contracts.
- Instrumental in managing complex project plans with associated deliverables, schedules, and budgets.
- Initiated and delivered team correspondence about project progress, status, and related concerns. Managed relationships with subcontractors and third-party vendors for internal projects.
- Identified potential clients, coordinated proposals, and negotiated contracts.
- Fostered advertiser and agency relationships to facilitate ad insertions, placement, and artwork.

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### EDUCATION

**Pace University** • White Plains, New York • Master of Science Degree in Internet Technology (*In Progress*)

**Pace University** • Pleasantville, New York • Bachelor of Business Administration, Marketing Management

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### PROFESSIONAL DEVELOPMENT

Project Management Institute • Certified Project Management Professional (PMP) - August 2012

Certified Scrum Master (CSM) - June 2013

**Janine Marsigliano**  
janinem@complusdata.com

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PROFESSIONAL EXPERIENCE

**COMPLUS DATA INNOVATIONS, INC. Tarrytown, NY • October 2005 to present**

Vice President of Client Services

Director of Client Services

- Assume a lead role in managing relationships with new and existing clients.
- Oversee the work of a project team for new client implementations including scheduling, allocating resources and obtaining specifications
- Proactively anticipate and meet client needs for programming requests, reports and training.
- Schedule and lead on-site meetings with clients to ensure their needs are being fulfilled.
- Assist with negotiation of contract renewals and recommend additional products and services.
- Develop charts, presentations and reports outlining monthly and yearly financial and performance statistics for clients and company management.
- Assist in enhancement of products and services based on client feedback.
- Responsible for training all users at approximately fifty (50) client locations in the use of company's proprietary software.
- Direct the work of office support staff in tasks relating to assigned clients.

**MCI TELECOMMUNICATIONS New York, NY • August 2002 to October 2005**

Global Implementation Coordinator

- Developed and maintained relationships with clients of major global accounts to include Barnes and Noble, Revlon and Bear Stearns
- Applied project management skills in supporting sales team during the sales acquisition process.
- Employed strong verbal and written communication skills to deliver timelines and status updates while ensuring client satisfaction.
- Developed project objectives for internal organizations, while performing analysis of all aspects of order implementation, for corporate telecommunications accounts.
- Participated in the sales process by presenting clients with new products and services, with the goal of expanding existing accounts and thus increasing revenue.

**MCI TELECOMMUNICATIONS Rye Brook, NY • March 1999 to August 2002**

Implementation Management Group

- Accurately installed dedicated orders for various account teams in MCI's order entry system.
- Initiated escalations for late circuits, better due dates, and firm order commitments from local carrier.
- Conducted training class for new employees on product information and order entry process.
- Performed supervisor responsibilities in the absence of the department's manager.
- Handled all new installs, moves, disconnects and changes of services.

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EDUCATION

**Iona College • New Rochelle, NY • Bachelor of Arts in Marketing**



**Denise Mangano**  
denisem@complusdata.com

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PROFESSIONAL EXPERIENCE

**COMPLUS DATA INNOVATIONS, INC. Tarrytown, NY • 2002 to present**

*Information Technology Director*

- Fulfill a key design, implementation, and continuing support role for all information technology infrastructures for this leading provider of parking ticket software and equipment.
- Oversee daily operations of IT department to ensure all systems meet or exceed business requirements and customer needs.
- Development, management and ownership of Java programs used to facilitate data exchange with various department of motor vehicles.
- Work with users, designers, and programmers to identify requirements, provide cost analysis, assist with creating user interfaces, and develop implementation timelines.
- Research and evaluate technology solutions and present recommendations for improved system operations.
- Provide technical and managerial leadership for a team of technical support professionals.
- Recognized by executive leadership for the ability to deliver project milestones on-time and within budget, while continually implementing innovative technologies designed to measurably increase workflow efficiency and proactively meet business needs.
- Instrumental in ensuring the successful coordination and fulfillment of all on-site client system deployment.
- Leveraged superior technical expertise to develop and maintain a payment collection website, using a Java back end, to deliver an additional \$3 million in revenue.

**RP CONSULTING • 2001 to 2002**

*Consultant*

- Leveraged strong programming skills and problem solving expertise to develop and deliver full websites and individual web pages for clients of this business management consulting company.
- Applied advanced programming abilities in HTML and Flash to create innovative and effective results designed to capture the interest of web visitors.

**PATAGON.COM USA, INC. • 1998 to 2001**

*Junior Webmaster, Desktop Administrator*

- Provided critical support to the design, development, and testing of the corporate website for this provider of investment services.
- Maintained and updated web content on a daily basis.
- Fulfilled a critical role ensuring the continuing delivery and support of Windows NT/2000 desktop and network technologies.
- Spearheaded the successful migration of the network from Windows NT to Windows 2000 with no loss or damage to data or resources.

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EDUCATION

**Pace University** • Master of Science Degree in Computer Science  
**State University of New York at Stonybrook** • Bachelor of Arts Degree  
**Westchester Community College** • Associate of Arts Degree

**DANIEL J. MASCARO**  
danielm@complusdata.com

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## PROFESSIONAL EXPERIENCE

### **COMPLUS DATA INNOVATIONS, INC., Tarrytown, NY • May 2013 - present**

#### Information Technology Support Supervisor

- Schedule and oversee handheld deployment, implementation, and training for new clients.
- Provide Level 2 Helpdesk support to clients and employees at Complus.
- Administration of the Complus domain and Citrix Presentation servers.
- Provide remote system/software support to clients.
- Troubleshooting of client handheld ticket-writer issues.
- Conduct regular client visits for handheld implementation and maintenance.
- Coordination of client needs into software change requests.
- Collaboration with 3<sup>rd</sup> party parking providers used for integration with the Complus software.

### **DHS SYSTEMS LLC., Orangeburg, NY • Oct 2012 – May 2013**

#### Information Technology Support Technician / Helpdesk

- Answer incoming calls to helpdesk line and determine if there is need for further assistance.
- Install and troubleshoot company computers, printers, and network equipment.
- Complete hardware or software repairs on systems as needed.
- Provide user account administration services for all network users.
- Traveled to distributed office locations to provide onsite server installs, systems updates, and inventories.

### **NYACK COLLEGE, Nyack, NY • June 2011 -Oct 2012**

#### Information Technology Support / Helpdesk

- Receive all incoming requests for technical support, assigning priority and creating schedules.
- Provide assistance to clients either remotely or via in-person technical assistance. Recommend new systems to management based upon system analysis and review.
- Install and provide ongoing technical support for campus computers, software, and hardware.
- Provide technical repairs as well as more superficial software resolutions.

### **UNITED STATES ARMY, Katterbach, Germany July 2006 - June 2011**

#### Database Administrator

*Operated in technical and administrative functions within an intensive work environment for the United States Army base in Katterbach, Germany as well as in Iraq and Afghanistan.*

- Installed and maintained operating systems and hardware for 4 Windows servers and a variety of laptops and workstations.
- Performed system maintenance including software updates, password resets, and more.
- Monitored all network switches and cabling to ensure proper operation at all times.
- Supported non-classified Internet routers, secret IP routers, and STAM IS networks.

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## EDUCATION

**Norwich University (Military College of Vermont), Northfield, VT • BS in Computer Science**  
**U.S. Army Advanced Individual Training • MOS ST, UH-60 Helicopter Repairer Training**

AGREEMENT BY AND BETWEEN

[INSERT NAME OF CLIENT] (CLIENT)

AND

COMPLUS DATA INNOVATIONS, INC. (COMPLUS)

DATED: [\_\_\_\_], 2016

This Agreement (the "Agreement") is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2016 by and between Complus Data Innovations, Inc (COMPLUS), with offices at 560 White Plains Road, Tarrytown, New York 10591 and the [INSERT NAME OF CLIENT] (CLIENT), with offices at [INSERT CLIENT ADDRESS] for the processing of parking tickets using the **FastTrack**™ Parking Ticket Management System (**FastTrack**™). The Terms and Conditions are as follows:

1. COMPLUS will provide all equipment/software listed on Schedule I, attached to this Agreement. CLIENT will promptly acknowledge, on the form attached as Exhibit A, receipt of all such equipment/software and that such equipment/software is in good working order. This equipment/software is for the sole purpose of providing access to **FastTrack**™, COMPLUS' password-protected web based application for the processing of parking tickets. The CLIENT acknowledges that this equipment/software is the property of COMPLUS and agrees to exercise reasonable care of said equipment/software while in its possession. Any handhelds that become lost or stolen will be the sole responsibility of the CLIENT and will be billed to the CLIENT at the cost of \$XXXX per unit. All handheld equipment listed on Schedule I will be replaced and upgraded every 36 months during the life of this Agreement, under COMPLUS' 36-month Equipment Replacement Policy (a copy of which will be made available to CLIENT upon request).
2. COMPLUS will be responsible for the maintenance, repairs, and replacement of said equipment resulting from normal use. Repairs, which in the reasonable opinion of COMPLUS are required as a result of an accident, neglect, or misuse of the equipment (including without limitation a repair arising from or in connection with the use by CLIENT of software other than software provided by COMPLUS and/or use of the equipment for other than **FastTrack**™ use) shall be made at the sole expense of the CLIENT. All expenses related to the repair or replacement of equipment which is required as the result of an accident, neglect, or misuse, will be billed to CLIENT. This includes, but is not limited to, the actual cost of the repair or replacement of said equipment, along with shipping expenses, travel expenses if required, and labor costs. Travel expenses, if required, must be pre-approved by CLIENT before repairs will be scheduled.
3. Repairs to equipment and/or reinstallation and/or modification of software which are required as a result of changes or modifications made by the CLIENT, shall be made at the sole expense of the CLIENT. This includes, but is not limited to the actual cost of the repair or

replacement of said equipment, along with shipping expenses, travel expenses if required, and labor costs. These costs and expenses must be pre-approved by the CLIENT.

4. Additional services requested by the CLIENT that are not described in this Agreement must be submitted in writing by the CLIENT. COMPLUS will prepare a statement of work along with a detailed cost estimate to be approved in writing by the CLIENT prior to the implementation of said changes or additions. This includes, but is not limited to, requests for additional equipment, installation of additional sessions, CLIENT requested software modifications and/ or relocation of equipment.
5. COMPLUS will provide CLIENT with remote access to **FastTrack™**, a web-based application that is designed to process parking ticket information. Access time will be 22 hours per day, seven days a week. **FastTrack™** will be unavailable due to daily maintenance-from 2:00am until 2:30am Eastern Time. COMPLUS will not be responsible for any downtime arising in connection with the internet service provider, Utilities Company and/or the CLIENTS' internal network.
6. The CLIENT will be responsible for the entry of all handwritten parking tickets. The CLIENT will also be responsible for the processing of all mailed and walk-in payments and for all other functions including the updating and disposition of all tickets, as well as any other related on-line functions. COMPLUS is not responsible for the validity of any information provided to it, including without limitation to the information on the tickets. Except as provided on this Section 6, the CLIENT will use COMPLUS as its exclusive provider for the processing of parking tickets.
7. COMPLUS agrees to maintain **FastTrack™** to conform in all material respects to all federal, state and local laws and regulations. COMPLUS certifies that in addition to nightly tape backups, its data center is mirrored off-site for disaster recovery purposes.
8. COMPLUS will furnish the CLIENT with digital copies of the following reports and mailings:
  - Year-to-Date Disposition of Tickets
  - Delinquent Notices for Outstanding Tickets for the State of Florida and Out-of-State Residents
  - Final Delinquent Notices
  - Officer and PEO Performance Reports
  - Permit Reports
  - Audit Reports
  - Daily and Monthly Cash/Dismissal Reports
9. As requested by the CLIENT, COMPLUS will prepare all Delinquent Notices and Notice of Violations for outstanding tickets issued to vehicles bearing State of Florida plates and Out-of-State plates (to the extent allowed by each State's DMV) to the last known registered owners(s). CLIENT will be responsible for postage of said notices. COMPLUS shall prepare and CLIENT shall approve any and all language contained in the notices that will be sent on behalf of CLIENT under this Agreement. State agency approval will also be obtained where

applicable. Such notices shall comply with state rules and regulations in all material respects.

10. Throughout the term of this Agreement, COMPLUS agrees to provide training at CLIENT's offices for **FastTrack™**. COMPLUS will provide reference manuals describing the features and operations of **FastTrack™**. COMPLUS shall provide updates to the system as they become available. Throughout the term of this Agreement, assistance will be available from field supervisors and by telephone at no charge to the CLIENT during the hours of 8:30 AM to 5:00 PM ET, Monday through Friday (with the exception of all state and nationally recognized holidays).
11. The CLIENT agrees to indemnify and hold harmless COMPLUS, its officers, agents and employees, from any claims, controversies, lawsuits, liabilities or expenses incurred by or brought against COMPLUS by third parties in any way related to COMPLUS' service and/or this Agreement; except where said claims, controversies or lawsuits are the results of negligence, gross negligence or willful misconduct on the part of COMPLUS. This provision survives the termination of this Agreement.
12. COMPLUS agrees to indemnify and hold harmless the CLIENT, its officers, agents, and employees from claims, controversies, lawsuits, liabilities or expenses incurred by or brought against CLIENT by third parties in any way related to COMPLUS' gross negligence or willful misconduct in the performance of its services hereunder. This provision survives the termination of this Agreement.
13. The CLIENT agrees to the following fee schedule for the use of **FastTrack™**. Invoices will be submitted on a monthly basis, payable within thirty (30) days upon receipt.

#### **FEE SCHEDULE:**

- XX% of parking citation revenue
- Reimbursement for postage on delinquent notices mailed by COMPLUS on behalf of the CLIENT.

Warning Tickets: In the event that the CLIENT elects to issue warning tickets, COMPLUS will bill the CLIENT \$XX for each issued warning ticket in excess of 1% of the tickets issued by the CLIENT during the prior calendar year.

DMV Fees are paid for by COMPLUS. However, COMPLUS reserves the right to pass along to the CLIENT, and the CLIENT agrees to pay COMPLUS, any increases charged by the various Department of Motor Vehicle agencies to provide registered owner's names and addresses after the first year of this contract.

Web-based Payments: COMPLUS' program allows internet-based access to **FastTrack™** for the purpose of allowing the CLIENT's violators to view and pay their parking tickets online via credit cards.

COMPLUS and its affiliates have developed and programmed **FastTrack™** and are solely responsible for its functionality, and to make any and all necessary changes to ensure it conforms to all federal, local and State of *[insert state of client locale]* laws and rules and regulations, as well as any and all banking rules and regulations that pertain to all forms of credit card payment, including VISA, MASTERCARD, and Discover.

Convenience Fee Schedule for Online Parking Ticket Payments

\$3.50 per parking ticket/ code violation being paid via **FastTrack™**.

The term "Convenience Fee" as referenced in this Agreement is a fee paid by the end user of the online payment service for parking ticket payment transactions.

COMPLUS may change this convenience fee schedule upon no less than thirty (30) days written notice to CLIENT, and CLIENT may terminate the credit card payment provisions of this Agreement if CLIENT notifies COMPLUS in writing prior to the effective date of such fee schedule change of its election to so terminate such provisions (which termination will be effective on such effective date).

COMPLUS will be the credit card merchant for these transactions and the CLIENT will only be responsible for the following:

- a. To allow chargebacks to be withdrawn from the account in the event a cardholder requests to have the transaction reversed according to credit card rules, regulations and timetables, and to allow for the chargeback fee to also be withdrawn from the account under the same rules, regulations and timetables. For chargeback transactions, any tickets that were paid for said transactions will be reinstated in **FastTrack™** and become subject to further collection efforts.

COMPLUS will send to the CLIENT the funds from this account, less the applicable Convenience Fees, on a weekly basis for the transactions processed during the preceding week.

14. The Term and Conditions of the Agreement will remain in effect for a period of (X) years from the date (the "Effective Date") on which COMPLUS signs this Agreement. On the X anniversary of the Effective Date, and on each anniversary date thereafter, this Agreement will automatically renew for a one-year period upon the same terms and conditions. If either the CLIENT or COMPLUS does not wish for any such renewal, it must notify the other party in writing of its intention not to renew no later than ninety (90) days prior to any such anniversary date, in which case this Agreement shall terminate on such anniversary date. In the event of termination, CLIENT will return to COMPLUS within ten (10) days of the termination of the Agreement all handhelds and other equipment, peripherals, manuals and all other materials provided to CLIENT, all of which shall be returned to COMPLUS in good working order. In the event of termination, and providing that there are no outstanding invoices and the CLIENT has returned all equipment in good working order, the CLIENT will be provided at no cost with a computer database containing parking ticket

information compiled for CLIENT during the term of the Agreement.

15. Each of COMPLUS and CLIENT agrees to comply with state and federal regulations regarding the confidentiality of information. Each of COMPLUS and CLIENT further agrees that, except as otherwise expressly provided herein, the information provided by the CLIENT and/or the DMV, including the names and addresses and associated information of persons and entities that have received tickets, shall remain confidential and shall not be sold or shared with any other non-party, company or entity for any purpose, including but not limited to marketing, sales, solicitations, collection agencies and/or credit bureaus. This paragraph shall survive termination of this Agreement.
16. COMPLUS is an independent contractor, and neither COMPLUS nor its staff shall be deemed to be employed by the CLIENT.
17. This Agreement and the rights and obligations of the parties and their successors and assigns hereunder shall be interpreted, construed, and enforced in accordance with the laws of the State of New York without regard to its choice and/or conflict of laws provisions. Any legal action resulting from, arising under, out of or in connection with, directly or indirectly, this Agreement shall be commenced exclusively in any New York State court located in Westchester County, New York. All parties to this Agreement hereby submit themselves to the jurisdiction of any such court, and agree that service of process on them in any such action, suit or proceeding may be effected by the means by which notices are to be given under this Agreement. In the event of litigation by a party hereto to enforce its rights hereunder, the prevailing party shall be entitled to recover its reasonable attorney's fees, costs and disbursements.
18. All notices, requests, demands and other communications required or permitted hereunder shall be in writing and shall be deemed to have been duly given if delivered by hand or mailed, express, certified or registered mail, return receipt requested, with postage prepaid, or sent priority next day delivery by a nationally recognized overnight courier service that regularly maintains records of items picked up and delivered to the parties at the addresses first set forth above or to such other person or address as a party shall notify the other in writing. Notices delivered personally shall be deemed communicated as of the date of actual receipt, mailed notices shall be deemed communicated as of the date three (3) business days after mailing, and notices sent by courier shall be deemed communicated as of the date two (2) business days after pick-up.
19. CLIENT is a tax exempt entity under the rules of the Internal Revenue Service and will provide COMPLUS with a copy of its tax exempt status upon request.
20. Any claim that can be brought by the CLIENT under or relating to this Agreement must be brought within one (1) year of the action or omission underlying such claim. NEITHER PARTY SHALL BE LIABLE HEREUNDER FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR LOST SAVINGS) EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR INDEMNIFICATION OBLIGATIONS HEREUNDER, IN NO EVENT SHALL EITHER PARTY'S AGGREGATE

LIABILITY FOR ANY MATTER ARISING OUT OF THE SUBJECT MATTER OF THIS AGREEMENT, WHETHER IN CONTRACT, TORT OR OTHERWISE, EXCEED THE AMOUNT OF THE FEES PAID TO COMPLUS UNDER THIS AGREEMENT. EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, THE REMEDIES PROVIDED HEREIN ARE THE PARTIES' SOLE AND EXCLUSIVE REMEDIES.

21. This instrument contains the entire agreement between the parties as to subject matter herein and supersedes all prior agreements whether oral or written between the parties hereto. This Agreement may be modified only by a written instrument signed by the parties.
22. This Agreement may be executed in counterparts each of which shall be deemed an original and all of which taken together shall constitute one and the same agreement. Delivery of an executed counterpart of this Agreement by facsimile shall be equally as effective as delivery of a manually executed counterpart of this Agreement.

The signing of the enclosed copy and returning to COMPLUS will indicate the CLIENT'S acceptance of this Agreement, and the Terms and Conditions contained therein.

Accepted by:

COMPLUS DATA INNOVATIONS, INC.

[\_\_\_\_\_]

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Name:

Title:

Title:

Date:

Date:



**SCHEDULE I**  
**TO THE**  
**AGREEMENT BY AND BETWEEN**  
**[INSERT NAME OF CLIENT] (CLIENT)**  
**AND**  
**COMPLUS DATA INNOVATIONS, INC. (COMPLUS)**

DATED: \_\_\_\_\_, 2016

The following equipment/software will be provided to the CLIENT for the sole purpose of providing access to ***FastTrack™***.

- (X) Software Licenses to COMPLUS' ***FastTrack™*** System
- (X) Cash Register Drawers
- (X) Receipt Printers
- (X) Bar Code Readers
- (X) Handheld Ticket Writers with accessories

**EXHIBIT A**  
**TO THE**  
**AGREEMENT BY AND BETWEEN**  
**[INSERT NAME OF CLIENT] (CLIENT)**  
**AND**  
**COMPLUS DATA INNOVATIONS, INC. (COMPLUS)**  
**DATED: \_\_\_\_\_, 2016**

[INSERT NAME OF CLIENT] [CLIENT] hereby acknowledges receipt of all equipment listed on Schedule 1, and that such equipment is in good working order.

Dated: \_\_\_\_\_

[\_\_\_\_\_]

By: \_\_\_\_\_

Name:

Title:

## Aging of Accounts Receivable

### Sample Report Aging of Account Receivables Generated on 9/24/2014

	Number of Tickets	Original Fines	Penalties	Paid	Dismissed	Due	Min Issue Date	Max Issue Date
0 to 30	4,260	\$99,805.00	\$6,680.00	\$60.00	\$0.00	\$106,425.00	8/25/2014	9/24/2014
31 to 60	3,202	\$76,730.00	\$41,000.00	\$1,015.00	\$0.00	\$116,715.00	7/26/2014	8/24/2014
61 to 90	1,776	\$43,305.00	\$59,885.00	\$2,031.00	\$0.00	\$101,159.00	6/26/2014	7/25/2014
91 to 180	4,157	\$101,225.00	\$141,685.00	\$3,270.00	\$0.00	\$239,640.00	3/28/2014	6/25/2014
181 to 1 Yr.	5,728	\$140,715.00	\$202,860.00	\$5,040.00	\$0.00	\$338,535.00	9/24/2013	3/27/2014
1 Yr. to 2 Yrs.	7,214	\$172,135.00	\$272,525.00	\$7,398.00	\$0.00	\$437,262.00	9/24/2012	9/23/2013
2 Yrs. to 3 Yrs.	3,340	\$77,750.00	\$118,755.00	\$4,965.00	\$20.00	\$191,520.00	9/26/2011	9/22/2012
3 Yrs. to 4 Yrs.	3,713	\$89,355.00	\$125,815.00	\$3,840.00	\$120.00	\$211,210.00	9/25/2010	9/24/2011
> 4 Yrs.	117,515	\$1,901,155.00	\$3,469,696.00	\$152,613.94	\$9,551.00	\$5,208,686.06	6/29/1980	9/24/2010
Others	1	\$25.00	\$0.00	\$0.00	\$0.00	\$25.00		
<b>Totals</b>	<b>150,906</b>	<b>\$2,702,200.00</b>	<b>\$4,438,901.00</b>	<b>\$180,232.94</b>	<b>\$9,691.00</b>	<b>\$6,951,177.06</b>		

# City of Hollywood by Ticket Issue Date

Generated on 9/29/2016

<u>Issue Date</u>	<u>TicketNumber</u>	<u>ViolationCode</u>	<u>Status</u>	<u>Appeal Date</u>	<u>Appeal Closed Date</u>
5/2/2016	3002070138	01	Dismissed	5/22/2016	5/31/2016
5/2/2016	3003105941	01	Reduced	7/20/2016	8/12/2016
5/2/2016	8244848335	99	Denied	7/27/2016	8/16/2016
5/2/2016	8244848419	99	Reduced	6/27/2016	6/30/2016
5/2/2016	8244850243	99	Reduced	7/20/2016	8/8/2016
5/2/2016	8244851375	99	Reduced	7/22/2016	8/16/2016
5/2/2016	8244851633	99	Reduced	6/27/2016	6/30/2016
5/2/2016	8244852685	99	Paid	8/14/2016	8/14/2016
5/2/2016	8244852725	99	Reduced	6/17/2016	6/20/2016
5/2/2016	8244852732	99	Denied	5/20/2016	5/26/2016
5/2/2016	8244853083	99	Reduced	6/24/2016	6/24/2016
5/2/2016	8244853317	99	Reduced	7/20/2016	8/8/2016
5/2/2016	8244853322	99	Reduced	9/8/2016	9/26/2016
5/2/2016	8244853922	99	Reduced	9/8/2016	9/26/2016
5/2/2016	8244854466	99	Reduced	6/17/2016	6/20/2016
5/2/2016	8244854477	99	Reduced	5/18/2016	5/26/2016
5/2/2016	8244854866	99	Denied	5/20/2016	5/26/2016
5/2/2016	8244855090	99	Reduced	6/17/2016	6/20/2016
5/2/2016	8244855109	99	Denied	5/20/2016	5/26/2016
5/2/2016	8244855183	99	Reduced	6/24/2016	6/24/2016
5/2/2016	8244855274	99	Reduced	5/18/2016	5/26/2016
5/2/2016	8244855312	99	Reduced	7/30/2016	8/22/2016
5/2/2016	8244856007	99	Reduced	7/7/2016	7/19/2016
5/2/2016	8244856008	99	Denied	7/27/2016	8/16/2016
5/2/2016	8244856648	99	Reduced	7/20/2016	8/8/2016
5/2/2016	8244857438	99	Reduced	6/29/2016	7/19/2016
5/2/2016	8244857901	99	Reduced	7/19/2016	8/8/2016
5/2/2016	8244858294	99	Reduced	6/28/2016	6/29/2016
5/2/2016	8244859745	99	Reduced	6/5/2016	6/20/2016
5/2/2016	8244859915	99	Reduced	5/20/2016	5/26/2016
5/2/2016	8244861768	99	Reduced	7/30/2016	8/22/2016
5/2/2016	8244861821	99	Reduced	6/8/2016	6/20/2016
5/2/2016	8244861930	99	Reduced	7/1/2016	7/12/2016
5/2/2016	8244862257	99	Reduced	7/18/2016	8/10/2016
5/2/2016	8244862844	99	Reduced	5/20/2016	5/24/2016
5/2/2016	8244862850	99	Reduced	6/22/2016	6/23/2016
5/2/2016	8244863251	99	Reduced	7/20/2016	8/8/2016
5/2/2016	8244863331	99	Paid	9/2/2016	9/2/2016
5/2/2016	8244863407	99	Reduced	9/17/2016	9/26/2016
5/2/2016	8244863507	99	Reduced	5/20/2016	5/25/2016
5/2/2016	8244863561	99	Denied	5/20/2016	5/26/2016

**Total Open: 0 Total Dismissed: 1 Total Reduced: 32 Total Denied: 6 Total Pd: 2 Grand Total: 41**

# City of Hollywood

## Collections for Parking Tickets - based on issue date

Generated on 9/27/2016

	No. Tix Issued	Paid Count	No. VD/DS	Warning	Ticket Hold	On Appeal	Unpaid	Collection Rate	Fines +Penalty	Total Paid
January 2016	2,257	1,412	211	83	0	21	530	72.71%	\$81,160.00	\$48,935.00
February 2016	2,823	1,795	254	98	0	30	646	73.54%	\$99,565.00	\$60,868.51
March 2016	2,835	1,696	283	132	0	34	690	71.08%	\$102,230.00	\$58,855.00
April 2016	2,905	1,684	275	118	0	35	793	67.99%	\$100,895.00	\$56,115.00
May 2016	2,663	1,638	241	81	3	24	676	70.79%	\$103,765.00	\$59,286.00
June 2016	2,735	1,562	247	103	0	28	795	66.27%	\$103,120.00	\$54,065.00
July 2016	2,928	1,663	192	101	2	47	923	64.31%	\$104,535.00	\$55,475.00
August 2016	112	62	10	2	0	1	37	62.63%	\$4,360.00	\$2,160.00
	19,258	11,512	1,713	718	5	220	5,090		\$699,630.00	\$395,759.51

**City of Hollywood**  
**Void / Dismissed Breakdown**  
Generated on 9/27/2016  
**Void/Dismiss Date Range: 05/01/2016-05/31/2016**

<b>Date Closed</b>	<b>Dismissed Court</b>	<b>Dismissed</b>	<b>In Field Officer Error</b>	<b>Office Error</b>	<b>Void</b>	<b>Total</b>
5/2/2016	\$660.00	\$0.00	\$50.00	\$60.00	\$1,005.00	\$1,775.00
5/3/2016	\$1,720.00	\$0.00	\$910.00	\$0.00	\$750.00	\$3,380.00
5/4/2016	\$0.00	\$0.00	\$110.00	\$0.00	\$1,440.00	\$1,550.00
5/5/2016	\$0.00	\$0.00	\$500.00	\$0.00	\$275.00	\$775.00
5/6/2016	\$4,182.50	\$0.00	\$510.00	\$0.00	\$250.00	\$4,942.50
5/9/2016	\$1,555.00	\$0.00	\$435.00	\$0.00	\$840.00	\$2,830.00
5/10/2016	\$2,190.00	\$0.00	\$900.00	\$0.00	\$1,200.00	\$4,290.00
5/11/2016	\$4,890.00	\$0.00	\$710.00	\$0.00	\$475.00	\$6,075.00
5/12/2016	\$2,450.00	\$0.00	\$0.00	\$0.00	\$500.00	\$2,950.00
5/13/2016	\$5,965.00	\$0.00	\$0.00	\$0.00	\$515.00	\$6,480.00
5/16/2016	\$0.00	\$0.00	\$0.00	\$0.00	\$450.00	\$450.00
5/17/2016	\$1,960.00	\$0.00	\$200.00	\$0.00	\$765.00	\$2,925.00
5/18/2016	\$4,350.00	\$0.00	\$2,635.00	\$0.00	\$1,290.00	\$8,275.00
5/19/2016	\$4,940.00	\$0.00	\$0.00	\$0.00	\$810.00	\$5,750.00
5/20/2016	\$4,440.00	\$0.00	\$790.00	\$50.00	\$375.00	\$5,655.00
5/23/2016	\$0.00	\$0.00	\$2,075.00	\$0.00	\$1,040.00	\$3,115.00
5/24/2016	\$920.00	\$0.00	\$1,390.00	\$0.00	\$550.00	\$2,860.00
5/25/2016	\$4,060.00	\$0.00	\$200.00	\$0.00	\$360.00	\$4,620.00
5/26/2016	\$0.00	\$0.00	\$100.00	\$285.00	\$2,040.00	\$2,425.00
5/27/2016	\$2,040.00	\$0.00	\$240.00	\$350.00	\$790.00	\$3,420.00
5/30/2016	\$2,440.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,440.00
5/31/2016	\$1,590.00	\$0.00	\$1,690.00	\$935.00	\$1,460.00	\$5,675.00
<b>Grand Totals:</b>	<b>\$50,352.50</b>	<b>\$0.00</b>	<b>\$13,445.00</b>	<b>\$1,680.00</b>	<b>\$17,180.00</b>	<b>\$82,657.50</b>

## Monthly Account Activity

Month Year	Amount Paid	Amount Dismissed	Amount Reduced	Manual Tickets	Percent Manual	Handheld Tickets	Percent Handheld	Total Unpaid
01/2015	\$32,620	\$4,020	\$9,505	136	11%	1,095	89%	\$501,770
02/2015	\$25,560	\$4,330	\$2,875	55	5%	1,010	95%	
03/2015	\$32,455	\$5,245	\$12,215	37	4%	849	96%	\$506,750
04/2015	\$24,285	\$6,020	\$11,790	27	3%	893	97%	\$524,810
05/2015	\$25,085	\$6,290	\$8,985	36	6%	594	94%	\$513,215
06/2015	\$20,720	\$4,630	\$6,615	22	3%	811	97%	\$530,585
07/2015	\$19,212	\$4,085	\$3,635	16	2%	693	98%	\$537,237
08/2015	\$20,890	\$4,760	\$4,710	12	1%	949	99%	\$543,232
09/2015	\$16,415	\$2,725	\$6,095	27	4%	594	96%	\$546,084
10/2015	\$21,820	\$4,410	\$8,790	22	2%	915	98%	\$554,549
11/2015	\$21,725	\$3,370	\$4,815	36	4%	855	96%	\$562,994
12/2015	\$21,680	\$3,985	\$6,385	193	16%	1,005	84%	\$575,134
<b>Totals</b>	\$282,467	\$53,870	\$86,415	619	6%	10,263	94%	

## Ticket Collections by Month for Two Years

Month Year	Amount Paid	Amount Dismissed	Amount Reduced	Month Year	Amount Paid	Amount Dismissed	Amount Reduced
01/2014	\$158,743	\$8,620	\$785	01/2015	\$174,841	\$23,515	\$770
02/2014	\$173,056	\$7,140	\$490	02/2015	\$175,425	\$6,295	\$1,035
03/2014	\$191,234	\$10,490	\$720	03/2015	\$202,663	\$8,275	\$665
04/2014	\$197,052	\$11,590	\$320	04/2015	\$160,529	\$2,400	\$565
05/2014	\$181,528	\$5,455	\$785	05/2015	\$155,644	\$7,193	\$860
06/2014	\$185,467	\$8,330	\$730	06/2015	\$181,955	\$12,500	\$745
07/2014	\$178,242	\$7,380	\$600	07/2015	\$177,438	\$5,130	\$595
08/2014	\$230,341	\$6,170	\$530	08/2015	\$179,363	\$9,120	\$580
09/2014	\$213,810	\$4,335	\$585	09/2015	\$189,327	\$7,745	\$995
10/2014	\$205,901	\$8,570	\$1,015	10/2015	\$196,221	\$8,195	\$780
11/2014	\$160,676	\$3,605	\$665	11/2015	\$175,261	\$8,950	\$665
12/2014	\$200,968	\$9,280	\$960	12/2015	\$192,073	\$9,130	\$915
<b>Totals</b>	\$2,277,018	\$90,965	\$8,185	<b>Totals</b>	\$2,160,740	\$108,448	\$9,170



## Ticket Issuance by Month for Two Years

Month Year	Manual Tickets	Percent Manual	Handheld Tickets	Handheld Percent	Month Year	Manual Tickets	Percent Manual	Handheld Tickets	Handheld Percent
01/2014	153	4%	4,181	96%	01/2015	185	5%	3,675	95%
02/2014	210	5%	3,769	95%	02/2015	205	8%	2,238	92%
03/2014	162	3%	5,806	97%	03/2015	76	2%	4,645	98%
04/2014	191	3%	6,323	97%	04/2015	185	3%	5,656	97%
05/2014	181	3%	5,726	97%	05/2015	174	3%	5,552	97%
06/2014	154	3%	5,686	97%	06/2015	169	3%	5,513	97%
07/2014	206	3%	6,003	97%	07/2015	166	3%	5,698	97%
08/2014	143	2%	7,898	98%	08/2015	205	3%	6,950	97%
09/2014	176	3%	6,029	97%	09/2015	299	5%	5,895	95%
10/2014	220	4%	5,616	96%	10/2015	263	4%	6,783	96%
11/2014	254	4%	5,693	96%	11/2015	290	4%	6,166	96%
12/2014	197	3%	6,139	97%	12/2015	125	2%	6,097	98%
<b>Totals</b>	<b>2,247</b>	<b>3%</b>	<b>68,869</b>	<b>97%</b>	<b>Totals</b>	<b>2,342</b>	<b>4%</b>	<b>64,868</b>	<b>97%</b>

**City of Hollywood**  
**Officer Report**  
Generated on 9/29/2016

Officer	Violation	MTD Manual	MTD Handheld	YTD Manual	YTD Handheld
<b>9999</b>	26 Handicap Parking	0	0	1	0
		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>DT23</b>	19 Overnight Parking	0	0	0	1
		<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>MCA</b>	1I Inspection/Registration	0	0	1	0
		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>MCAL</b>	1I Inspection/Registration	0	0	1	0
		<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>PEO1</b>		0	6	0	51
	01 Parking Meter	0	1	0	1
	02 No Permit	0	0	0	65
	04 Restricted Area	0	0	0	7
	06 Parked/Sidewalk	0	0	0	4
	08 12 In from Curb	0	1	0	12
	09 Obstructing Driveway	0	0	0	7
	10 Park/Crosswalk	0	0	0	6
	11 No Park Zone	0	8	0	62
	12 Left of Curb	0	0	0	10
	13 Overtime Parking	0	18	0	173
	23 Seasonal Parking	0	0	0	3
	24 Parking Fire Zone	0	0	0	14
	25 Fire Hydrant	0	1	0	7
	26 Handicap Parking	0	10	0	98
	27 Other	0	0	0	5
	28 Prohibit HRS/DA	0	11	0	136
	31 48 HR Storage	0	0	0	2
	32 48 HR Storage	0	0	0	6
		<b>0</b>	<b>56</b>	<b>0</b>	<b>669</b>
<b>PEO3</b>		0	3	0	15
	03 Paying Daily	0	8	0	52
	04 Restricted Area	0	0	0	1
	11 No Park Zone	0	3	0	11
	14 No Permit	0	22	0	132
	26 Handicap Parking	0	0	0	1
		<b>0</b>	<b>36</b>	<b>0</b>	<b>212</b>
<b>PEO4</b>		0	3	0	28
	03 Paying Daily	0	51	0	533
	11 No Park Zone	0	0	0	2
	14 No Permit	0	34	0	281
	26 Handicap Parking	0	0	0	4
		<b>0</b>	<b>88</b>	<b>0</b>	<b>848</b>

# City of Hollywood Receivables by Fiscal Year

**Generated on: 9/27/2016**

State	FY	Tickets Issued	Fine Amt	Penalty	Dismissed	Paid	Due	Count Pd in Full	% of Issued	Count Partial Pd	% of Issued	Count Unpaid	% of Issued	Count Dismiss	% of Issued
Florida Plates															
	16,034	\$995,392.50	\$2,192,839.50		\$2,250.00	\$16,427.50	\$3,170,692.00	0	0.00%	273	1.70 %	15,761	98.30 %	0	0.00 %
	18,209	\$1,064,980.50	\$2,517,196.50		\$0.00	\$15,181.88	\$3,567,940.12	0	0.00%	281	1.54 %	17,928	98.46 %	0	0.00 %
	24,653	\$1,477,867.00	\$3,217,366.00		\$0.00	\$17,958.52	\$4,687,482.48	4	0.02%	285	1.16 %	24,364	98.83 %	0	0.00 %
	11,302	\$697,755.00	\$449,370.00		\$0.00	\$1,370.00	\$1,149,980.00	2	0.02%	30	0.27 %	11,270	99.72 %	0	0.00 %
	123,573	\$7,687,175.00	\$12,685,054.00		\$23,337.75	\$220,239.71	\$20,134,074.04	1	0.00%	4,212	3.41 %	119,360	96.59 %	0	0.00 %
Grand Totals:		\$11,923,170.00	\$21,061,826.00		\$25,587.75	\$271,177.61	\$32,710,168.64								
Out of State															
	9,769	\$689,213.08	\$1,220,407.74		\$0.00	\$9,326.05	\$1,900,724.77	0	0.00%	170	1.74 %	9,599	98.26 %	0	0.00 %
	10,674	\$685,677.00	\$1,376,031.00		\$0.00	\$7,313.00	\$2,054,197.50	0	0.00%	153	1.43 %	10,521	98.57 %	0	0.00 %
	13,951	\$822,905.00	\$1,822,215.00		\$0.00	\$6,215.00	\$2,647,087.00	1	0.01%	119	0.85 %	13,831	99.14 %	0	0.00 %
	5,117	\$311,870.00	\$221,605.00		\$0.00	\$435.00	\$535,815.00	0	0.00%	12	0.23 %	5,105	99.77 %	0	0.00 %
	90,156	\$5,833,548.00	\$8,907,075.50		\$23,190.00	\$114,610.87	\$14,605,740.13	0	0.00%	2,561	2.84 %	87,595	97.16 %	0	0.00 %
Grand Totals:		\$8,343,213.08	\$13,547,334.24		\$23,190.00	\$137,899.92	\$21,743,564.40								

# City of Hollywood

## Revenue by Month and Violation

Generated on 9/27/2016

Month/Year	Paid	Dismissed/ Reduced
<b>May 2016</b>		
	\$550.00	\$0.00
01-Pkg Sign Violation	\$22,054.89	\$2,110.00
02-Obstruct Traffic	\$605.00	\$145.00
03-Left Side Curb	\$1,045.36	\$45.00
04-Pkg Improperly	\$2,305.00	\$140.00
05-Meter Violation	\$17,774.24	\$3,460.00
06-Blk Driveway/Alley	\$85.00	\$35.00
07-Pkg on Sidewalk	\$265.00	\$35.00
08-Loading Zone.	\$110.00	\$25.00
09-No Neighb Permit	\$70.00	\$25.00
10-Litter fr Vehicle	\$25.00	\$0.00
11-Rush Hr 7-9,4-6	\$13,342.27	\$360.00
12-Key Unattend Veh.	\$520.00	\$50.00
13-Handicap Space	\$9,433.90	\$4,490.00
14-Blk HC Curb Cut	\$110.00	\$0.00
15-Pk in Fire Lane	\$1,655.63	\$400.00
16->15 ft Fire Hydrant	\$1,520.00	\$120.00
17-Noise	\$310.00	\$0.00
20-Other1	\$720.00	\$55.00
21-Other Pk Lawn	\$209.00	\$0.00
23-For Hire Vehicle	\$60.00	\$0.00
<b>May 2016</b>	<b>\$72,770.29</b>	<b>\$11,495.00</b>

## Monthly Status Report

### Ticket Status Report Sample

Page 1 of 99

Date Range: 12/01/2015-12/31/2015

<u>Ticket #</u>	<u>St</u>	<u>Plate</u>	<u>Issue Date</u>	<u>Notice1</u>	<u>Notice2</u>	<u>Name</u>	<u>Fine</u>	<u>Pen</u>	<u>Misc</u>	<u>NSF</u>	<u>Paid</u>	<u>Dism</u>	<u>Status</u>
Closed No Notice													
0000697522	NC		12/20/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000804535	NC		12/12/2015				\$100	\$0	\$0	\$0	\$0	\$100	Closed No Notice
0000804538	NC		12/12/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000848953	NC		12/7/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000848982	NC		12/8/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000860753	NC		12/13/2015				\$100	\$0	\$0	\$0	\$100	\$0	Closed No Notice
0000873284	NC		12/14/2015				\$100	\$0	\$0	\$0	\$100	\$0	Closed No Notice
0000899712	NC		12/13/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000902614	OT		12/27/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000910953	NC		12/18/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000934504	NC		12/8/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000939272	NC		12/7/2015				\$100	\$0	\$0	\$0	\$0	\$100	Closed No Notice
0000940382	NC		12/13/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000940383	NC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$25	Closed No Notice
0000940384	NJ		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$25	Closed No Notice
0000940385	NC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$25	Closed No Notice
0000940386	NC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$25	Closed No Notice
0000940388	SC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$25	Closed No Notice
0000943431	NC		12/19/2015				\$100	\$0	\$0	\$0	\$100	\$0	Closed No Notice
0000943432	NC		12/19/2015				\$100	\$0	\$0	\$0	\$0	\$100	Closed No Notice
0000947121	NC		12/5/2015				\$25	\$10	\$0	\$0	\$25	\$10	Closed No Notice
0000949044	NC		12/2/2015				\$25	\$0	\$0	\$0	\$25	\$0	Closed No Notice
0000949611	NC		12/30/2015				\$100	\$0	\$0	\$0	\$0	\$100	Closed No Notice

Date Range: 12/01/2015-12/31/2015

<u>Ticket #</u>	<u>St</u>	<u>Plate</u>	<u>Issue Date</u>	<u>Notice1</u>	<u>Notice2</u>	<u>Name</u>	<u>Fine</u>	<u>Pen</u>	<u>Misc</u>	<u>NSF</u>	<u>Paid</u>	<u>Dism</u>	<u>Status</u>
1100005183	NC		12/16/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1100005201	VA		12/17/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001656	NC		12/9/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001687	NC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001711	NC		12/13/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001753	SC		12/19/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001761	NC		12/19/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001796	NC		12/21/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001809	NC		12/22/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001812	NC		12/22/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001814	NC		12/22/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold
1120001829	NC		12/23/2015				\$25	\$0	\$0	\$0	\$0	\$0	On Hold

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Coll Closed	0	Coll Open	0	Not 2 Closed	0	Not 2 Open	0
Not 1 Closed	148	Not 1 Open	665	Closed No Notice	1,358	No Name	267
On Hold	104	Mail Hold	63	Misc	37		

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Grand Total 2,642

**City of Hollywood**  
**Ticket Detail Report**  
 Generated on 9/27/2016

<u>Plate</u>	<u>Ticket #</u>	<u>Issue Date</u>	<u>Issue Time</u>	<u>Violation</u>	<u>DC</u>	<u>Fine</u>	<u>Penalty</u>	<u>Bad Ck</u>	<u>Reduced</u>	<u>Dismissed</u>	<u>Amt Pd.</u>	<u>Total Due</u>
<del>7X1XX</del>	0024422774	5/1/2016	1029	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>EX150X</del>	0024422783	5/1/2016	1034	57-26-132A EXP METER - OVERTIME	IF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
<del>WVFB255</del> <del>XXXXX</del>	0024422792	5/1/2016	1039	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>BN201</del> <del>XXXXX</del>	0024422804	5/1/2016	1042	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$75.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00
<del>CA16X</del>	0024422831	5/1/2016	1619	57-26-132A EXP METER - OVERTIME	IF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
<del>BD4129</del> <del>XXXXX</del>	0024422840	5/1/2016	1625	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>OC697X</del>	0024422859	5/1/2016	1627	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>FX081</del>	0024422877	5/1/2016	1701	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>EX20X</del>	0024422886	5/1/2016	1703	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>OC44X</del>	0024422895	5/1/2016	1705	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>XC697X</del>	0024422916	5/1/2016	1825	53-26-129 RESERVED PARKING	IF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
<del>1911M4</del> <del>XXXXX</del>	0024422934	5/1/2016	1845	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>CD5394</del> <del>XXXXX</del>	0024422943	5/1/2016	1906	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$25.00	\$0.00	\$0.00	\$0.00	\$50.00	\$0.00
<del>VK1501</del> <del>XXXX</del>	0024422952	5/1/2016	1923	53-26-129 RESERVED PARKING	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>BM155X</del>	0024422961	5/1/2016	2054	57-26-132A EXP METER - OVERTIME	IF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00
<del>EX192X</del>	0024422970	5/1/2016	2105	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>AW16452</del> <del>XXXXX</del>	0024422989	5/1/2016	2109	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>KN1968</del> <del>XXXXX</del>	0024422998	5/1/2016	2111	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>CD712X</del>	0024423016	5/1/2016	2122	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>126390</del> <del>XXXXX</del>	0024423025	5/1/2016	2130	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>EX650X</del>	0024423034	5/1/2016	2132	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$0.00	\$0.00	\$0.00	\$0.00	\$25.00	\$0.00
<del>BY0673</del> <del>XXXXX</del>	0024423043	5/1/2016	2144	57-26-132A EXP METER - OVERTIME	PF	\$25.00	\$25.00	\$0.00	\$0.00	\$0.00	\$50.00	\$0.00

**ACKNOWLEDGMENT AND SIGNATURE PAGE**

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

Legal Company Name (include d/b/a if applicable): Complus Data Innovations, Inc.  
 Federal Tax Identification Number: 13-3349242

If Corporation - Date Incorporated/Organized: June 3, 1986

State Incorporated/Organized: New York

Company Operating Address: 560 White Plains Rd.

City Tarrytown State NY Zip Code 10591

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

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

Company Contact Person: Stephen J. Hittman Email Address: stephenh@complusdata.com

Phone Number (include area code): (914) 747-1200 Fax Number (include area code): (914) 747-1798

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

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

  
 Bidder/Proposer's Authorized Representative's Signature: \_\_\_\_\_ Date 9/26/16

Type or Print Name: Jeff G. Grossman

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

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

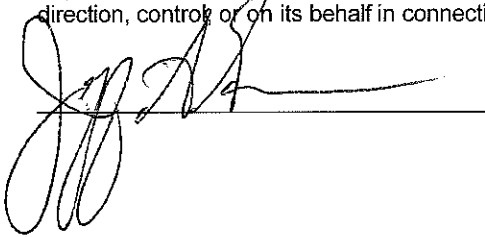


**HOLD HARMLESS AND INDEMNITY CLAUSE**

---

**Complus Data Innovations, Inc. and Jeff G. Grossman**  
(Company Name and Authorized Representative's Name)

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



Jeff G. Grossman

SIGNATURE    PRINTED NAME

Complus Data Innovations, Inc.  
COMPANY OF NAME

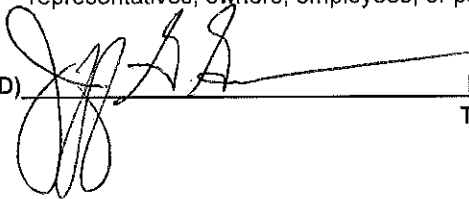
Oct. 6, 2016  
DATE

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

**NONCOLLUSION AFFIDAVIT**STATE OF: New YorkCOUNTY OF: Westchester, being first duly sworn, deposes and says that:

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

(SIGNED)

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

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

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

1. This form statement is submitted to City of Hollywood  
by Jeff G. Grossman, President for Complus Data Innovations, Inc.  
(Print individual's name and title) (Print name of entity submitting sworn statement)  
whose business address is 560 White Plains Rd., Tarrytown, NY 10591

and if applicable its Federal Employer Identification Number (FEIN) is 13-3349242 If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement.

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

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

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:

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

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

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

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

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

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

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

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

(Signature)

Sworn to and subscribed before me this 30<sup>th</sup> day of September, 2016.

Personally known

Or produced identification \_\_\_\_\_ Notary Public-State of NY

my commission expires 05/18/2017  
(Type of identification)

(Printed, typed or stamped commissioned name of notary public)

**Jennifer V. Leahy**  
Notary Public State of New York  
No. 01LE6206296  
Qualified in Westchester County  
Commission Expires 5/18/2017

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

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

The applicant certifies that it and its principals:

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

Applicant Name and Address:  
Complus Data Innovations, Inc.

560 White Plains Rd.

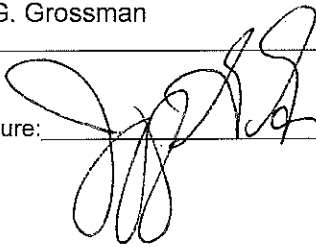
Tarrytown, NY 10591

Application Number and/or Project Name:  
Parking Citation & Permit Database System, Solicitation: RFP# 4532 – 16 – JE

Applicant IRS/Vendor Number: Fed ID#: 13-3349242

Type/Print Name and Title of Authorized Representative:  
Jeff G. Grossman

Signature:



Date: 10/6/16

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

## DRUG-FREE WORKPLACE PROGRAM

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

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

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

  
 \_\_\_\_\_  
 VENDOR'S SIGNATURE  
 Compus Data Innovations, Inc.  
 \_\_\_\_\_  
 NAME OF COMPANY

Jeff G. Grossman

PRINTED NAME

## SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

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

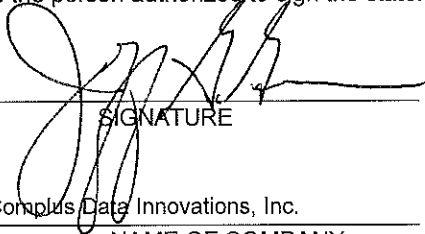
The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

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

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

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

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

 _____ SIGNATURE	Jeff G. Grossman _____ PRINTED NAME
Complus Data Innovations, Inc. _____ NAME OF COMPANY	President _____ TITLE

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



## Request for Taxpayer Identification Number and Certification

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

Print or type See Specific Instructions on page 2.	<b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>COMPLUS DATA INNOVATIONS, INC.</b>	
	<b>2</b> Business name/disregarded entity name, if different from above	
	<b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes: <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <b>Note.</b> For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner. <input type="checkbox"/> Other (see instructions) ▶	<b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	<b>5</b> Address (number, street, and apt. or suite no.) <b>560 WHITE PLAINS ROAD</b>	Requester's name and address (optional)
	<b>6</b> City, state, and ZIP code <b>TARRYTOWN, NEW YORK 10591</b>	
<b>7</b> List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

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

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

Social security number								
			-					
or								
Employer identification number								
1	3	-	3	3	4	9	2	4

### Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ▶ <i>Camela Day - Office Manager</i>	Date ▶ <i>09/30/2016</i>
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### General Instructions

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

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

### Purpose of Form

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

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

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

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

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

By signing the filled-out form, you:

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





## **Mobile Assurance® Genetec AutoVu LPR... Professional Service and Support with Two Levels Available.**

PCS Mobile is known nationally for expertise in voice, video and data mobility solutions. Our legacy focus is on products and services that support a mobile workforce and have traditionally offered services and service contracts. PCS Mobile now offers two levels of support. Our “Mobile Assurance® Basecamp” and “Mobile Assurance® Summit.” Below is a breakdown of each level of support available to our customers.

---

### **Mobile Assurance Basecamp (Phone/Remote)**

***Any service or support that requires a PCS Specialist to work with the customer via Phone, Email, and/or Remote Connection Tools to resolve an issue.***

**AutoVu LPR Issues:** All Hardware and Software issues related to the AutoVu LPR Solution

- Base SLA, 8x5 SBD: Same Business Day 8am-5pm Response
- Monthly Ticket Summary Report
- Access to the Mobile Assurance® Client Portal for Ticket Tracking
- Phone/Remote Support M-F 8x5
- Security Center and Patroller Software Upgrade (Requires Genetec SMA)
- Server Alert Monitoring

- Infrastructure Assist (work with on-site IT Resources to troubleshoot issues)

- Server
- Network
- Wifi or Cellular Connection
- VPN's/Firewalls/Anti Virus
- SQL Server Maintenance

#### **Exclusions**

- On-Site support
- Installation of software updates in the vehicle
- All Hardware Spare Parts or Replacement Out-of-Warranty
- Server and Network Responsibility

---

### **Mobile Assurance Summit (Remote/On-site)**

***Includes everything in the Basecamp Package plus the items listed below.***

**AutoVu LPR Issues:** All Hardware and Software issues related to the AutoVu LPR Solution

- Base SLA, 8x5 SBD: Same Business Day 8am-5pm Response
- On-Site support in Zone 1 (within 200 miles of each PCS Mobile Service Location)
- In-Car install issue On-Site troubleshooting
- Operation User Training as needed, Delivered On-Site
- In Car Preventative Maintenance – Up to 2 per year  
Reseating all connections  
Verifying full operation  
Clean storage device and format

- Hardware Return and Repair or Genetec Advanced Swap Facilitation (Warranty) Including removal and reinstall

#### **Exclusions**

- New Installations or Reinstalls
- All Hardware Spare Parts or Replacement Out-of-Warranty
- Server and Network Responsibility

---

**For more information contact your Customer Service Representative or call 888.836.7841**



## We Integrate and Install the Following Systems:



### Computing

Virtual Private Network (VPN)  
Solutions  
User Authentication  
Mobile Device Management  
Computer Image Development



### Video

Arbitrator 360 Software  
License Plate Recognition  
(LPR) Software



### Wireless

Wi-Fi Networks  
Distributed Antenna  
Systems (DAS)-for  
Public Safety Radios  
and Cellular Networks  
Mobile Radio Programming  
Outdoor Radio Repeaters



### Mobility

Computer Mounting Solutions  
In-Car Video Equipment  
Mobile and Fixed LPR Equipment  
Vehicle Outfitting Solutions  
Mobile Radio Equipment

## Mobile Complete®... Professional Integration and Installation Services

**Mobile Complete** is our suite of services that provide “complete” integration and installation of computing, wireless, video and mobile mounting solutions. We facilitate a smooth project experience with comprehensive project management for any size of project. We are adaptable to your needs, your standards and your schedule.



With PCS Mobile’s Mobile Complete services, you can count on a reliable, integrated system and a complete, trouble-free installation.

### Why Use PCS Mobile for integration and Installation?

- Dependable and responsive quoting
- Process-oriented delivery of services
- We communicate our approach to each project
- Well-trained staff - in technology, products and processes
- Professional, clean and responsive technicians
- Extensive documentation of our work
- Certified by manufacturers for integration and installation
- Workmanship warranties backed-up by a 20-year old company
- Gamber-Johnson Certified
- Havis Authorized Reseller

For more information contact [sales@pcsmobile.com](mailto:sales@pcsmobile.com)



PCS Mobile Participates in the Following Purchasing Contracts:





## AutoVu™ Pay-by-Plate Sync

Simplify the move towards virtual permits and pay-by-plate parking

The AutoVu Pay-by-Plate Sync is a plugin of the Genetec AutoVu license plate recognition system that allows you to dynamically update permit and paid parking information from multiple systems into your AutoVu parking enforcement solution, validate infractions and seamlessly print citations using third-party ticketing solutions. Real-time synchronization ensure patrol vehicles always know which vehicles are allowed to park in a specific location, regardless of the payment source.

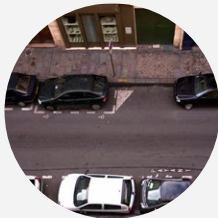
The AutoVu Pay-by-Plate Sync plugin simplifies the deployment of your pay-by-plate system and allows you to connect AutoVu with a rich ecosystem of solutions from industry-leading vendors. With AutoVu you can experience greater peace of mind knowing your parking enforcement system can evolve with your needs.



### Key Benefits

- ▶ Greater flexibility by leveraging an industry-leading partner ecosystem
- ▶ Enhanced enforcement efficiency through automated list download and update
- ▶ Improved ease of use with seamless behind the scene data consolidation
- ▶ Simplified support and maintenance by centralizing integration services in your enforcement system
- ▶ Decreased citation disputes and increased customer satisfaction with live infraction validation and configurable grace period

### Applications



#### Municipal Parking

Cities can seamlessly combine information from permit management systems, transient parking payments from pay stations, pay-by-phone services, and time-limit parking by-laws.



#### University Parking

Universities can easily enforce multiple categories of permits based on the day, time and parking zone, while simultaneously enforcing transient parking paid through pay stations and pay-by-phone.



#### Off-Street Parking Lots

Parking operators can enforce parking paid through pay stations, pay-by-phone solutions and permits from a single vehicle.

## Key Features and Specifications

- ▶ Enables integration with the industry's most extensive partner ecosystem
- ▶ Consolidate permits and payments from multiple concurrent partner solutions
- ▶ Live infraction validation verifies individual infractions with all selected partner solutions
- ▶ Simplifies the addition and management of permits and permit lists
- ▶ Ticketing software integration reduces citation errors

### AutoVu Pay-by-Plate Sync Partners

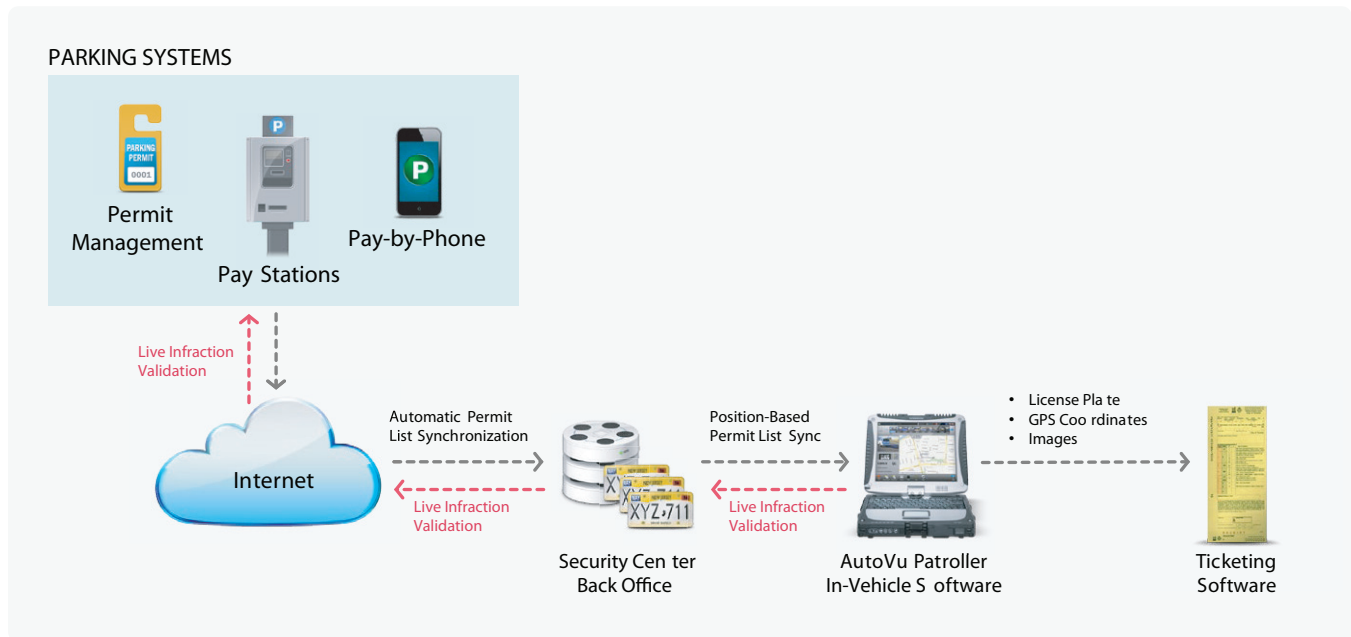


Passport



## AutoVu Pay-by-Plate Sync Overview ▼

The Security Center back-office software aggregates information on vehicles allowed to park in a lot or zone from multiple services and synchronizes each list with patrol vehicles.



For more information contact:



1200 W. Mississippi Ave. • Denver, CO 80223  
888-836-7841 • [www.pcsmobile.com](http://www.pcsmobile.com)



## PCS Mobile Help Desk...

### Professional Service and Support for our Customers.

PCS Mobile offers our help desk to better serve our customers. Our hours of operation are from 8:00AM–5:00PM MT, Monday–Friday. Email: [Helpdesk@pcsmobile.com](mailto:Helpdesk@pcsmobile.com) or call 877-357-3351. Extended Hours are available for our *Mobile Assurance*® Customers. All inquiries submitted during closure times will be answered the following business day. The *Help Desk* is closed holidays. For extended technical support we offer three levels of support with our *Mobile Assurance* packages: Basecamp, Summit and Preventative Maintenance.

**877-357-3351**

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#### When our customers call into our Help Desk they receive the following support.

**Advisement:** Even if you don't have *Mobile Assurance* we'll point you in the right direction to get your problem resolved. Whether it be a hardware or software issue.

**Phone Support:** We will assist you as best we can in a reasonable amount of time. If its just an issue of a bad settings or basic troubleshooting we will assist you over the phone, no questions asked. If the issue can not be resolved in a reasonable amount of time we will provide an estimate for hourly costs.

**Email Support:** Similar to the above phone support but with the added bonus of our *Help Desk* providing manuals and documentation.

**Returned Materials Authorization (RMA) Support:** We can help facilitate RMA's with repairs or replacements.

The *Help Desk* support listed above is provided as a courtesy to all our PCS Mobile customers. If you are enrolled in any of our *Mobile Assurance* packages we would provide all of the above plus more extensive support depending on your package level.

**For more information contact your Customer Service Representative or call 888.836.7841**





## PCS Mobile-Your Mobile Solution Expert



PCS Mobile is a value-added solution provider of products and services supporting mobile data, video and voice applications. We understand that access to dependable mission critical and “real-time” information, whether in the field or in the office, are essential to critical decision-making and success for enterprises with mobile operations. Our diverse product lines include four key areas—each supported by a suite of nationally recognized products:

- Computing
- Video
- Wireless
- Mobility

PCS Mobile has a national presence with branch offices located in several strategic regions and the corporate office centrally located in Denver, CO. We support a number of vertical markets and our clients range from Fortune 500 companies to state and local public safety organizations. We offer complete turn-key solutions, including installation and service—or the option to provide only products and/or services on a job-by-job basis. Our flexibility and diversity in adjusting to our clients specialized needs is part of our unique capabilities.

### Services Designed to Support Mobile Workforces Include:

- Phone Support
- Remote and On-site Trouble Shooting
- Repair Services In-house and Remote
- Full or Depot Warranty Services
- Preventative Maintenance
- Life Cycle Management
- Image Management
- Disposition Services (hard drives cleaned/recycling/refurbishing)
- Crash Kits & Hot Spares

\*\*Use our client web portal for easy access to ticketing and project reporting\*\*

For more information contact [sales@pcsmobile.com](mailto:sales@pcsmobile.com)

PCS Mobile Participates in the Following Purchasing Contracts:



Contract Holder





## Automatic License Plate Recognition for Parking Enforcement and Management



Parking density is skyrocketing and community expectations are growing. But when asked to enforce parking regulations and increase compliance, parking directors are faced with limited resources and accelerating technology changes. This is where Genetec's AutoVu™ automatic license plate recognition (ALPR) solution can help.

## Invest in Long-Term Benefits with AutoVu

Genetec's AutoVu has been helping municipalities, universities and parking operators increase enforcement efficiency for over 15 years. AutoVu specialized hardware and software are designed and developed in-house by our Genetec engineers, offering you an end-to-end ALPR solution for your parking enforcement and management. This single, powerful ALPR solution automatically captures and reads thousands of license plates per shift, compares each plate to any existing database in real time, and notifies officers of infractions.

**Powerful Back-Office Software** – Genetec's Security Center, the back-end software of the AutoVu solution, allows you to centrally manage parking rules and permits lists from your office, and wirelessly and instantaneously synchronize updates to each patrol vehicle. It also offers reporting and data-mining capabilities, such as route playback, occupancy counts, citations statistics and individual officer performance statistics.

**User-Friendly In-Vehicle Software** – AutoVu Patroller is the intuitive in-vehicle interface, offering easy touch-based interactions to parking officers. With advanced features like GPS-assisted lot selection, in-vehicle mapping and route optimization features, Patroller helps operators optimize their patrol and identify a greater number of infractions.

**Highly-Accurate AutoVu Sharp ALPR Cameras** – AutoVu Sharp ALPR cameras can capture images at high resolutions (up to 1024 × 946 pixels), enabling a single unit to accurately decipher plate numbers on vehicles parked in parallel, at 45° or 90°. All Sharp units are equipped with integrated illumination, ensuring consistent performance at night and during the day. And thanks to their increased field of view, a single AutoVu ALPR camera reads plates on low-riding sports cars and SUVs simultaneously.

### Key Benefits

**Enhance Enforcement Productivity** through automatic identification of parking infractions.

**Increase Compliance** by identifying permit or time-limit infractions and scofflaws.

**Increase Patrol Coverage** by checking more parking zones, more frequently per shift.

**Increase Customer Satisfaction** by offering better management of on-street and off-street parking.

**Maximize Your Investment** with a flexible system that easily merges with other technologies.





## Increase Enforcement Efficiency with AutoVu

**Flexible Permit Enforcement** – Easily add, edit or remove license plates from multiple permit lists, and manage employee access to each list with user rights features. Get real-time synch and enforcement of many permit types, including:

- residential
- university semester
- employee
- short term transient
- shared permits

**Patented Digital Tire Chalking** – Safely enforce time-limited parking zones in any weather, without needless confrontations. AutoVu automatically identifies vehicles parked in the same space, block face or district for longer than the allotted time, and advises the operator. Our optional wheel imaging feature collects additional evidence that the vehicle has not moved between each drive-by, minimizing overturned violations and disputes.



## More Time-Saving Features

**Fuzzy Matching** – Using AutoVu's fuzzy matching module, you can adjust plate matching parameters to your application, minimizing false hits while ensuring you are detecting valid infractions.

**Automatic Lot and Zone Selection** – AutoVu seamlessly selects the appropriate permit zone or parking lot based on the patrol vehicle's position.

**Simultaneous Scofflaw Detection** – AutoVu can also detect vehicles with outstanding tickets, warrants or expired license plates and optionally notify local law enforcement silently, further increasing officer efficiency.



## Begin Your Move to Pay-by-Plate Parking

### AutoVu's Pay-by-Plate Sync feature

AutoVu's Pay-by-Plate Sync feature introduces hassle-free compatibility between leading solutions of permits and citation management systems, parking meters, pay stations, mobile payment apps, data collection services, and more.

This helps you move towards a pay-by-plate parking management system, eliminates physical permit tags and provides users with immediate access to permits upon issuance. This also gives you the freedom to evolve your system as your needs change.

### AutoVu Pay-by-Plate Sync Partners



# Strengthen Off-Street Parking Operations with Fixed ALPR

Direct enforcement to parking lots with unenforced violations, automate vehicle access control, improve security and track the evolution of parking enforcement efficiency by mounting ALPR units at the entrances and exits of your parking installations. Within Security Center, our unified platform, AutoVu can improve vehicle access control and become your first line of defense against potential threats.

## Track Off-Street Parking Violations in Real-Time

Monitor the location of unenforced violations across your parking installations and adapt patrol routes dynamically with AutoVu Free-Flow.

AutoVu Free-Flow records the license plate of vehicles entering and leaving each parking lot, and compares them to the list of payments received through pay-by-plate-enabled pay stations, mobile parking apps and permit holders. Vehicles extending their stay beyond their purchased parking period are automatically marked as a parking violation awaiting enforcement, and synchronized in real-time with patrol vehicles.

**Measure Enforcement Efficiency** – Monitor the evolution of key performance indicators, such as violation capture rate, average length of vehicle stay and the distribution of new and returning patrons, and measure the impact of decisions on customer behavior and enforcement efficiency.

**Automate Vehicle Gate Control** – Reduce congestion at peak hours and risks of collisions between vehicle and gate by automatically granting access to trusted vehicles. AutoVu compares license plate read to lists of employees, suppliers and other known vehicles, and opens the gate without operator action. Access rules can be adapted based on schedules and vehicle profiles for exceptions like executives or off-hour shift workers.

**Augment Safety and Security** – AutoVu Sharp ALPR units also include secondary video cameras which can be used as video surveillance units within your Security Center system, helping you maximize your investment. Seamlessly combine AutoVu with video surveillance, access control, intercoms and more through a single unified security platform, Security Center.



For more information contact:



1200 W. Mississippi Ave. • Denver, CO 80223  
888-836-7841 • [www.pcsmobile.com](http://www.pcsmobile.com)

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## AutoVu Managed Services

### Focus on your mission, not your infrastructure

Automatic license plate recognition (ALPR) is a powerful force multiplier, allowing officers to perform other duties while the system verifies thousands of license plates per shift and identifies wanted or illegally-parked vehicles. But deploying a new system can be slowed down by the need to procure IT resources and infrastructure.

Genetec's AutoVu Managed Services free you from technology headaches and allows you to focus on your core mission by hosting your ALPR system in the cloud and entrusting its configuration and maintenance to Genetec technicians. With AutoVu Managed Services, deploying an ALPR system has never been easier.

#### Turn-Key Deployment

AutoVu Managed Services accelerates the deployment of your AutoVu ALPR system by providing you with a system hosted on Microsoft's Azure cloud platform. This allows experienced Genetec technicians to configure your system ahead of deployment, setting up user accounts, license plate lists and connecting with third-party solutions, such as permit management systems, pay-by-phone services, pay stations and ticketing software.

#### Free Up Your Technical Resources

AutoVu Managed Services eliminates the need to commission new servers and IT infrastructure, decreasing the burden of deploying a new system placed on your IT staff and reducing upfront costs.

Genetec technicians monitor your system's performance and remotely update system settings, ensuring optimal performance and simplifying maintenance. Genetec also ensures your system is up to date with the latest features, all without requiring network configuration changes or IT involvement.

#### Industry-Leading Mobile ALPR

AutoVu Managed Services provides you with all the advantages of Genetec's leading AutoVu mobile ALPR solution:

**Accurate Plate Reads** – Genetec's AutoVu SharpX is the smallest high resolution ALPR camera with integrated illumination on the market, providing a superior read rate in a discreet form factor.

**Easy to Use Mobile Interface** – AutoVu Patrolter, Genetec's in-vehicle interface, features large touch-enabled buttons and clear audio alerts, making it easy for operators with all levels of technical experience to use.

**Powerful reports** – Genetec's Security Desk back-office client allows you to generate a variety of reports to search reads and hits, review patrol routes and officer efficiency.





# Specifications

Systems hosted through AutoVu Managed Services include access to:

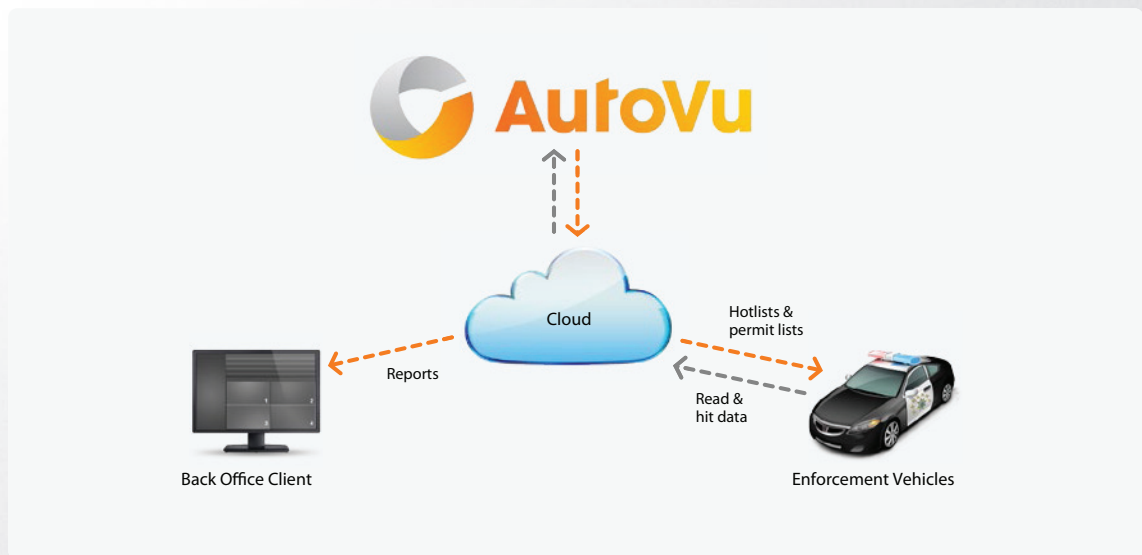
Maximum number of patrol vehicles	10
Maximum reads per month (across all vehicles)	360,000
Maximum hits per month (across all vehicles)	13,500
Data transfer	Automatic live hits transfer, manual read offload
Data retention	Up to 1-year hits data and images, up to 30-days read data
Reporting	30 reports per month included (maximum 10,000 results per report)
Client connections	5 concurrent client connections
Transfer of license between on-premise server and AMS	No additional license charge

\* For projects exceeding 10 vehicles, please contact your Genetec representative.

## Always Connected

With AutoVu Managed Services, your AutoVu back-end is hosted on Microsoft Azure. Lists, hit and read data are stored in the cloud, accessible at all times from any back-office workstation.

Enforcement vehicles are always connected to your AutoVu system using cellular networks, allowing them to receive list updates and upload hit data while on patrol.



For more information contact:



1200 W. Mississippi Ave. • Denver, CO 80223  
888-836-7841 • [www.pcsmobile.com](http://www.pcsmobile.com)

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## Overview

### What is AutoVu Managed Services?

AutoVu Managed Services is a turn-key LPR solution that eliminates the need for dedicated IT infrastructure and minimizes deployment and maintenance costs.

AutoVu Managed Services is a solution that includes:

- ▶ Hosting of Security Center LPR backend on Microsoft Azure
- ▶ Directory installation
- ▶ Back-end System configuration
- ▶ Back-end System maintenance
- ▶ System update to latest SC version

### Who is AutoVu Managed Services for?

AutoVu Managed Services is for mobile license plate recognition end users who require a deployment of 10 vehicles or less.

### When will AutoVu Managed Services be available?

AutoVu Managed Services is now available.

### Where is AutoVu Managed Services available?

AutoVu Managed Services is only available in the United States and Canada. For opportunities in other regions, please contact Genetec.

### Where is a system using AutoVu Managed Services hosted?

Systems using AutoVu Managed Services are hosted on Microsoft's Azure cloud platform.

### Where are Windows Azure datacenters located?

Microsoft operates data centers distributed in major geographic regions around the world. These facilities ensure that AutoVu Managed Services can be accessed from anywhere. For a current list active data centers, please refer to [windowsazure.com](http://windowsazure.com).

### Does AutoVu Managed Services provide an uptime guarantee?

Yes. The AutoVu managed Services Service Level Agreement warrants that the service will be available over the internet and will allow you to synchronize lists, upload ALPR data and generate reports 99.5% of the time in any given month. Should we fail to meet this SLA, customers are entitled to request a credit for the service interruption.

### How does AutoVu Managed Services protect my data?

AutoVu Managed Services undergoes regular Security Penetration Testing and Vulnerability Assessments by third party white hat hacking agencies to ensure your data is secure. Password authentication is required to access any

account, ensuring that only authorized users can access your system. All communications are encrypted between Patroller and Security Center back office managed by Genetec.

The Windows Azure network of global datacenters employs various measures to help protect operations and your data from power failure, physical intrusion, and network outages. Access to datacenters is limited to a small number of personnel, and authority to open datacenter access tickets is controlled by the network operations director, in conjunction with local datacenter security practices.

### Why do I need to buy a Software Maintenance Agreement?

A software maintenance agreement is required to access software update and upgrades. We separate the costs of AutoVu managed Services and software maintenance agreement to allow you to compare options accurately.

### What is the subscription cycle of AutoVu Managed Services?

AutoVu managed Services runs on a yearly subscription cycle, which starts on the date of your system activation. You will then be billed on the anniversary date of your system's activation.

## Specifications

### How many reads and hits can a vehicle generate per day?

AutoVu managed Services read and hit limits are calculated across your entire vehicle fleet on a monthly basis. With a single vehicle, you can read between 11,500 and 12,000 plates per day if using it 7 days a week, and generate between 425 and 450 hits per day.

A fleet of 10 vehicles on the road 7 days a week can read between 1,150 and 1,200 plates per day, and generate between 43 and 45 hits per day.

### Do unenforced hits count against my monthly hit count?

No, only enforced hits count against your monthly limit.

### When are hits uploaded?

Hit data and images are uploaded to the Security Center backend automatically upon enforcement by the officer.

### When are reads uploaded?

Read data is uploaded when the officer uses the in-vehicle "Offload" feature.

### Why are read images not archived?

A single AutoVu-equipped patrol vehicle can read up to 1,000 plates per minute, generating a significant volume of images. AutoVu Managed Services pricing takes into account storage and bandwidth usage. Because of this, only hit images are saved by the system.

### What happens if I exceed the monthly limitation on reads, hits, or reports?

If you exceed the included number of reads, hits, or reports, your system will remain operational. A Genetec representative will contact you to evaluate if this data usage is representative of your normal operations, and evaluate options to ensure your needs are met. There will be no automatic charges for first-time over usage.

## Does using the XML Export function count against my monthly reports total?

Yes. In addition to XML exports, your monthly report count includes the following tasks: hit report, read report, route playback, and occupancy report.

## How do I know what my monthly consumption is?

Contact a Genetec representative to review your monthly data consumption.

## Do I need a cellular data connection?

Yes, AutoVu managed Services requires a customer-supplied live connection with a minimum upload speed of 125 Kbps.

## Can I use AutoVu managed Services with PBP Sync?

Yes, AutoVu Managed Services supports Genetec's Pay-by-Plate Sync plugin.

## System Administration

### Who configures and maintains my system?

Genetec technicians perform the initial configuration and day-to-day maintenance of your system.

### What are the system configurations I can modify on my own?

You can modify your permit lists and hotlists at any time. All other administrative tasks are performed by Genetec technicians, including modifying user accounts, creating new lists, and updating the system.

### How do I update my lists?

As part of your system's deployment, Genetec will provide you with an FTP folder where your lists will be maintained. To update your lists, you will simply need to access the files on the FTP server.

### How do I request changes to my system's configuration?

Simply contact Genetec support by email at [support@genetec.com](mailto:support@genetec.com). Our technicians will contact you within 24 business hours to review and schedule the requested changes.

### How many configuration changes can I request from Genetec?

AutoVu managed Services includes an unlimited number of configuration changes during the first 3 months of your system. After the initial 3 months, 12 configuration changes are included per year.

## Are there additional charges for implementing changes to configuration?

There are no additional charges for implementing changes to configuration within the included 12 yearly changes.

## How long will it take for my system to be updated when a new version is available?

Because of the mission-critical nature of ALPR, your system will not be updated immediately upon the release of a new version. Genetec will instead contact the reference contact for your system to notify them of a new major release's availability. Your reference contact can then contact [support@genetec.com](mailto:support@genetec.com) to schedule your system's update if needed.

Genetec reserves the right to impose updates for stability and performance reasons. If an update is imposed, your reference contact will be notified 72 hours before the planned update, and will be allowed to reschedule it.

## What about the applications on my workstation and in-vehicle laptops?

Prior to your system's update, we will provide you with links to download update files, along with directions to ensure our technicians can remotely update your client software. Then, during the update, a technician will connect with each workstation and in-vehicle laptops to perform the update.

For more information contact:



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Proposed Cost Elements

Proposal: City of Hollywood - AutoVu Enforcement System

<b><i>PROPOSED COST ELEMENTS - SUMMARY ALPR Enforcement System</i></b>	
<b>Cost Element</b>	<b>Price</b>
<b>ALPR System &amp; Deployment</b>	<b>\$72,700.00</b>
<b>Mobile Computing</b>	<b>\$11,950.00</b>
<b>PCS Mobile Assurance &amp; AutoVu Managed Services (AMS)</b>	<b>\$8,420.00</b>
<b>Subtotal</b>	<b>\$93,070.00</b>
<b>Base Project Total</b>	<b>\$93,070.00</b>

**Costs - Mobile LPR Equipment - ALPR Enforcement System**

Item Number	Item	Item Description	MSRP	Quantity	Extended Price
<b>Software</b>					
GSC-Base-5.4	<b>Genetec Security Center (GSC) Base Package</b>	Genetec Security Center (GSC) Base Package - Version 5.4 which includes: 1 Directory, 5 Security Desk client connections, Plan Manager Basic for 3 maps and 30 entities, Alarm Management, Advanced Reporting, System Partitioning, Zone Monitoring, Email Support, Macros Support (actual macros sold separately), all supported languages. Must purchase a Synergis, Omnicast, or AutoVu base package to enable access control, video, or LPR content respectively.	\$	1	\$
GSC-Av-S	<b>GSC AutoVu Standard Base Package</b>	GSC AutoVu Standard Base Package. Works with Genetec Security Center (sold separately) SQL 2008 Express Edition included. Full Microsoft SQL Server 2008 package not included.	\$995.00	0	Included with AMS
AU-M-OFFLINEMAP-SC-NA	<b>Security Center Mapping License</b>	Mapping License For SECURITY CENTER including data for North America - Up to 5 concurrent Security Desk Connections	\$1,000.00	0	Included with AMS
LIST-UPDATER	<b>Scofflaw Uploader</b>	Scofflaw ftp license	\$1,000.00	0	Included with AMS
PBPSYNC-SINGLE	<b>Pay by Plate Sync for Single</b>	custom enforcement rules). Up to 250 lots	\$1,000.00	0	Included with AMS
PBPSYNC-MULTI	<b>Pay by Plate Sync for Multiple</b>	Pay by plate sync covers the integration with MULTIPLE PBL Vendors, pay stations, mobile payments and other future	\$5,000.00	0	Included with AMS
<b>Hardware</b>					
<b>AU-K-C2XS-740</b>	<b>AutoVu SharpX City Dual Base Kit</b>	AutoVu SharpX CITY Dual base KIT includes main processing unit, hard mount brackets, wiring, GPS, high resolution LPR units and in-vehicle license.	\$32,500.00	2	\$65,000.00
<b>Installation</b>					
VID-SERVICE	<b>Mobile Installation</b>	Installation of AutoVu on Mobile Computer Assembly in each vehicle, installation of software, configuration, testing, & User Training.	\$2,000.00	2	\$4,000.00
VID-SERVICE	<b>Security Center installation and Configuration</b>	Installation of Security Center and AutoVu Module on server and configuration of system to meet Customer specific requirements and testing. UP TO 50 lots & zones. Service to be performed remotely. Administrator training.	\$1,000.00	1	\$1,000.00
VID-SERVICE	<b>Project Management</b>	Project Management	\$1,000.00	1	\$1,000.00
Travel_Zone_3	<b>Travel Cost</b>	Travel Cost per trip for On-site installation. This assumes three days on site for installation and testing. If more time is required due to reasons outside of PCS Mobile's control such as customer having vehicles available, additional costs may apply.	\$1,400.00	1	\$1,400.00
<b>Shipping</b>					
Shipping	<b>Shipping</b>	Shipping	\$150.00	2	\$300.00
<b>Subtotal</b>					<b>\$72,700.00</b>
<b>LPR Equipment Costs and Services- Total</b>					<b>\$72,700.00</b>

<b>Costs - Computing (mobile)</b>					
Item Number	Item	Item Description	Cost	Quantity	Extended Price
COM-PROD	<b>Mobile Computing Assembly</b>	GETAC : Getac V110G2, i7-5600U, 11.6in+Webcam, Win7 PROx64+4GB, 256GB SSD, Sunlight Readable (LCD+TS), US KBD+US Power cord, Membrane Backlit KBD, Wifi+BT+ Gobi 4G, Dual batteries, TPM 1.2, Low Temp -21, IP65, 3 Year Warranty (VEHICLE MAKE AND MODEL MANDATORY AT TIME OF ORDER), Docking Station, and Vehicle Power Adapter. Vehicle Dock with port replicator and screen support. 12- 16V DC vehicle adapter/charger	\$5,700.00	2	<b>\$11,400.00</b>
COM-PROD	<b>Wireless Card</b>	Option of hardware for cellular connectivity. Built in LTE mobile broadband wireless card (Verizon/AT&T)	\$275.00	2	<b>\$550.00</b>
<b>Subtotal</b>					<b>\$11,950.00</b>
<b>Hardware Costs Total</b>					<b>\$11,950.00</b>

<b>PCS Mobile Assurance</b>					
Item Number	Item	Item Description	Unit Price	Quantity	Extended Price
<b>Mobile Assurance Support</b>					
MOB-MAMBaseCam	<b>Mobile Assurance® Mobility BaseCamp</b>	Any service or support that requires a PCS Mobile Mobility Specialist to work with the customer via Phone, Email, Remote, and/or at the PCS Mobile Shop to resolve issues involving the AutoVu LPR solution in the vehicle. <b>**Annual Cost** MUST BE PURCHASED WITH MOB-SUPPORT</b>	\$400.00	2	<b>\$800.00</b>
MOB-SUPPORT	<b>Mobile Assurance® BaseCamp Server</b>	Any service or support that requires a PCS Mobile IT Specialist to work with the customer via Phone, Email, Remote, and/or at the PCS Mobile Shop to resolve issues involving the AutoVu LPR Software (i.e. Security Center or Patroller) on the server. <b>**Annual Cost</b>	\$1,700.00	1	<b>\$1,700.00</b>
GSC-Av-MS-1Patroller-1Y	<b>Patroller Connection</b>	GSC AutoVu Managed Service 1 Patroller Connection for one (1) year. <b>**This is an annual cost per system</b>	\$300.00	2	<b>\$600.00</b>
GSC-Av-MS2.0-1Y	<b>AutoVu Managed Service 2.0 for one (1) year</b>	GSC AutoVu Managed Service 2.0 for one (1) year. Maximum of 1 year Hit retention (with images) and 1 year read retention (without images). See product description for limitations. Max five (5) concurrent Security Desk connections. Includes: AutoVu base, Security Center mapping, List Updater and Pay-by-Plate Multi. <b>**This is an annual cost per system</b>	\$4,200.00	1	<b>\$4,200.00</b>
SMA-LPR-M-1Y	<b>SMA Base Package</b>	SMA 1 AutoVu mobile system connection to Security Center - 1 Year. <b>**Annual Cost</b>	\$160.00	2	<b>\$320.00</b>
AU-M-OFFLINEMAP- NA	<b>Mapping License</b>	Including data for North America - Per vehicle license. <b>**Annual Cost</b>	\$400.00	2	<b>\$800.00</b>
<b>Subtotal</b>					<b>\$8,420.00</b>
<b>PCS Mobile Assurance &amp; AutoVU Managed Services (AMS) - Total</b>					<b>\$8,420.00</b>

## A Wide Array of Capabilities in A Single Terminal All-In-One Handheld Printer Terminal

- Thermal printer enables issuance of tickets, receipts, and other documents on the spot
- Equipped with an NFC reader/writer for contactless smart cards and ISO 15693 approved RFID tags
- The C-MOS Imager can read 1D and 2D symbologies with high speed and accuracy
- Fitted with a 2.0-megapixel digital camera with an auto focus function
- Includes a magnetic card reader for membership cards, credit cards and other cards



Functionality, reliability and usability in a single terminal.

## The IT-9000 handheld printer terminal

The IT-9000 delivers multi-functionality to perform a variety of work operations in a single device.

A rugged body suitable for even demanding outdoor use, is equipped with a high-speed thermal printer and C-MOS imager for barcode reading.

In addition, the IT-9000 has enhanced the security features to prevent information leaks.

The IT-9000 provides total support to increase the efficiency of on-site business operations such as meter reading and traffic violation control.



## ALL IN ONE

Integrated design that combines high operability and multi-functionality

### High-Speed Thermal Printer

The IT-9000 has a built-in high-speed thermal printer that provides to print up to 28 lines per second\* to dramatically boost work speed and efficiency. In addition, text size and fonts can be changed to suit the printer content.

\*In the case of 1-ply roll paper, new batteries (fully charged), and room temperature operation



### Built-In Magnetic Card Reader

The IT-9000 series MC25E model is equipped with modules for reading magnetic cards for membership cards, credit cards and other cards. The card reader improves efficiency in outside work by enabling workers to send server inquiries from the spot to obtain member information, employee ID information, and other data.

### Built-In 2D Imager

The IT-9000 is equipped with a C-MOS imager that can read 2D barcodes symbologies. The imager also supports reading of GS1 DataBar, the newest barcode standard (barcodes and stacked codes).

### A Variety of Expansion Features

#### USB connector

The terminal is equipped with a USB connector that supports USB host/client. This expands the range of use of handheld terminals by enabling connection with external devices or cradleless connection with a PC.

#### SD card slot

The terminal comes with two SDIO card slots (SDHC-compatible) as a standard feature for use in applications such as operation with a high-capacity stored database for backup data or expansion of user memory.

#### Bluetooth® 2.0 integrated as a standard feature

Bluetooth® Ver.2.0 (Class2) is integrated as a standard feature. This makes possible voice communication using wireless headsets.

### Built-In NFC Reader/Writer with SAM Slot

The IT-9000 is equipped with a reader/writer that supports NFCIP2, the latest short-distance wireless communication standard, and supports recognition of contactless smart cards such as FeliCa® and MIFARE® and ISO15693-compliant RFID tags (13.56MHz). A built-in antenna at the top of the device enables seamless interaction with the target smart card. SAM (Secure Access Module) slots comes as a standard feature for applications requiring a high level of security, such as prevention of unauthorised smart card use.



#### [Contactless Cards]



- Member management, loyalty point management, and attendance management using membership cards, employee IDs, and other cards.
- The IT-9000 offers enhanced security for outside work operators by performing user authentication on log-in.

#### [RFID Tags]



- During meter reading the IT-9000 helps increase input efficiency and prevent errors by reading customer information from tags.
- Reading of registered vehicle information from tags makes possible use for applications such as managing traffic violations.

HANDHELD TERMINAL

# IT-9000

Handheld Printer Terminal

# OUTDOOR

Rugged specifications that support on-site operations

## High-Resolution VGA LCD with Excellent Visibility for Outdoor User

The IT-9000 is equipped with a Blaview™ LCD, a 3.7-inch colour transmissive TFT LCD with an easy-to-operate touch panel.

The display provides excellent visibility indoors and in direct sunlight, and VGA-compatible high resolution (640×480pixels) supports high-definition image display content. In addition, power consumption of the backlight is only about one-third that of semi-transmissive LCDs.



## Keyboard Designed and Built for Comfortable Operation

The larger backlit keyboard ensures accurate key operation in a dark environment such as a warehouse. Since the keys are printed on the inside, the markings do not wear off. Text input using the number keys is possible.



## 2.0 Megapixel Camera with Autofocus

A 2.0 megapixel colour digital camera is integrated in the IT-9000. With its powerful autofocus feature, this camera can capture high quality images for such tasks as identifying damaged goods, document capture and vehicle license number identification. The capturing of digital images can be incorporated seamlessly into the work-flow of the application without the need to use a separate camera or reconcile images and data records from two different devices. The potential for enhancement to solutions, and increases in efficiency are virtually limitless.



## Microsoft® Windows Mobile® 6.5

The IT-9000 series comes with Windows Mobile® Version 6.5 as the operating platform. This is the latest platform for mobile devices and PDAs and is ideally suited for use as a basis for an enterprise or business solution. Windows Mobile 6.5 brings you the latest enhancements to the PDA user interface, allows efficient handling of various wireless technologies and opens up the possibility to run existing commercially available packages and software for the Windows Mobile family of devices.

## Excellent Environmental Durability

Casio designed the IT-9000 to deliver the usability required for outdoor work. The rugged body offers improved impact resistance to withstand drops of 1.5 meters, ensuring the high durability necessary for use even under conditions of rough handling. The terminal is compliant with IP54\* dust and water-splash proof standards and designed to ensure trouble-free operation in demanding environments such as heavy rain and sandy or dusty places. In addition, it is suitable for use in sub-zero temperatures or under the blazing sun (operating temperature range of -20°C to 50°C).

\*Water splashed against the device from any direction has no harmful effects when all covers for connectors, etc. are closed.



Drop durability test



Water-splash proof test



Dust proof test

## Human-Centered Design in the Uncompromising Pursuit of Usability

The IT-9000 reflects human-centered design processes applied in product development in the uncompromising pursuit of ease of use. It is surprisingly compact and light in weight for a fully featured multifunctional handheld terminal with built-in printer. The terminal was designed to be comfortable to hold it for long shifts without fatigue and to provide excellent operability in outdoor environments. The rounded form of the lower part of the device and the 79-mm grip length make the IT-9000 just the right shape and size for a secure grip. The center of gravity is optimised to fit naturally in anyone's palm. The result is a device that places little strain on the hand even during long hour operation.

Human-centered Design	Objective	Enhancement of total product quality that customers experience
	Method	Product development based on ISO13407 (human-centered design) process
The Pursuit of Usability	Concept	Human-centered Design

# SECURITY

Reliable security features to meet the needs of the times

## Log-In Authentication

The IT-9000 supports smart card-based log-in security that prevents unauthorized use, by requiring log-in authentication using employee ID cards in addition to passwords.



Employee ID card

## Enhanced Security Features

### Automatic Erasure of Local Data

The terminal has a function for automatically erasing data if the user does not log-on at a specified time. This prevents information leakage in the event of device loss.

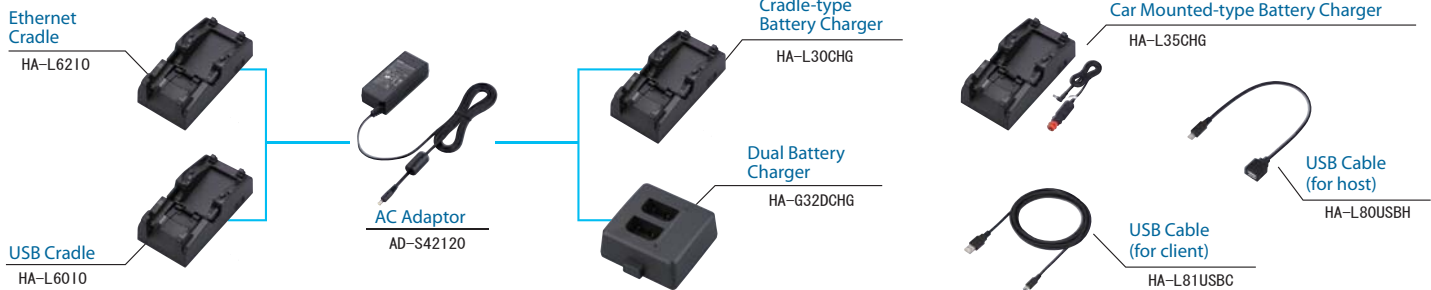
### Media Security

A security lock can be applied to SD cards used to store data to block information leakage.

HANDHELD TERMINAL

# IT-9000

Handheld Printer Terminal



## Specification

Model Name		MC25E	C25E
CPU		Marvell® PXA320 624MHz	
OS		Microsoft® Windows Mobile® 6.5 English Version	
Memory	RAM	256MB	
	ROM	256MB	
Display	Display	9.4cm (3.7inches) Blaview® Color LCD with Touch Panel	
	Resolution	VGA (480 x 640 dots) 65,536 colors	
	Backlight	LED	
Printer	Indicator	Indicator 1: Battery charging status, Indicator 2: Operating status	
	Printing Method	Thermal line dot	
	Paper Width	80 mm or 58 mm	
	Printing Width	72 mm or 48 mm	
	Speed	28 lines per second (while printing Kanji characters)	
	Paper	Roll paper, Label paper	
	No. of dots	576 (if printed on 80 mm width paper)	
	Font Type	ANK, Symbolologies (UPC-E, NW-7, Code39, Code128), OCR-B, user-defined characters x 128	
	Sensor	Positioning for printing	
	Type	Wide VGA (752 x 480) Monochrome Area Sensor	
C-MOS Imager	Aimer	Laser 650+10/-5nm, 1mW or less	
	Resolution	1D: 0.15mm, Stacked: 0.169mm, Matrix: 0.25mm	
	1D Symbolologies	GS1 DataBar Omnidirectional (RSS-14), GS1 DataBar Truncated (RSS-14 Truncated), GS1 DataBar Limited (RSS Limited), GS1 DataBar Expanded (RSS Expanded), Code128/GS1-128 (UCC/EAN128), Code93, Code39, Code11, EAN8/13, UPC-A, UPC-E, Codabar (NW7), Interleaved 2 of 5 (ITF), MSI (Plessey), IATA, Code32, ISBT	
	Stacked Symbolologies	GS1 DataBar Stacked (RSS-14 Stacked), GS1 DataBar Expanded Stacked (RSS Expanded Stacked), GS1 DataBar Stacked Omnidirectional (RSS-14 Stacked Omnidirectional), Code49, PDF417, MicroPDF, Composite, Codablock F, TLC39	
	Matrix Symbolologies	Aztec, DataMatrix, Maxicode, QR Code, microQR, Han Xin Code	

NFC Reader/Writer	Frequency	13.56MHz	
	Contactless Smart Card	ISO14443 Type A (MIFARE®), ISO14443 Type B / Felica®	
	RFID Tag	ISO15693 (I-CODE® SLI / Tag-it® / my-d®)	
	SAM Slot	3 slots	
	Bluetooth	Bluetooth® version 2.0 + EDR	
Digital Camera	Imaging Element	2.0 mega pixels C-MOS	
Mag. Card Reader	Function	Auto focus, LED flash	
	ISO Standard	ISO Tracks 1, 2, and 3	
Input	Keyboard	Numeric (Alphabet) keys, Double zero key, - key, Decimal key, MENU key, Fn key, F1 to F4 keys, CLR key, B5 key, ENT key, Cursor keys, Power key, Left Trigger key, Right Trigger key	
	Touch Panel	Plastic panel (resolution 480 x 640 dots) with character input pad	
Interface	Serial	USB (Host, Client) x 1	
	Card Slot	SDIO (SDHC supported) x 2	
Power	Audio	Microphone: Built-in (monaural), Speaker: Built-in (monaural)	
	Main Power	Lithium-ion battery pack: HA-G20BAT* * 7.4V/2,000mA	
	Memory Backup	Lithium battery (rechargeable) on board	
	Charge Time	Approx. 5 hours	
Environment	Dust/Splash-proof	IP54 (compliant with IEC60529 standard)	
	Drop Durability	1.5m	
	Operating Temperature	-20°C ~ +50°C	
Dimension / Weight	External Dimensions	W	112mm*
		D	286mm
		H	66mm* 37mm**
	Weight (Incl. Battery)		655g

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 ● Tag-it is a registered trademark of Texas Instruments Incorporated.  
 ● My-d is a registered trademark of Infineon Technologies AG.  
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 ● Specifications in the table above are current as of March 2012, and may be changed without prior notice.





# The new Galaxy S7

## Type

Galaxy S

## Carrier

AT&T, T-Mobile, Verizon, Sprint, U.S. Cellular, Cricket, MetroPCS, Boost Mobile, No-Contract

## OS

Android™

## Size

### Weight

Galaxy S7: 152g

Galaxy S7 edge: 157g

### Product Dimensions

Galaxy S7: 2.74" x 5.61" x 0.31"

Galaxy S7 edge: 2.85" x 5.94" x 0.30"

## Camera

### Camera Resolution (Front)

CMOS 5MP

### Main Camera - Flash

Yes

### Camera Resolution (Rear)

Dual Pixel 12.0 MP

### Main Camera - Auto Focus

Yes

### Video Recording Resolution

UHD 4K (3840 x 2160)@30fps

## Battery

### Battery, Talk Time

Galaxy S7: 2G CDMA: Up to 28 hours

Galaxy S7 edge: 3G CDMA: Up to 36 hours

### Video Play Time

Galaxy S7: Up to 16 hours

Galaxy S7 edge: Up to 19 hours

### Battery Type and Size

Galaxy S7: 3000 mAh

Galaxy S7 edge: 3600 mAh

### Internet Use Time

Galaxy S7: 3G: Up to 11 hours; LTE: Up to 13 hours; Wi-Fi: Up to 14 hours

Galaxy S7 edge: 3G: Up to 13 hours; LTE: Up to 15 hours; Wi-Fi: Up to 15 hours

### Music Play Time

Galaxy S7: Up to 55 hours

Galaxy S7 edge: Up to 66 hours



## Processor

### Processor Speed, Type

2.15GHz, 1.6GHz, Quad-Core

## Display

### Main Display Resolution

2560 x 1440 (Quad HD)

### Main Display Size

Galaxy S7: 5.1" (129.2mm)

Galaxy S7 edge: 5.5" (139.5mm)

### Main Display Technology

Dual edge Super AMOLED®

### Color Depth

16M

## Memory

### Internal Memory

(User memory is less than the total memory due to storage of the operating system and software used to operate the features.

Actual user memory will vary depending on the operator and may change after software upgrades are performed.)

32GB

### External Memory/

#### MicroSD™ Capacity

MicroSD (Up to 256GB)

## Network

### Frequencies & Data Type

**2G GSM:** GSM850, GSM900, DCS1800, PCS1900

**3G UMTS:** B1(2100), B2(1900), B4(AWS), B5(850)

**3G TD-SCDMA:** B34(2010), B39(1880)

**4G FDD LTE:** B1(2100), B2(1900), B3(1800), B4(AWS), B5(850), B7(2600), B8(900), B12(700), B18(800), B19(800), B20(800), B29(700), B30(2300)

**4G TDD LTE:** B38(2600), B39(1900), B40(2300), B41(2500)

### Sim Size

Nano

## Connectivity

### Wi-Fi

802.11 a/b/g/n/ac 2.4G+5GHz, VHT80 MU-MIMO

### ANT+

Yes

### Earjack

3.5mm Stereo

### USB

USB 2.0

### Bluetooth Profiles

A2DP, AVRCP, DI, HFP, HID, HOGP, HSP, MAP, OPP, PAN, PBAP

### Wi-Fi Direct

Yes

### Bluetooth

Bluetooth v4.2

### Location Technology

GPS, Glonass

### NFC

Yes

### PC Sync.

Smart Switch™ (PC version)

## Audio

### Audio Playing Format

MP3, M4A, 3GA, AAC, OGG, OGA, WAV,  
WMA, AMR, AWB, FLAC, MID, MIDI, XMF,  
MXMF, IMY, RTTTL, RTX, OTA

## Video

### Video Playing Format

MP4, M4V, 3GP, 3G2,  
WMV, ASF,  
AVI, FLV, MKV, WEBM

### Video Playing

#### Resolution

UHD 4K (3840 x 2160)  
@60fps

## Services & Applications

### Gear Manager

Gear Circle (Manager Support), Gear Fit,  
Gear1, Gear2, Gear2 Neo, Gear S, Gear S2,  
Gear VR

### S-Voice

Yes

## Sensor Type

### Type

Accelerometer, Barometer, Fingerprint  
Sensor, Gyro Sensor, Geomagnetic Sensor,  
Hall Sensor, HR Sensor, Proximity Sensor,  
RGB Light Sensor

The Samsung Galaxy Note® 3 has never looked so good.  
The peripherals have never been so powerful.



- Magnetic Stripe Reader
- Smart Card Reader
- Hot Swappable Battery
- Smart Card Interface
- NFC – RFID
- 3" Thermal Printer  
Prints on Paper or Poly

Meet the N5Print – a culmination of over twenty-five years of designing ultra-rugged handheld computers. The result? An unprecedented Android device; the second in a series designed specifically for demanding environments. Rain, sleet, snow, sun, mud and sand; none of which can touch the MIL-STD 810G and IP65 certified exterior of the N5Print hardware, equipped with the powerful, sleek, user-friendly Android operating system. A hot swappable battery, integrated 3" thermal printer, magnetic stripe reader, NFC – RFID make the N5Print the best in class mobility choice for your team.

As with all Two Technologies products, the N5Print can be branded with your company logo, custom keys and case color. Now your mobility device can carry your unique brand one step further.

**N5Print**



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# SPECIFICATIONS

<b>Display:</b>	5.7 in. Diagonal, Super AMOLED, 1080 X 1920 pixels
<b>Contrast Ratio:</b>	Nominal 3.997:1 (sunlight)
<b>Touchscreen:</b>	Multitouch capacitive, Rain resistant + Inductive Stylus
<b>IP Rating:</b>	Sealed to IP65
<b>Operating temp:</b>	-20° to + 50° C (MIL-STD 810F Method 502.4, MIL-STD 810F Method 501.4)
<b>Charging temp:</b>	0° to + 40° C
<b>Humidity:</b>	5-95% (non-condensing) 810F Method 502.4, MIL-STD 810F Method 501.4
<b>Shock &amp; Vibration:</b>	MIL-STD 810G Method 516.6 & Method 514.6
<b>Weight:</b>	26.7 oz. with new full paper roll, 24.3 oz. without paper roll
<b>Sound:</b>	Vibration, MP3, WAV files, Loudspeaker voice; 70dB / Noise 66dB / Ring 80dB
<b>CPU:</b>	Quad-core 2.3 GHz Qualcomm Snapdragon 800
<b>OS:</b>	Android OS, v5.0
<b>3G Network:</b>	HSDPA 850   900   1900   2100
<b>4G Network:</b>	LTE 800   850   900   1800   2100   2600 - 4G LTE
<b>SIM Card:</b>	Micro-SIM
<b>Data:</b>	LTE Cat 4 (150/50 Mbit/s), HSDPA+ (4G) 42.2 Mbit/s, HSUPA 5.76 Mbit/s, UMTS, EDGE, GPRS
<b>WLAN:</b>	Wi-Fi 802.11 a/b/g/n/ac, dual-band, Wi-Fi Direct, DLNA, hotspot
<b>Bluetooth:</b>	v4.0, A2DP, EDR, LE
<b>NFC (optional):</b>	HF RFID, 13.56 MHz
<b>USB:</b>	microUSB v2.0 (MHL 2 TV-out), USB Host
<b>Rear Camera:</b>	13 MP, 4128 x 3096 pixels, autofocus, LED flash, Dual Shot, Simultaneous HD video and image recording, geo-tagging, touch focus, face/smile detection, panorama, HDR
<b>Front Camera:</b>	2 MP, 1080p@30fps front facing camera
<b>Video:</b>	2160p@30fps, 1080p@60fps
<b>Barcode Imaging:</b>	1D/2D Barcode Scanner via ZXING Barcode Software
<b>Internal Memory:</b>	16 GB, 3 GB RAM
<b>Memory Card:</b>	microSD, up to 128 GB
<b>Smart Card Reader:</b>	Supports Class A, Class B, Class C, or Class AB Smart Cards
<b>Messaging:</b>	SMS, MMS, Threaded View - Email: IMAP, POP3, SMTP, Microsoft Exchange
<b>Browser:</b>	HTML, HTML5
<b>GPS:</b>	A-GPS support, GLONASS
<b>Java:</b>	Java MIDP emulator
<b>Internal Battery:</b>	Internal, Li-Ion 3200 mAh battery
<b>Supplemental Battery:</b>	Hot swappable, 5000 mAh@7.4V Li-ion
<b>Mag Stripe Reader:</b>	3 Channel, Bi directional card reader; Security: DES, Triple DES, AES encryption; Management: DUKPT key manager
<b>Printer:</b>	3" Thermal, Direct Thermal Printing, Polyvinyl Cutter w/ Stainless Steel Blade
<b>Warranty:</b>	1 year



## Weight

- 26.7 oz. with new full paper roll
- 24.3 oz. without paper roll

## Dimensions

- W 4.73" - H 10.8" - D 2.65"



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T 215.441.5305 • F 215.441.0423  
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 419 Sargon Way • Horsham, PA 19044



# Zebra® iMZ™ Series



SEE MORE. DO MORE.



## A choice of mobile platforms to take business where it needs to go!

Get the benefits and value associated with using today's smartphone and tablet devices. The new iMZ™ printers now support Bluetooth® connectivity to Apple® iOS, as well as Android™, Windows® Mobile and BlackBerry® platforms. Print Touch™ simplifies Bluetooth pairing and launches Web-based help pages with Near Field Communication (NFC)-enabled devices to provide a trouble-free user experience. Regardless of your choice—a smartphone, tablet or handheld—Zebra's new iMZ220 and iMZ320 printers are there to support your 2-inch and 3-inch receipt-printing business needs.

In addition to supporting the most popular operating systems of today's smartphones and tablets, the new iMZ

printers' Link-OS™ software solutions rapidly configure, monitor, and integrate Zebra printers with your system. Using Profile Manager with AirWatch Connector, you can quickly connect your printer with the AirWatch device-management system via WLAN. Utilize your current infrastructure with one tool for management of your mobile devices.

Building on this experience, you can create printing applications for the Apple, Windows®, Android, WinCE, WinMobile and BlackBerry platforms with the Link-OS Software Development Kit (SDK). Backed by a full range of Zebra software, it has never been easier to produce crisp, clear receipts—whatever the setting.

## Ideal for These Applications

**Retail** / Mobile point of sale, Line-busting

**Field Service** / Field repair and installations

**Direct Store Delivery** / Proof of delivery receipts

**Hospitality** / Restaurant tableside receipts, On-board transportation ticketing



Made for

iPod® iPhone® iPad®

# MEET THE iMZ SERIES

Each small iMZ printer can be a smart assistant for any mobile receipt-printing application where quick, simple receipts are needed on demand. These unobtrusive printers can be worn comfortably for a full shift without interfering with the user's tasks. Easy to operate, they are a great first step for users looking to replace pen-and-paper documentation, preprinted receipts, or unreliable mobile printers. Mobile workforces all over the world can benefit from the iMZ series' compact convenience in business applications—and because it's a Zebra, there's no compromise on reliability.

## A Sidekick That Won't Weigh You Down

- At  $\frac{3}{4}$  of a pound (0.34 kg) or less, these lightweight printers can be worn a full shift without any burden or bother
- Comfortably wear the printer via belt clip or shoulder strap for unobtrusive and convenient printing

## Simple to Operate

- Single push-button media access for simple reloading
- Intuitive LEDs indicate on/off, error, and connectivity status

## Economical Alternative

- A simple, reliable and affordable printer alternative
- Each iMZ printer comes standard with USB and Bluetooth connectivity, allowing you to communicate with mobile devices running on iOS, Windows® Mobile, Android and BlackBerry operating systems

## Palm-Sized Printing Power

- High-speed processor and extensive memory for printing complex barcodes, fonts and graphics
- iMZ printers now come with an 802.11n option with dual-band support (2.4 GHz–802.11b/g/n and 5 GHz–802.11a/n) for those overcrowded wireless networks in retail environments where business operations need communication at the less-crowded 5 GHz band
- Secure Bluetooth 2.0, 802.11a/b/g/n (optional) or USB (client) connectivity, Wi-Fi® and Cisco® CCX V4 ASD-certified



### Genuine Zebra™ Supplies

Ensure high-quality, crisp images and text, and ensure that your receipt and documents remain readable and intact for their entire life, by choosing genuine Zebra supplies.

Zebra offers:

- Both in-stock and custom-made receipt paper.
- Materials that:
  - » Are tested and approved by the Zebra Supplies Research and Development Department.
  - » Meet your application's durability, image quality and archival requirements, as well as your budget.
  - » Can be custom pre-printed with your company logo, instructions, terms and conditions and other information, allowing you to maximize the functionality of your receipts and documents.

### ZebraCare™ Services

Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare Depot service agreement. ZebraCare service agreements allow you to:

- Plan and budget annual service needs.
- Reduce the soft costs associated with printers that are down and need repair, and increase uptime.
- Choose the service option right for your organization.

# PRINT RECEIPTS ON DEMAND FOR A VARIETY OF APPLICATIONS

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## Retail

Reduce checkout time and lines at the register. Before customers reach the register, scan all their shopping-cart items; then use an iMZ printer to print a barcode receipt with the customer's purchase total for presentation at checkout.

## Field Service

With the iMZ printer, offer customers documentation of the quoted estimate for service, parts and warranty. When the work is finished, print a payment receipt to complete the service transaction.

## Hospitality

Reduce lines and capture more sales: Accept mobile payment for concessions in the theme park, in the arena, at the tableside, or at other hospitality venues.

## Direct Store Delivery

Use an iMZ series printer at the point of transaction to print a delivery receipt that confirms the actual quantities that transferred possession. Also print sales order confirmations for future deliveries.

---

## AC Adapter

This easy-to-use power adapter comes with each iMZ series printer. Simply plug the AC adapter into the printer and charge between uses!



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## Protective Silicone Skins

These optional silicone skins add a layer of protection and improve the handling of your iMZ series printer.



---

## iMZ Series 4-Bay Power Station

Ideal for users who prefer to "dock and go." At the end of your shift, simply slide the iMZ220 or iMZ320 printer into this power station to recharge it.



---

## Durability-Enhancing Case

By adding an extra layer of protection with this nylon carrying case, your iMZ series printer will be well prepared for harsh conditions.



---

## Vehicle Adapter

This cigarette-lighter adapter allows you to charge your iMZ series mobile printer from your vehicle.



---

## Shoulder Strap

To keep hands free, an optional shoulder strap is available as an alternative to the belt clip.



# SPECIFICATIONS AT A GLANCE\*

## Printer Name

iMZ220

iMZ320

## Standard Features

- Direct thermal printing of barcodes, text and graphics
- 203 dpi/8 dots per mm resolution
- Print speed: Up to 4"/102 mm per second
- CPCL and ZPL® programming languages
- Resident fixed and scalable fonts
- 400MHz 32-bit ARM® processor with 128 MB RAM memory
- 128 MB Flash memory supports downloadable programs, receipt formats, fonts, and graphics
- USB port
- 1.6Ahr Li-Ion battery
- Built-in battery charger
- Optical out-of-media sensing using fixed center-position sensor
- Tear bar for easy receipt dispensing
- Supports vertical and horizontal printing
- Printer can be used in any orientation
- Fixed media-roll width
- Clamshell design for easy media loading
- Printer Management: Mirror, SNMP, Web server (with customizable HTML pages), Wavelink Avalanche® [Future firmware update]
- Four LEDs as user interface indicators
- 4"/1.2 m drop to concrete (multiple times)
- Label odometer
- Bluetooth 2.1
- Security modes 1–4
- Bluetooth printing from Apple devices (iOS5, iOS6)
- IP42-rated for dust and water resistance (IP54 with durability-enhancing case)
- Print Touch via NFC—One touch to pair and print via Bluetooth

## Printer Specifications

### Resolution

203 dpi/8 dots per mm

### Memory

128 MB RAM; 128 MB Flash (standard)

### Print width

- iMZ220: 1.9"/48.3 mm
- iMZ320: 2.9"/73.7 mm

### Print length

Maximum: Continuous

### Print speed

Up to 4"/102 mm per second

## Physical Characteristics

	iMZ220	iMZ320
Width:	3.18"/80.77 mm	4.11"/104.4 mm
Height:	5.34"/135.6 mm	5.34"/135.6 mm
Depth:	2.26"/57.4 mm	2.26"/57.4 mm
Weight:	0.70 lbs/0.32 kg with battery	0.75 lbs/0.34 kg with battery

## Operating Characteristics

### Environment

- Operating temperature: 14° F/-10° C to 122° F/50° C
- Storage environment: -4° F/-20° C to 140° F/60° C
- Operating humidity: 10–90% non-condensing

### Agency approvals

FCC Part 15 and EN 55022 Class B limits; FCC, IC, and European Standards for Bluetooth and 802.11a/b/g/n; TÜV and IEC 60950 standard for Safety; NOM, C-Tick, VCCI, S-Mark, PSE, CCC, MII Bluetooth SIG-registered, CCX and Wi-Fi certified

## Communication and Interface Capabilities

- 802.11a/b/g/n wireless LAN with support for:
  - WEP, TKIP, and AES encryption (802.1x)
  - EAP-FAST, EAP-TTLS, EAP-TLS, PEAP, LEAP
  - 802.11i (WPA2), 802.11d, 802.11h
  - 802.11n (optional): Wi-Fi (802.11n)-certified, Cisco CCX v4 ASD-certified
- USB 2.0
- Bluetooth 2.1 (includes Bluetooth support for iOS devices)
- Windows compatibility: (CE .NET, Pocket PC, Windows Mobile 2002, Windows Mobile 2003 SE, Windows XP, 2000 and NT via Zebra Windows printer driver and/or our Mobile SDK controls and other applications)
- Android 2.3, 4.0, 4.1
- iOS 5, iOS 6
- Dual radio—802.11a/b/g/n & Bluetooth 3.0 (coming soon)

## Media Characteristics

### Max. roll size

- 1.88"/47.8 mm O.D. on a 0.4"/10.2 mm to 0.75"/19 mm I.D. core

### Max. media width (iMZ220)

2.0" (± 0.03")/50.8 mm (± 0.76 mm)

### Max. media width (iMZ320)

3.0" (± 0.03")/76.2 mm (± 0.76 mm)

### Thickness

2 mil/0.0508 mm to 4 mil/0.1016 mm

### Media types

Direct thermal receipt paper, or UV-coated media. For optimum print quality and printer performance, use genuine Zebra supplies.

Made for

iPod® iPhone® iPad®

## Fonts/Graphics/Symbolologies

### Fonts and character sets

- Standard fonts: 25 bitmapped, 1 smooth-scalable (CG Triumvirate™ Bold Condensed)
- Optional fonts: Downloadable bitmapped and scalable fonts

- International character sets/code pages supported: USA, Germany, France, Sweden, Spain, Norway, Italy, CP850, UK, (Latin 9), Chinese GB18030, BIG 5 (Traditional), Japanese and Korean supported in 16 x 16 and 24 x 24. Thai and others upon request.

## Graphics

Supports user-defined fonts and graphics—including custom logos

## Barcode symbolologies

- Barcode ratios: 1.5:1, 2:1, 2.5:1, 3:1, 3.5:1
- Linear barcodes: Codabar (NW-7), Code 39, Code 93, Code 128, EAN-8, EAN-13, 2 and 5 digit add-on, Interleaved 2-of-5, UCC/EAN 128, UPC-A, UPC-E, 2 and 5 digit add-on
- Two-dimensional: Aztec Code, Data Matrix, GS1/DataBar™ (RSS) family, MaxiCode, MicroPDF417, PDF417, QR Code, TLC 39

## Options and Accessories

- Bluetooth 2.1
- 802.11a/b/g/n
- Protective silicone skin
- Durability-enhancing case (IP54 rating when using the case)
- Shoulder strap
- iMZ series 4-bay power station
- Vehicle adapter

## Optional features

- Linerless printing (with silicone platen roller only) through a Development Services Group request
- ZBI 2.x: Powerful programming language that lets printers run standalone applications, connect to peripherals, and much more

## ZebraLink™ Solutions

- Print Touch via NFC
- Profile Manager via NFC with AirWatch connector
- Link-OS Software Development Kit
- ZebraDesigner™ Pro
- ZebraDesigner
- ZebraNet™ Bridge Enterprise
- ZebraDesigner driver
- Zebra Setup Utility
- ZBI-Developer™

## Firmware

iMZ printers support CPCL and ZPL programming languages. The ZPL programming language ensures full compatibility with many other Zebra® printers. See Technical Specification for more details.

## Validation Testing

The iMZ series printers have been tested with industry-leading applications to verify interoperability and improve overall optimization when with validated terminals. Zebra Independent Software Vendor (ISV) Partners create industry-leading software solutions to solve business problems. Zebra works closely with these ISVs to integrate printing and other capabilities of Zebra products. Zebra-validated applications can be found at [zebra.com/validation](http://zebra.com/validation).



**Corporate Headquarters**  
+1 800 423 0442  
inquiry4@zebra.com

**Asia-Pacific Headquarters**  
+65 6858 0722  
apacchannelmarketing@zebra.com

**EMEA Headquarters**  
+44 (0)1628 556000  
mseurope@zebra.com

**Latin America Headquarters**  
+1 847 955 2283  
inquiry4@zebra.com

**Other Locations / USA:** California, Georgia, Illinois, Rhode Island, Texas, Wisconsin **Europe:** France, Germany, Italy, the Netherlands, Poland, Spain, Sweden, Turkey, United Kingdom **Asia Pacific:** Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam **Latin America:** Argentina, Brazil, Columbia, Florida (LA Headquarters in USA), Mexico **Africa/Middle East:** Dubai, South Africa

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